

# Helpdesk Ticket Account Request Form

Instructions: This form must be used to open a web-based Helpdesk Ticket system account administered by PartnerSolutions hosted within Jitbit HelpDesk. Please note that no account may be opened without the proper authentication and required signatures. If completing this form to access the SmartCareMCO Helpdesk Ticket system, the completed form should be emailed as an attachment to [SmartCareSupport@StarkMHAR.org](mailto:SmartCareSupport@StarkMHAR.org). If completing this form to access the NextGen EHR Helpdesk Ticket system, the completed form should be emailed as an attachment to [Jill.Cross@StarkMHAR.org](mailto:Jill.Cross@StarkMHAR.org). If access to both is required, two separate forms are to be completed for each account and sent as an attachment to the appropriate email as outlined. Any questions pertaining to this form or Helpdesk Ticket system accounts in general should be directed towards [SmartCareSupport@StarkMHAR.org](mailto:SmartCareSupport@StarkMHAR.org) or [Jill.Cross@StarkMHAR.org](mailto:Jill.Cross@StarkMHAR.org) respectively. This application is solely for the creation of a Helpdesk Ticket system account. If applying for a SmartCareMCO account, please use the appropriate Board or Provider User Account Request/Change Form accessible at <https://partnersolutions.starkmhar.org/data-analytics/>. The Helpdesk Ticket system can be accessed at <https://partnersolutions.jitbit.com/helpdesk/User/Login>.

In signing this form, the user understands and agrees to comply with the following as a condition of accessing and using the Helpdesk Ticket system:

- Users may only use and access the system in accordance with state and federal laws.
- Client information within the Helpdesk Ticket system is protected by state and federal confidentiality laws, and users are required to comply with applicable laws protecting the privacy and security of client information.
- Users agree to include only the minimal amount of client information necessary to resolve a ticket.
- All access must be authorized. An account may not, under any circumstances, be used or accessed by anyone other than for whom it was originally created. Users are required to protect their access codes from unauthorized access. Unauthorized access to and/or use of the Helpdesk Ticket system is a violation of state and federal law.
- It is the responsibility of the requesting organization to have the appropriate agreements in place with any Contract Staff requesting access to the Helpdesk Ticket system.
- Non-compliance of any requirements for access or use of the Helpdesk Ticket system shall result in the immediate termination of access privileges and may result in employment, civil, and/or criminal penalties.

## ACCESS

IMPORTANT: Third party staff persons should choose the User Staff Type "Contract Staff." All other users select "Agency Staff."

\*Which Helpdesk Ticket system are you requesting access to?

\*User Staff Type

## USER INFORMATION

\*User Full Name

\*User Email Address

\*User Phone No.

## ORGANIZATION NAME AND ADDRESS

\*Organization Name

\*UPI (Required for Provider staff only.)

\*Organization Type

Provider

Board

\*Organization Address 1

Organization Address 2

\*Organization City

\*Organization State

\*Organization ZIP

## SIGNATURES

Signatures must be handwritten rather than electronically signed

\*User Signature

\*User Signature Date