

# CIIS Help Desk & Support Tickets

## CIIS Resource Center User Guidance

The CIIS Resource Center (CRC) allows provider staff or an EHR vendor to create and monitor CIIS-related support tickets online. CIIS support tickets can be submitted on a wide variety of topics, including but not limited to: login/password issues, data quality concerns, immunization interface status, vaccine ordering/reconciliation issues, etc.

Users can submit support tickets, monitor support ticket status and review frequently asked questions (FAQs) directly through the CRC Help Desk section.

This guide describes how to submit an online support ticket and monitor its progress within the CRC.

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## Getting Started

1. Log into the CIIS Resource Center (<https://www.ciisresources.com/>) using your username and password.
  - a. If you cannot log into the CRC because you do not have an account, please contact your CIIS Clinic Administrator to create an account for you.
  - b. If you have forgotten your password, click the “Forgot Password” link and follow the instructions.
  - c. If you have forgotten your username, you will need to contact the CIIS Help Desk directly for assistance.

Returning Users

Username:

Password:

Login Clear

[Forgot Password.](#) ← Forgot Password Link

Not Registered? [Register Now.](#)

### CIIS Help Desk

Phone: 303-692-2437 option 2  
Toll Free: 1-888-611-9918 option 1  
Fax: 303-758-3640

Send us an email:

[cdphe.ciis@state.co.us](mailto:cdphe.ciis@state.co.us)

2. Once logged into the CRC, click the “CIIS Help Desk” link from the blue menu bar at the top of the screen. The Help Desk screen will show:
  - a. Your Current Tickets: Displays tickets that you have previously submitted.
  - b. Current Tickets for Practice: Displays all tickets submitted by your clinic.
  - c. Resolved Tickets: Displays individual and practice tickets that have been closed and resolved.

Colorado Immunization Information System

# CIIS Resource Center

Main Manage Users Training Resources Data Exchange Meaningful Use [CIIS Help Desk](#) ← CIIS Help Desk Link

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## Help Desk

[View Support Tickets](#) [Submit a Support Ticket](#) [FAQ](#) [Contact Us](#)



Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	2222-10082	12 31 2014		Open	Log-in/Password Issues			View Detail

Current Tickets for Practice

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	2222-10082	12 31 2014		Open	Log-in/Password Issues			View Detail
2.	2222-10062	10 31 2014	Med	Pending	Log-in/Password Issues	11 24 2014		View Detail



Submit Update

Resolved Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1	2222-10081	12 31 2014	High	Closed	Other	12 31 2014		View Detail
2	2222-10079	11 14 2014		Closed	Log-in/Password Issues	11 24 2014		View Detail
3	2222-10078	11 14 2014	High	Closed	HL7 Interface/Electronic Reporting	11 14 2014		View Detail
4	2222-10072	11 06 2014	Low	Closed	Reports	11 06 2014		View Detail
5	2222-10068	11 05 2014	Med	Closed	Other	11 06 2014		View Detail

3. Once you click the CIIS Help Desk link, additional information can be accessed on the sub-tabs:
  - a. View Support Tickets: Displays open and resolved ticket information for user and clinic.
  - b. Submit a Support Ticket: Allows you to submit a support ticket. For more information on this go to the **Submitting and Monitoring Support Tickets** section on page 4 of this guide.
  - c. Contact Us: Displays information on how to contact the CIIS Help Desk directly.

## Submitting and Monitoring Support Tickets

This section will describe how to submit a support ticket and how to monitor its status within the CRC.

### Submitting a New Support Ticket

1. After clicking the CIIS Help Desk link on the Main Tab, click on the “Submit a Support Ticket” sub-tab.

Colorado Immunization Information System  
**CIIS Resource Center**

Main Manage Users Training Resources Data Exchange Meaningful Use CIIS Help Desk **CIIS Help Desk Link**

Kim Gulliver View Messages  
Kim's Test Clinic Edit Main Profile

Help Desk

View Support Tickets Submit a Support Ticket FAQ Contact Us

2. Verify your contact information displayed on the screen and update any incorrect information.

Help Desk

View Support Tickets Submit a Support Ticket FAQ Contact Us

**Submit a Support Ticket**

Enter/Verify Your Information

Verify and correct any incorrect contact information

First Name*	Last Name*	Phone
Test	Person	303 123 4561 x
Email*		
test@test.com		



3. Enter your issue information in the following fields:
  - a. Issue Title: Enter a title for your issue.
  - b. Issue Category: Select the category that best describes your issue from the drop-down menu.
  - c. Issue description: Enter a clear and concise description of the issue you are experiencing.

