

How to Submit a Support Ticket for MedSIS

Target Audience: All MedSIS Users (Learners, Faculty, Staff, etc.)

Updated *October 11, 2023*

WHAT IS JIRA?

Jira is a ticketing system that will be used by the MedSIS team and its associated users from October 2021-forward, to better track/manage/report on MedSIS questions, issues, and requests.

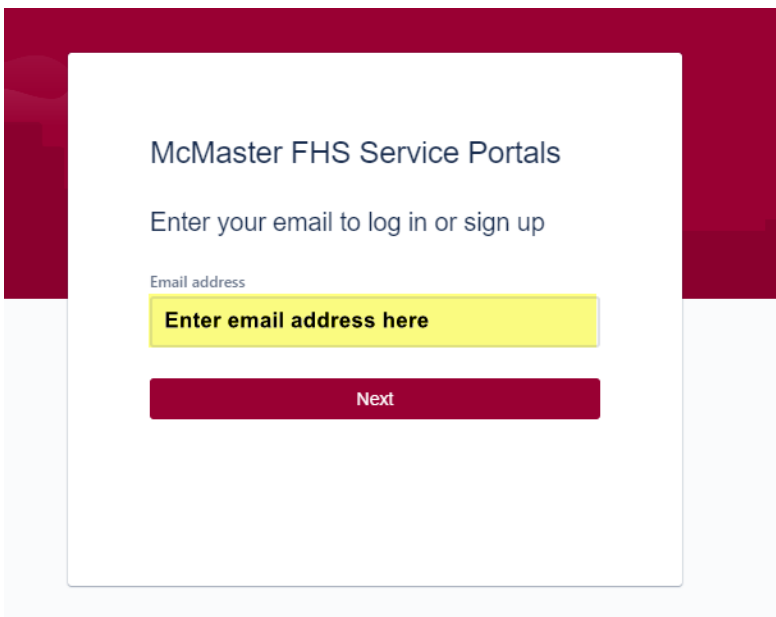
WHAT HAS CHANGED WITH JIRA?

MedSIS has moved away from the Central UTS provided JIRA to a cloud-based JIRA owned by FHS, in cooperation with other groups on campus. This cloud-based JIRA can be found in the [McMaster FHS Service Portals](#).

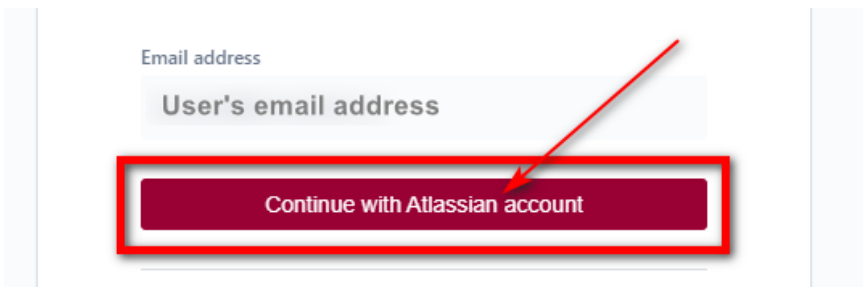
GETTING TO THE MCMMASTER FHS SERVICE PORTALS

To get to the McMaster FHS Service Portals and submit a ticket for MedSIS, please visit medsishelp.mcmaster.ca.

If you are not already logged in to the FHS Service Portals, please enter your email (preferably McMaster email) and select “Next”.

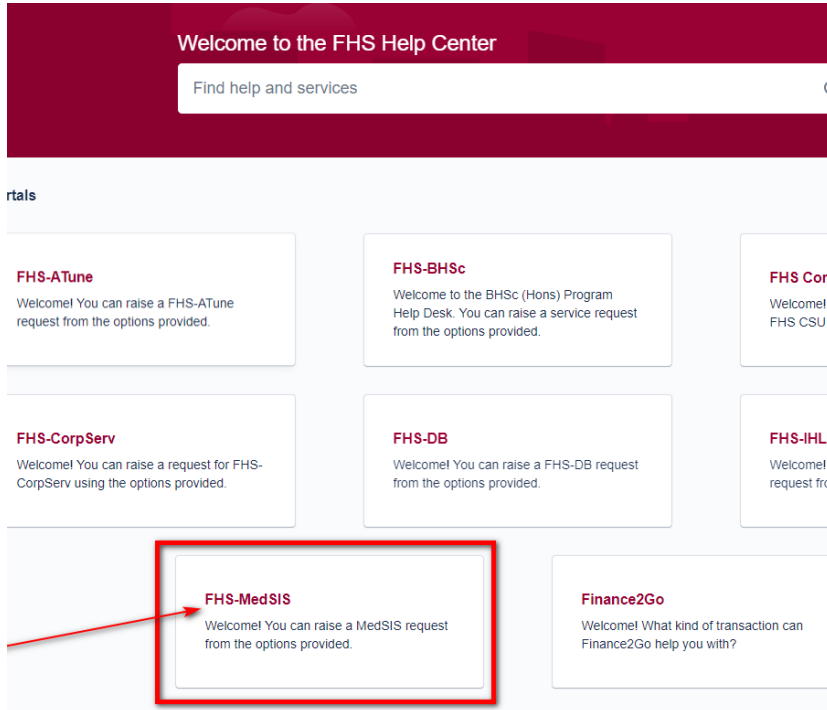


If you already have an Atlassian account, you will be promoted to login with it. Click “Continue with Atlassian account”. ***If you do not have an Atlassian account, please look at the last section of this document called “creating an Atlassian account”.***



NAVIGATING FHS HELP CENTER

In the FHS Help Centre, select “FHS-MedSIS” (If already in the FHS-MedSIS request window, please skip to next step).



