



Miami-Dade County

How to create SmartIT Incident Tickets online

Version 1.0

TABLE OF CONTENTS

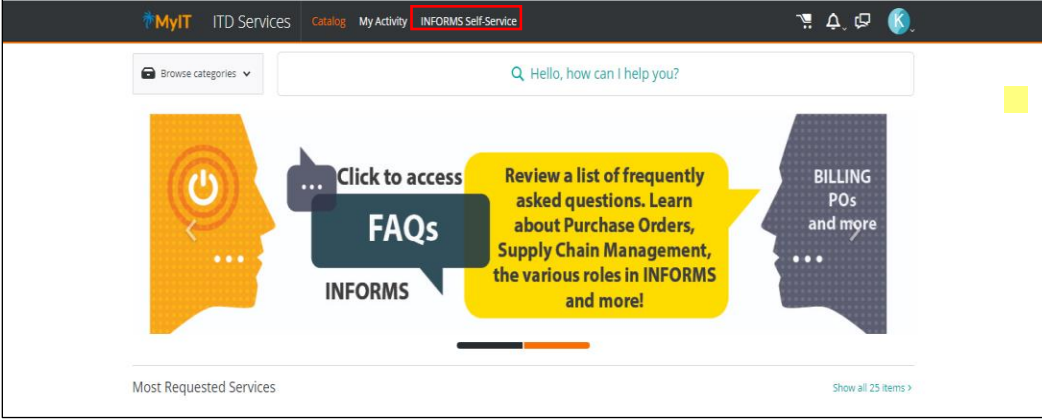
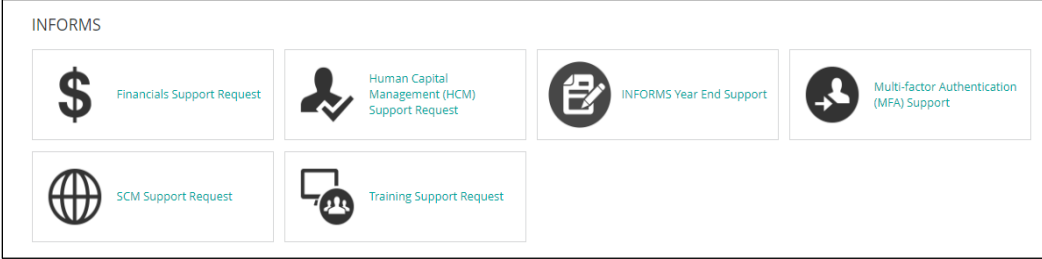
TABLE OF CONTENTS	2
PURPOSE.....	2
<i>Purpose.....</i>	<i>2</i>
HOW TO CREATE SMARTIT INCIDENT TICKETS ONLINE	3

PURPOSE

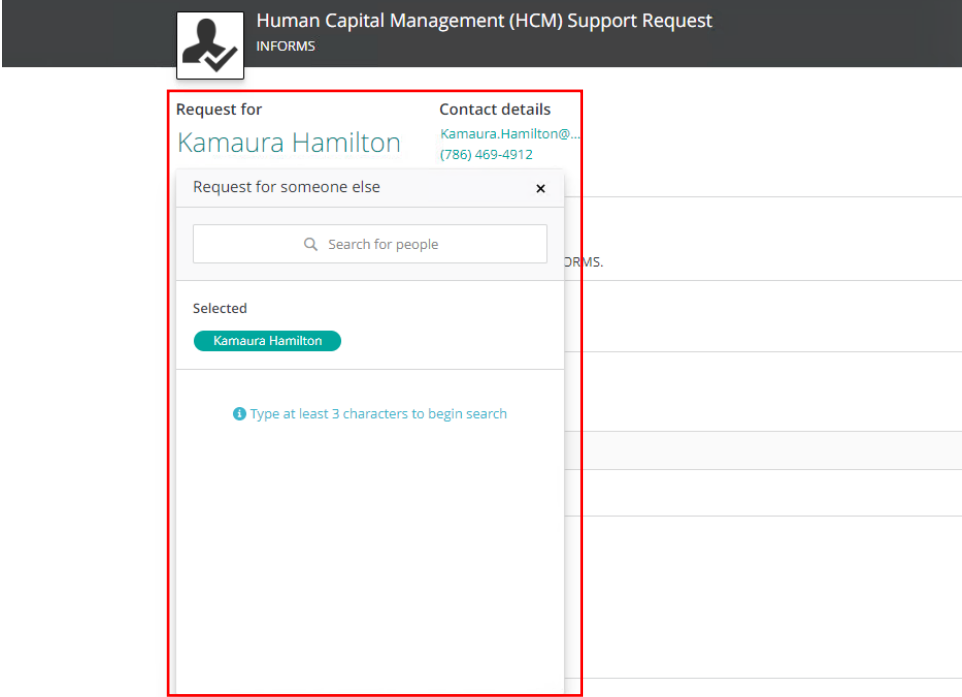
Purpose

This document explains how to create SmartIT incident ticket online. The audience for this job aid is all INFORMS users.