## Help Desk

View Support Tickets

Submit a Support Ticket

FAQ

Contact Us

### Submit a Support Ticket

**Enter/Verify Your Information**

First Name*	Last Name*	Phone
<input type="text" value="Test"/>	<input type="text" value="Person"/>	<input type="text" value="303 123 4561"/> x <input type="text"/>

Email*	
<input type="text" value="test@test.com"/>	

**Enter Your Issue Information**

Issue Title*	Issue Category*
<input type="text" value="Log-in Issue"/>	<input type="text" value="Log-in/Password Issues"/>

**Issue Description\***

My account is locked and I am unable to log-in, please help me get into CIIS.

Enter all information that is relevant to your issue

\* Required

Save

Cancel

4. Once all required information is entered, click the Save button. You will be directed back to the Support Tickets screen, and you can verify that the current support ticket was successfully submitted.

**Your Current Tickets**

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	2222-10083	02 06 2015		Open	Log-in/Password Issues			View Detail
2.	2222-10082	12 31 2014		Open	Log-in/Password Issues			View Detail

Newly submitted support ticket

**Note: An email will be sent to you as a confirmation that your support ticket was submitted successfully.**



5. If you would like to add supporting documentation related to your support ticket, click on the paper clip icon and follow Steps 6-8. If you do not need/want to add supporting documentation, skip to Step 9 found on page 7 of this guide.

Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	2222-10083	02 06 2015		Open	Log-in/Password Issues			View Detail
2.	2222-10082	12 31 2014		Open	Log-in/Password Issues			View Detail

Click icon to add supporting documentation

6. The Ticket Detail screen displays. Click on the Upload Supporting Document button.

Ticket Detail

Ticket #	Date Posted	Status	Functional Area	Submitting User
2222-10083	02 06 2015	In Progress	Log-in/Password Issues	Test Person

#	Document Name	Date Uploaded	View Document
No Records Found.			

Click to upload documents

Upload Supporting Document    Cancel

7. To upload a document click on Choose File, find the document where it is saved on your computer, and click Open so it displays under the Upload Attachment for Ticket section. Click the Upload File button.

Upload Attachment(s) for Ticket

Browse the file to upload\*

Choose File Test Document.docx

Supporting documentation to be uploaded

UPLOAD FILE

Click Upload File

\* Required

CANCEL



8. The supporting documentation will be displayed on the Ticket Detail screen. Follow the same process to upload additional supporting documentation. If you have finished uploading supporting documents, click the Cancel button.

**Ticket Detail**

Ticket #	Date Posted	Status	Functional Area	Submitting User
2222-10083	02 06 2015	In Progress	Log-in/Password Issues	Test Person

  

#	Document Name	Date Uploaded	View Document
1.	Test Document.docx	02 06 2015	<a href="#">Test Document.docx</a>

Supporting documentation that was submitted

9. When your ticket has been completed and closed by the CIIS Help Desk, you will receive another email with information regarding your issue. In addition, the ticket will be moved to the Resolved Tickets section on the Help Desk screen.

**Resolved Tickets**

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1	2222-10083	02 06 2015	High	Closed	Log-in/Password Issues	02 06 2015		<a href="#">View Detail</a>
2	2222-10081	12 31 2014	High	Closed	Other	12 31 2014		<a href="#">View Detail</a>
3	2222-10079	11 14 2014		Closed	Log-in/Password Issues	11 24 2014		<a href="#">View Detail</a>
4	2222-10078	11 14 2014	High	Closed	HL7 Interface/Electronic Reporting	11 14 2014		<a href="#">View Detail</a>
5	2222-10072	11 06 2014	Low	Closed	Reports	11 06 2014		<a href="#">View Detail</a>

Ticket Closed



### Monitoring the Status of a Support Ticket

1. Click the “CIIS Help Desk” link from the blue menu bar at the top of the screen to view the status of a support ticket that you have submitted or all tickets for your practice.

2. Click View Detail under the View Detail column for the ticket you want to review.

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update	View Detail
1.	2222-10083	02 06 2015	High	Open	Log-in/Password Issues	02 06 2015	View Detail
2.	2222-10082	12 31 2014		Open	Log-in/Password Issues		View Detail



3. This screen will show the following details:
  - a. Ticket Detail: Displays information submitted with the original ticket and the current status of the ticket.
  - b. Ticket Log: Displays any updated activity information that has been posted related to the ticket.