Choose the request type.

What can we help you with?



MedSIS Access

Requests to add/modify or revoke access to MedSIS. This will include adding permissions to certain modules.



Report a Problem

Problems with MedSIS. This would include any errors encountered, or issues with existing functionality



Request Help

General help with requests related to MedSIS. This would include help pulling reports, accessing modules, etc.



Ask a Question

Assistance with generic questions related to MedSIS. Before submitting a ticket, please visit our website for more information on all FHS DB modules and functionality.

<https://healthsci.mcmaster.ca/medsis/>

Fill in the details of the ticket.

Report a Problem
Problems with MedSIS. This would include any errors encountered, or issues...

Raise this request on behalf of *
Test User (testuser@mcmaster.ca)

Summary *
Error message when accessing Evaluations for MF2 (Title of ticket)
Summarize your request (i.e. Cannot access evaluation dashboard)

Full Name *
Test User

Email Address *
testuser@mcmaster.ca

Customer Type
Staff

Service and Category *
UGME Evaluations

Description *
Normal text | **B** *I* ... | A | | @ <> +
Description of issue (please include as many details as possible to help with support).

Attachment
Drag and drop files, paste screenshots, or browse
Browse

Be sure to include specific details of the issue/request and submit screenshots and/or attach files related to the request

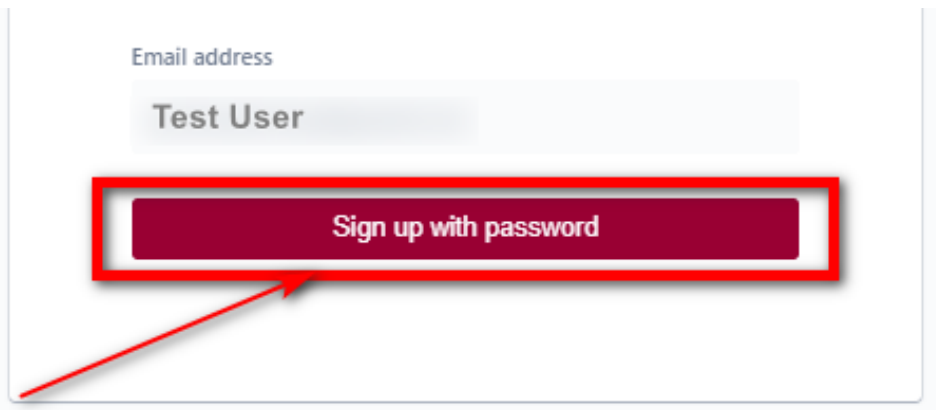
You will receive email notifications when a support person at MedSIS has commented on the request, or when the issue/question has been resolved. If you want to go back and review any previously submitted requests, please do so under "Requests" and "Created by me" in the right-hand corner.



You can also reply to the ticket via email. Please click reply on the email and send it. Once done, the comment will be added to the ticket!

CREATING AN ATlassian ACCOUNT (IF NEEDED)

If you do not have an Atlassian account, the system will ask you to sign up to continue. To do so, please follow the prompts and “Sign up with password.”



Email address

Test User

Sign up with password

You will receive a link to the email address you signed up with immediately after clicking “Sign up with password”. This email will come from McMaster FHS Service Portals. If you do not see the email, please kindly check your junk folder.

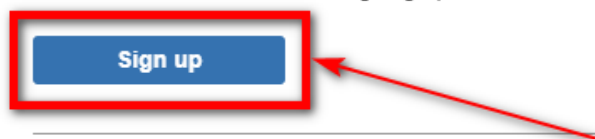
In the email, please select “Sign up”.

Finish signing up to McMaster FHS Service Portals Inbox x

 McMaster FHS Service Portals <jira@csu-mcmaster.atlassian.net>
to me ▾

Almost done!

Follow the link below to finish signing up to McMaster FHS Service Portals. For security, don't share this link with anyone.



Sign up

You will be brought back to the McMaster FHS Service Portals page, where you will need to fill in your full name and create a password. Once done, select “Sign up” at the bottom of the window.

McMaster FHS Service Portals

Sign up to continue


Email address

Email address user signed up with

Full name

Please enter full name

Choose a password

Please create password 

By clicking *Sign up*, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up

Once you sign up, the FHS-MedSIS request window will open, where you can select your request type.

QUESTIONS?

If you have any questions or difficulties with this process, please contact MedSIS at medsis@mcmaster.ca

Please put the subject as “JIRA Issue”.