



LEO Help Desk

Per Procedure 08-05.02 Electronic Medical Record (EMR) Management: If a user is experiencing an emergency situation such as LEO not functioning, e-Prescribing not functioning, or the user is locked out of LEO/ 2 Factor-Authentication isn't working, the user shall contact the LEO Help Desk by calling 517-780-3330 (internal x.2330). All other phone calls regarding LEO issues will be redirected requesting the user enter a LEO Help Desk ticket.

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Entering a LEO Help Desk Ticket

The below will instruct users how to add a LEO Help Desk Ticket.

1. Select the following menu item:

Help Desk

2. Select the following sub-menu item:

[My Problems/Calls](#)



Click here for a list of your open issues.

3. Click 'Add Calls/Problem':

Ticket #	Reported Date	Staff	Problem Type	Problem	Status	Resolution Due Date	Solution
							Add Call/Problem

4. Fill out the following information in the ticket:
 - Contact Phone Number (must be a 10-digit phone number)
 - Problem Type
 - Consumer (if the ticket applies to a specific consumer)
 - Description of Problem (please be as detailed as possible)
 - Priority Level



Call/Problem

Staff
2208 Alexis Shapiro

Contact Phone

Problem Type
* Select Problem Type

Consumer (if problem is related to an Consumer) [lookup](#) [clear](#)

Provider (if problem is related to a provider) [lookup](#) [clear](#)

Description of Problem

characters left: 4096

Reported Date/Time
07/12/2022 1:31PM

Priority
 Low Normal High

*Note: If the ticket is a request to delete a document, the ticket **MUST** be entered by a supervisor and the following information needs to be included in the 'Description of Problem' section or the ticket will be denied as not resolved.

a. Type of Document; b. Date of Document; c. Time of Document; d. Author of Document; e. Reason for deletion; f. any additional information, if applicable

5. Click 'Save' once you are ready to submit the ticket.

Attaching a document to a LEO help desk ticket

The below will instruct users how attach a document(s) to a LEO help desk ticket.

*Note: This step needs to be completed after the LEO help desk ticket is saved.

1. Click the 'Scanned/Uploaded Documents' link:

Ticket #	Reported Date	Staff	Problem Type	Problem	Status	Resolution Due Date	Solution	
20945	7/12/2022 1:31 PM	Shapiro, Alexis (2208)	BH-TEDS	LEO help desk ticket	New Priority: Normal			Add Call/Problem Change View Delete Scanned/Uploaded Documents

0 Tasks 0 Ticket Updates

2. Click either the link to scan a document or to upload a file from your PC:

[Click here to scan a document](#)
[Click here to upload a file from your PC](#)

Document Type: * Any Document Type

Activity since: [One Month](#) | [Three Months](#) | [Six Months](#)

[SEARCH](#)

0 Attachments

Date / Type	Notes	Details
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"Scan a document" is used when there is a scanner attached directly to your computer.

"Upload a file from your PC" is used when there is a document saved on your computer.



- 3. Scanned/Uploaded Documents:
 - a. Scan a document option:
 - i. Select the Documentation Type from the drop-down menu (select the one that most closely pertains to the document you are attaching)
 - ii. Enter a Document Date or use the 'Current Date' link
 - iii. Enter any notes that you want to show up in the document list
 - iv. Click the 'Scan' button and follow the prompts on the screen
 - v. Click the 'Save' or 'Save and Add Another' button

Scan Document

Documentation Type: * Select a documentation type

Document Date: [Use Current Date](#)

Notes:

characters left: 1024

Pages: [Scan](#)

- b. Upload a file from your PC option:
 - i. Click 'Choose File' button. Browse your computer for the document, select the document and click 'Open'.
 - ii. Click 'Upload'
 - iii. Select the Documentation Type from the drop-down menu (select the one that most closely pertains to the document you are attaching)
 - iv. Enter a document date or use the 'Current Date' link
 - v. Enter any notes in the 'Attachment Comments' section that you want to show up in the document list.
 - vi. Click the 'Save' or 'Save and Add Another' button

Upload Attachment

STEP 1 - Select the file to upload

Click the Browse button to select the file on your local PC to be uploaded.

I. Select a file to upload.

Files to be uploaded cannot exceed 30MB. Try compressing (ZIP) large files.

No file chosen

II. Click "Upload" to begin uploading the file you've selected. This may take several minutes depending on the file size.

STEP 2 - Attachment Information

To identify the file that you are uploading, please complete the following information.

Document Type: * Select an Attachment Type

Document Date: [Use Current Date](#)

Attachment Comments:

Checking for Ticket Updates:

The following will instruct users on how to check for the most recent updates to a ticket that is still open.

1. Select the following menu item:

Help Desk

2. Select the following sub-menu item:

[My Problems/Calls](#)



Click here for a list of your open issues.

3. Locate the ticket you are interested in looking for the ticket update for.

4. Click the 'Ticket Update' tab:

Ticket #	Reported Date	Staff	Problem Type	Problem	Status	Resolution Due Date	Solution
20948	7/12/2022 3:14 PM	Shapiro, Alexis (2208)	FAS Outcomes	LEO Help Desk	New Priority: Normal	7/19/2022	

1 Task **1 Ticket Update**

5. A list of all ticket updates will show. This can be sorted by the date/time in ascending or descending order, based on preference.

1 Task **1 Ticket Update**

Date	Updated Information
07/12/2022 3:17 PM	Adding ticket update to inform the requestor of all activity with their LEO help desk ticket.