**Ticket Detail**

Ticket #	Date Posted	Status	Functional Area	Submitting User
2222-10083	02 06 2015	In Progress	Log-in/Password Issues	Test Person

**Issue Title**  
Log-in Issue

**Issue Description**  
My account is locked and I am unable to log-in, please help me get into CIIS.

**Ticket Log**

#	Date Posted	Added By
1.	02 06 2015	KIM GULLIVER

Activity: I am having trouble finding your account. Can you please send you username?

Ticket Detail provides information about ticket and status

Ticket Log shows activity info related to ticket

4. Click Cancel to return to the Support Ticket screen.
5. If CIIS staff members need additional information to help process your ticket, you will receive an email. The email content will include a link within the email. If you click on this link, you will be directed to the CIIS Resource Center logon page (see screenshot below).

**CIIS - Additional Information Requested**

Please provide the additional information requested below.

Your Ticket # is:	2222-10083
Request Date:	'02/06/2015'
Requested Information:	I am having trouble finding your account. Can you please send you username?
Submit Information at:	<a href="http://74.118.245.168/isilscoUAT/">http://74.118.245.168/isilscoUAT/</a>

Thank you,  
**CIIS Help Desk**  
 303-692-2437 (option 2)  
 Toll Free: 1-888-611-9918 (option 1)  
 Fax: 303-758-3640  
[cdphe.ciis@state.co.us](mailto:cdphe.ciis@state.co.us)

Click link to access CIIS Resource Center logon page



6. Once you logon to the CRC, click the CIIS Help Desk link on the blue tab at the top. Click on the ticket number or on the Submit Update button associated with the ticket for which you received an email (the Ticket Number is also included in the email).

Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1	2222-10083	02 06 2015	High	In Progress	Log-in/Password Issues	02 06 2015		View Detail
				Open	Log-in/Password Issues			View Detail

Submit Update

Click Ticket # or Submit Update to provide response

7. Add any requested information into the Post Additional Information Requested text box. Once the information has been entered, click Save.

Ticket Detail

Ticket #	Date Posted	Status	Functional Area	Submitting User
2222-10083	02 06 2015	In Progress	Log-in/Password Issues	Test Person

Issue Description

My account is locked and I am unable to log-in, please help me get into CIIS.

Post Additional Information Requested

Enter response in text box

SAVE CANCEL

8. You will be directed back to the Support Ticket screen. Click on View Detail for the appropriate Ticket Number if you want to verify that your response was submitted.

Your Current Tickets

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1.	2222-10083	02 06 2015	High	In Progress	Log-in/Password Issues	02 06 2015		View Detail
2.	2222-10082	12 31 2014		Open	Log-in/Password Issues			View Detail

Click View Detail



9. The additional information you submitted will be listed under the “Issue Additional Information Submitted by User” section as shown below.

**Ticket Detail**

Ticket #	Date Posted	Status	Functional Area	Submitting User
2222-10083	02 06 2015	In Progress	Log-in/Password Issues	Test Person

**Issue Title**  
Log-in Issue

**Issue Description**  
My account is locked and I am unable to log-in, please help me get into CIIS.

**Issue Additional Information Submitted by User**  
My CIIS username is test123.

Additional information submitted to CIIS staff

10. Click Cancel to return to the Support Ticket screen.
11. When your ticket has been completed and closed by the CIIS Help Desk, you will receive another email with information regarding your issue. In addition, the ticket will be moved to the Resolved Tickets section on the Help Desk screen.

**Resolved Tickets**

#	Ticket #	Date Submitted	Priority	Status	Functional Area	Last Update		View Detail
1	2222-10083	02 06 2015	High	Closed	Log-in/Password Issues	02 06 2015		<a href="#">View Detail</a>
2	2222-10081	12 31 2014	High	Closed	Other	12 31 2014		<a href="#">View Detail</a>
3	2222-10079	11 14 2014		Closed	Log-in/Password Issues	11 24 2014		<a href="#">View Detail</a>
4	2222-10078	11 14 2014	High	Closed	HL7 Interface/Electronic Reporting	11 14 2014		<a href="#">View Detail</a>
5	2222-10072	11 06 2014	Low	Closed	Reports	11 06 2014		<a href="#">View Detail</a>

Ticket Closed