HOW TO CREATE SMARTIT INCIDENT TICKETS ONLINE

Step	Action
1.	Navigate to: SmartIT Link: https://miamidade-myit.us.onbmc.com/
2.	Select INFORMS Self Service . 
3.	Select the INFORMS business area you need assistance or support with. 

Step	Action
4.	<p data-bbox="365 338 1101 369">Ensure that Request For and Contact Details are correct.</p> <div data-bbox="370 373 1406 1163"><p data-bbox="407 386 831 428">Human Capital Management (HCM) Support Request INFORMS</p><p data-bbox="407 470 756 533">Request for: Kamaura Hamilton Contact details: Kamaura.Hamilton@... (786) 469-4912</p><p data-bbox="1175 480 1252 495">Submit Request</p><p data-bbox="407 579 492 600">Description</p><p data-bbox="407 613 745 630">Use this service to report an issue or request support with INFORMS.</p><p data-bbox="407 659 664 680">Please complete all required fields.</p><p data-bbox="407 724 573 745">Provide request details</p><p data-bbox="407 756 699 772">If known, select the area for which you require assistance</p><p data-bbox="407 785 1065 814">Select</p><p data-bbox="407 837 518 854">Description of issue *</p><p data-bbox="407 1033 743 1050">Large attachments (2 MB and more) can take more time to upload</p><p data-bbox="407 1073 1065 1102">Attach Files or drag and drop files here</p><p data-bbox="407 1113 542 1146">Maximum file size:5.00 MB Maximum file count:3</p></div>

Step	Action
5.	<p>To request on behalf of someone else: Double click on Request For name to change request on another person's behalf. Input name of person in Search for people field.</p>  <p>The screenshot shows a dark header bar with a person icon and the text 'Human Capital Management (HCM) Support Request' and 'INFORMS'. Below this, a 'Request for' dropdown menu is open, displaying 'Kamaura Hamilton' as the selected option. To the right, 'Contact details' for Kamaura Hamilton are visible, including an email address and a phone number. A search box labeled 'Search for people' is present, and a message below it says 'Type at least 3 characters to begin search'. A footer note states 'Large attachments (2 MB and more) can take more time to upload'.</p>

Step	Action
6.	<p>Select the INFORMS area that required assistance.</p> <hr/> <p>Description</p> <p>Use this service to report an issue or request support with INFORMS.</p> <hr/> <p>Please complete all required fields.</p> <hr/> <p>Provide request details</p> <p>If known, select the area for which you require assistance</p> <div data-bbox="391 688 1409 1381" style="border: 1px solid red; padding: 5px;"><p>Select</p><p><i>None</i></p><p>INFORMS Absence Management</p><p>INFORMS Benefits</p><p>INFORMS Discipline</p><p>INFORMS DPR Self-Service/ Manage Hire</p><p>INFORMS ePerformance</p><p>INFORMS HR Integrations</p><p>INFORMS Learning Management</p><p>INFORMS Onboarding</p><p>INFORMS Outside Employment</p><p>INFORMS Payroll</p><p>INFORMS Person Profiles/ Forms</p><p>INFORMS Position Management</p></div>

Step	Action
7.	<p>Input the Description of Issue and include an attachment, if applicable.</p> <div data-bbox="370 369 1406 772" style="border: 1px solid black; padding: 10px;"> <p>Description of issue *</p> <div style="border: 1px solid gray; height: 80px; margin-bottom: 10px;"></div> <p>Large attachments (2 MB and more) can take more time to upload</p> <div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center;"> Attach Files or drag and drop files here </div> <p style="font-size: small; margin-top: 5px;">Maximum file size:5.00 MB Maximum file count:3</p> </div>
8.	<p>Select the Submit Request button.</p> <div data-bbox="375 871 938 949" style="border: 2px solid orange; padding: 10px; text-align: center; width: fit-content; margin: 0 auto;"> <p style="color: white; font-weight: bold; font-size: 1.2em;">Submit Request</p> </div>