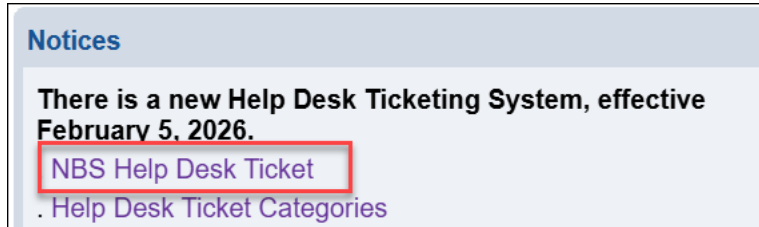


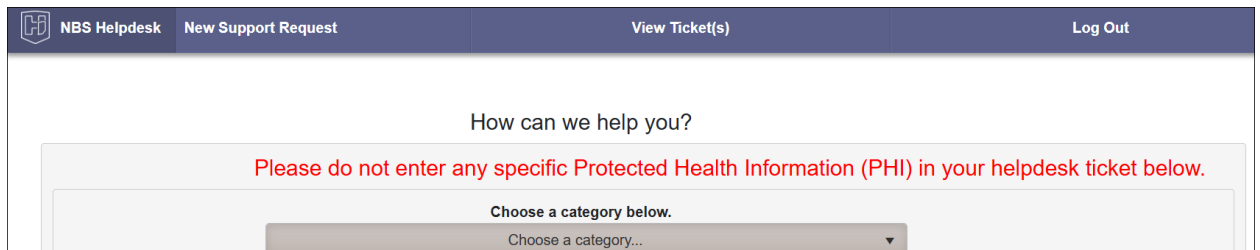
NBS Help Desk: Create and View Tickets

Create a Ticket

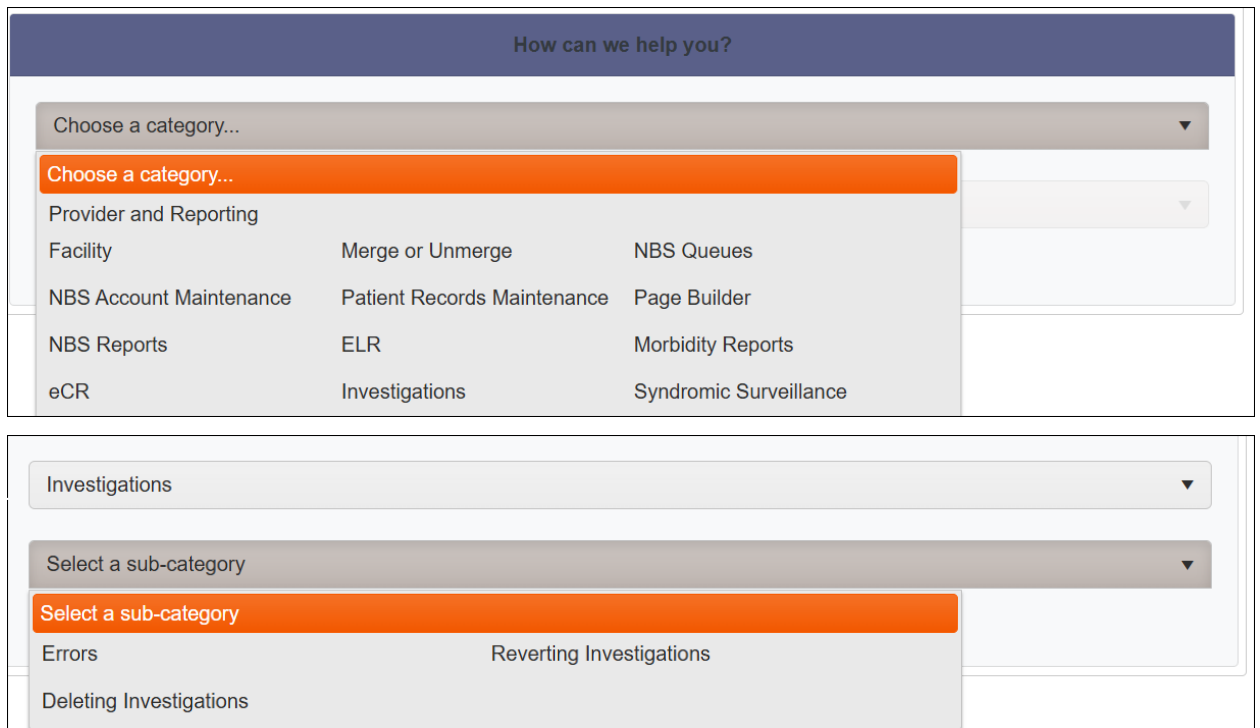
1. From the **Notices** Widget on NBS **Home** page, click **NBS Help Desk Ticket**.



