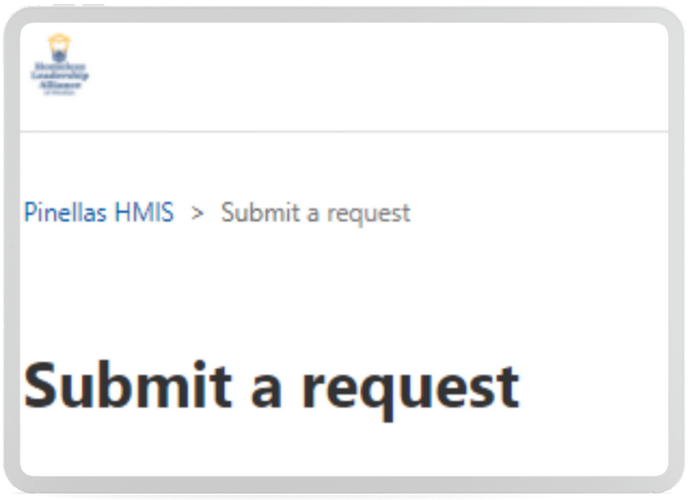
Homeless Leadership Alliance of Pinellas

Pinellas HMIS Help Desk Ticket

HMIS end-users and their agency administrators can easily reach out to the Pinellas HMIS Staff through the Help Desk by submitting a ticket. Here are some recommendations HMIS Staff have for doing so!



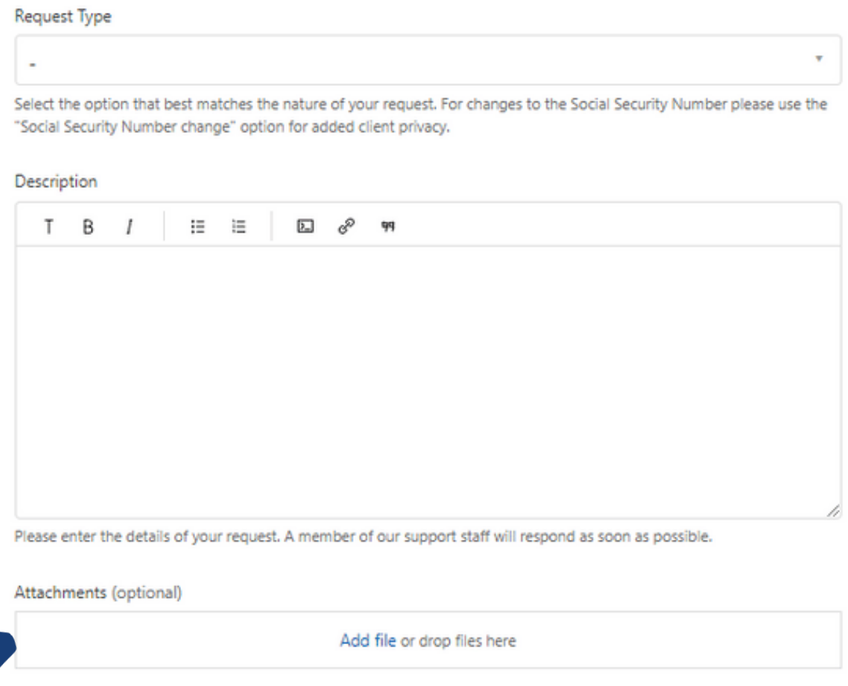
1

Users can submit a ticket by going to the Help Desk website OR by emailing <support@pinellashmis.zendesk.com>.

2

Be descriptive! Expanding on your question or request is helpful to HMIS Staff to understand and quickly respond with an answer or solution.

You can include attachments of screenshots or pictures on the Help Desk website submission, or attach the files in your email.



3

Know that HMIS Staff are here to assist you! Your questions and ticket requests help HMIS Staff better develop more efficient processes and answer your questions expeditiously. Questions and feedback are very important to the HMIS Staff.

Some topics you can submit Help Desk Tickets for include: any questions, issues with data entered, password resets, style guides, update client information, and more!

Submit a ticket to the Pinellas HMIS Help Desk here: https://pinellashmis.zendesk.com/hc/en-us