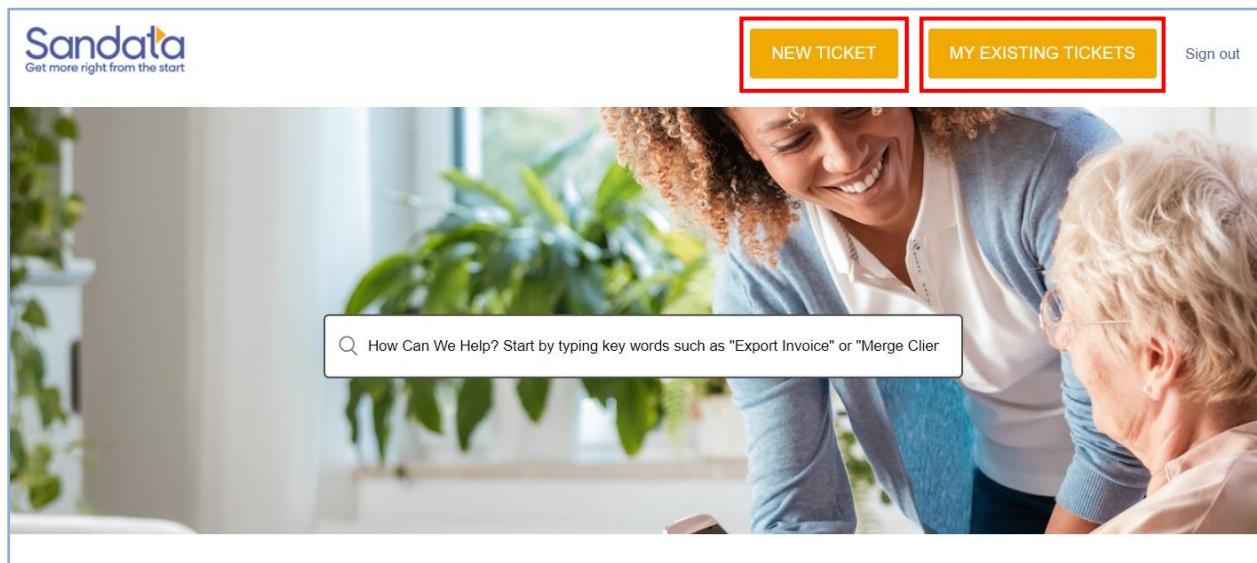


How To Use the Zendesk Ticket Portal

The purpose of this article is to assist you in navigating the Zendesk Ticket Portal.

1. You will type the following into their browser: **Sandata.zendesk.com**.
Note: Google Chrome is the recommended web browser for accessing the portal.
2. This will take you to the ticket portal home page.
3. Once logged in (see Guide Article: *Logging into the Client Portal* for assistance) you can select:
 - My Existing Tickets – Provides a list of all tickets opened for your organization.
 - An **organization** is the listing in Zendesk for each provider, vendor, or payer user who reaches out to Sandata for support. The organization can be set up and listed by Medicaid Provider ID and/or company or provider name. This includes independent providers. An independent provider's organization in Zendesk would be named with their first and last name.
 - You will be able to see your tickets and tickets that you are CC'd on.
 - New Ticket – Provides a form(s) for you to submit a new ticket request. The form will have multiple fields requesting information from you. How you answer these questions will allow the portal to direct the ticket to the appropriate support team or Ohio Medicaid team.



View Current Tickets

4. When you select MY EXISTING TICKETS, you will be taken to your tickets list. Here you will be able to view all tickets submitted and click into tickets for additional information.

Sandata
Get more right from the start

NEW TICKET MY EXISTING TICKETS Sign out

Requests

My requests

My requests Requests I'm CC'd on

Search requests Status: Any

Subject	Id	Created	Last activity	Status
Case Manager Question	#221210	Thursday at 14:09	9 hours ago	solved
How do I get started with EVV?	#221213	Thursday at 14:13	9 hours ago	solved

- You can click on “Requests I’m CC’d on” to see tickets that another user has CC’d you on. These tickets have not been submitted by you.
- To see details about a ticket, you will click on the ticket request title.

See example below:

Sandata
Get more right from the start

NEW TICKET MY EXISTING TICKETS Sign out

Requests Following

Sandata Technologies > My activities

Need Help Getting Started

How would you rate the support you received?

Good, I'm satisfied Bad, I'm unsatisfied

Kristine Snyder - Ohio
15 days ago

Hello,

Can someone please walk me through what I need to do in order to get started with EVV?

Kristine

Requester Kristine Snyder - Ohio
Created March 29, 2021 12:09
Last activity Wednesday at 22:02
CCs EVV ODM Portal User
Id #205805
Status solved
Payer / Non Payer ODM Ohio Agency Provider
Please Select Your Product z-internal > Zendesk

- You will be able to review all updates/comments on the ticket. You will also be able to review basic ticket information including ticket requested date, last updated date, ticket ID and ticket status.
- You can update the ticket by clicking Add to Conversation.

Submit a New Ticket

The Zendesk Ticket Portal can be used to submit a new ticket request. To do this:

1. You can click on the NEW TICKET button at the top of the portal webpage.
2. You will be taken to a ticket form.
3. Complete the ticket form with all required and optional information, then click Submit.
4. The ticket will be routed to the appropriate support team or ODM.
 - a. Note that if you select the form titled *General Ohio Medicaid Program or Policy Question*, your ticket will be routed to the Ohio Department of Medicaid's team for response.

The screenshot shows the 'CONTACT US' form on the Sandata Zendesk Ticket Portal. The page header includes the Sandata logo with the tagline 'Get more right from the start', and navigation buttons for 'NEW TICKET', 'MY EXISTING TICKETS', and 'Sign out'. The breadcrumb trail reads 'Sandata Technologies > Submit a request' and there is a search bar. The main heading is 'CONTACT US'. Below it, a prompt asks the user to select the most appropriate form from a list, with 'General Ohio Medicaid Program or Policy Question' selected. The form includes several required fields: 'Subject: Please describe the issue you are reporting *', 'Your Name *', 'Phone Number (Optional): Please provide the best number to reach you in case we have additional questions regarding your request.', 'Please indicate your role in EVV: *', and 'Select what your request involves: *'. A large text area for the 'Description: Please include details/pertinent information related to the item you are reporting. *' is provided. A disclaimer states: 'A member of the ODM support staff will respond to your request as soon as possible. If submitting after business hours, response will be on the next business day. If you have an urgent request, please contact the Customer Care team at your agency's designated phone number.' There is an 'Attachments' section with a placeholder 'Add file or drop files here'. A blue 'Submit' button is at the bottom.

Sandata Technologies > Submit a request

NEW TICKET MY EXISTING TICKETS Sign out

CONTACT US

Please select the most appropriate form from the list below.

General Ohio Medicaid Program or Policy Question

Subject: Please describe the issue you are reporting *

Your Name *

Phone Number (Optional): Please provide the best number to reach you in case we have additional questions regarding your request.

Please indicate your role in EVV: *

Select what your request involves: *

Description: Please include details/pertinent information related to the item you are reporting. *

A member of the ODM support staff will respond to your request as soon as possible. If submitting after business hours, response will be on the next business day. If you have an urgent request, please contact the Customer Care team at your agency's designated phone number.

Attachments

Add file or drop files here

Submit