



TEXAS
Health and Human
Services

Texas Department of State
Health Services

THISIS Help Desk

Submissions

THISIS Help Desk

How to:



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Health and Human Services

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The screenshot shows a web browser window displaying the 'THISIS Access' page. The page header includes the Texas Department of State Health Services logo and navigation links. The main content area is titled 'THISIS Access' and contains the following text:

*****EFFECTIVE IMMEDIATELY: DUE TO HIGH VOLUME WE HAVE MADE CHANGES IN PROCEDURE*****

The following steps apply for ALL DSHS database account requests. Please read carefully and follow as described. Note that step 4 only needs to be completed by individuals requesting access to THISIS.

Prospective User Instructions:

Complete the following and save all documents

- 1. Complete Annual Security Training [TRAIN Texas].** Instructions for completing the course can be found [here](#) (PDF : 511 kB).
 - 1. If you took online security course:**
 1. Complete the Security Training and pass with an 85%
 2. Save a copy of your completed certificate
 1. Save as Lastname.Firstname.Agency.Strn.pdf
 - 2. If you took In-Class Security Training:**
 1. Send an email to TBHIVSTD.AccountRequests@dshs.texas.gov stating your name, where you took the training, and the approximate date of training in your email
 2. An email will be sent back verifying your attendance. Save this email as a PDF. *If it is your training certificate to be cont*

The right-hand sidebar contains a 'THISIS Home' section with several links: 'THISIS rollout information', 'THISIS Fact Sheet (PDF : 185 kB)', 'Access to THISIS', 'Glossary', 'THISIS user manuals', 'THISIS resources and forms', 'Training videos', 'Step-by-Step skill sheets', 'Workflows', 'FAQ', and 'Help Desk'. A red arrow points to the 'Help Desk' link.

- Visit: <https://www.dshs.texas.gov/thsvh/thisis/access.shtm>
- If you need to have THISIS access, this page will help you with submission.
- Your Local Responsible Party (LRP) plays a big role in ensuring eligibility.

THISIS Help Desk



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- Ensure day-to-day reporting disruptions are limited
- The primary way to collect user concerns, prioritize, and address them
- Tiered system to support and escalate user concerns
- We are committed to responding within 24 hours.
- Some issues impact the system and may require multiple resources and time to remedy.

THISIS Help Desk Ticket



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 **TEXAS** Health and Human Services | Texas Department of State Health Services

**TB, HIV, & STD Integrated System (THISIS)
HELP DESK TICKET**

DID YOU FORGET YOUR USERNAME AND PASSWORD?
If so, view instructions on the [THISIS Help Desk](#) webpage before submitting a Help Desk ticket.

STOP **COMPLETE THIS FORM IN ADOBE READER.** Completing this form in Chrome or another browser will prevent you from submitting the form.

Name: Date:

THISIS Username:

Email:

Phone:

Organization/Affiliation:

Role/Job Title:

Case Description
What functionality are you unable to perform?

Description of problem

Describe Steps Performed that led to Problem Area/Error Message

Be sure to read submission instructions:

<https://www.dshs.texas.gov/thsvh/thisis/helpdesk.shtm>

You must complete the form in Adobe, then attach, as instructed on website.

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Case Description
What functionality are you unable to perform?

Description of problem

Describe Steps Performed that led to Problem Area/Error Message

- Do not enter PHI into the Help Desk ticket
- Use THISIS Event ID or another form to identify the issue to the Help Desk support
- Acknowledgement will be sent within 24 hours of receiving the ticket
- Feel free to inquire about status

Help Desk Structure

Tier 1: **Program Support Staff** will review all incoming tickets, assign a ticket number, send notification that ticket has been received and try to resolve. Any ticket that can't be resolved by Tier 1 will be sent to Tier 2 or Tier 3

Tier 2: **SME** within the program will process program specific tickets that couldn't be resolved by Tier 1. Any ticket that can't be resolved by Tier 2 will be sent to Tier 3

Tier 3: **System Analyst** will process tickets that address THISIS operational issues that couldn't be resolved by Tier 1 or Tier 2



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Help Desk Ticket



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Business Impact

How many users are impacted? (if known)

Is there currently a workaround in place?

Severity level:

Level 1—Urgent: Issue is affecting all users with no workaround

Level 2—High: Major functionality impact or significant performance degradation affecting multiple users, with no reasonable workaround

Level 3—Medium: System performance issue or bug impacting multiple users or significantly impacting a single user

Level 4—Low: Able to work, but impacting productivity

Please select your program consultant's email from the dropdown menu below so your Help Desk ticket can be reviewed. Your consultant will be in touch with you within one business day with a solution or update on the status of your problem. Information about program consultants can be found [here](#).

HIV surveillance-related issues select THISISHIVSurveillanceHelpdesk@dshs.texas.gov

TB case management or TB surveillance-related issues select

THISISTBProgramHelpdesk@dshs.texas.gov

SUBMIT



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Thank you

THISISTBProgramHelpdesk@dshs.texas.gov