2. The **NBS Helpdesk Home** page launches.



3. From the **New Support Request** tab, **Choose a category** and then **Select a sub-category**.



- Complete the fields below. **Note:** the required fields are indicated by an asterisk (*).

Patient Merge

First Name*

Mark

Last Name*

Nelson

Phone Number*

(317)345-1090

Email Address*

mnelson@nicehospital.org

Summary*

Patient Merge

Description*

1) What are patient id numbers? *

A) 123;456

2) Which is the Surviving Patient ID #? *

A) 456

Note: **Summary** field has a 255-character limit. Please be as concise as possible.

- To attach supporting documentation, under **Attachments** either: **Select files** by navigating to the appropriate location and attach or use the **Drop files here to upload** link.

Attachments

Select files...

Drop files here to upload

File successfully attached.

Attachments

Select files...

✓ Done



Separating Mixed Profiles.docx

File(s) uploaded successfully.

×

Submit Ticket

- Enter **Captcha** code and then click **Submit Ticket**.

7. Review the information on the summary screen and if correct click **Submit**.

Details

Category: Merge or Unmerge
Sub-Category: Patient Merge

Summary

Merge ids 123 & 456

Description

1) **What are patient id numbers? ***
A) 123; 456

2) **Which is the Surviving Patient ID #? ***
A) 123

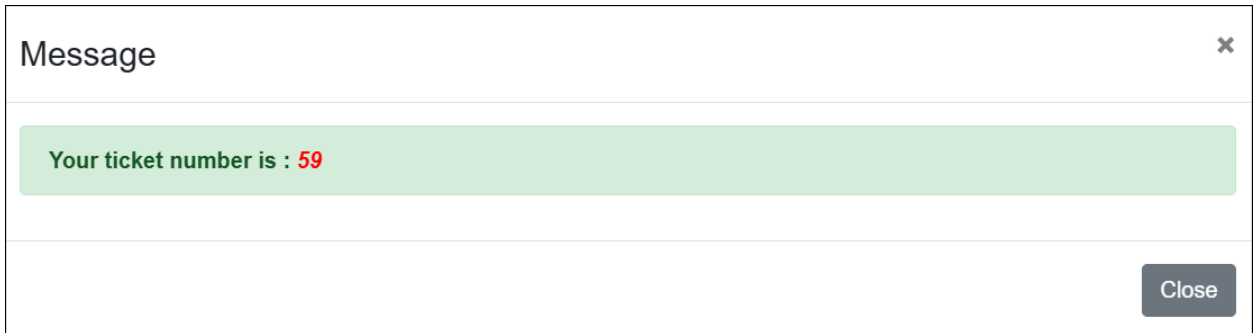
Attachments

- Separating Mixed Profiles.docx

Cancel

Submit

8. A confirmation message appears. Note the **ticket number** and then click **Close**.



You should also receive a confirmation email. The message contains a link to view the ticket.

View and Edit Tickets

There are two methods to view an existing ticket. Use the link found in the confirmation email or click **View Ticket(s)** from NBS Helpdesk home page.

1. Enter **Email** address and **Ticket tracking ID** which can be found in the confirmation email.

View existing ticket(s)

Email*

PDwyer@marioncounty.gov

Ticket tracking ID:*

28|

Search Reset

2. View the ticket. You may enter text in **Additional Comments** field, if appropriate.

Open

In progress

Resolved

Closed

Ticket # 3

Shapiro, Donald

E-mail: dshapiro@health.in.gov

Phone: 3172344944

Category Provider and Reporting Facility

Sub-Category Add Provider Profile

Created Dt 02/04/2026 08:26 PM

Last Updated 02/04/2026 08:26 PM

Last updated by ShapiroDonald

Summary

Test Ticket-New Facility: Park Lake Health Center

AdditionalComments

3. Click **Save Ticket** if you have added comments, otherwise you may go back to **New Support Request** to enter a new ticket or click **Log Out** to close the application.

<End of Document>