VC HMIS Support Information

HMIS Users can request technical support from your **HMIS Support Team**

You may contact the **HMIS Support Team** using the following options:

1. Phone: (805) 477-5156
2. E-mail: HMIS-Support@ventura.org

Our hours of operations are Monday through Friday from 8:00AM to 5:00PM. The e-mail account is monitored throughout the day.

The VC HMIS Support Team will assist providers with:

- Application Support
- Provider profiles and configuration
- HUD annual reports
- User training
- User account set up and maintenance
- HUD quarterly reports
- New reports
- Security audits

The HMIS Support Team is unable to assist provider with client data issues, organization specific business processes, policies, procedure, and workstation/network problems.

Timely Response to Provider Needs

The HMIS support Team is dedicated to acknowledgment of service requests by the next business day. Every effort is made to respond to provider needs in a timely manner. Time frames for resolution of common requests are listed below:

•**Resolution in 1 Business Day**	•Logon Issues, Account Termination, Provider Termination
•**Resolution in 3 Busines Days**	•New Accounts, Changes to Accounts, Provider Changes, Requests for Established Reports
•**Resolution in 7 Business Days**	•Requests for New Reports, New Provider
•**Resolution in 10 Business Days**	•The request for training for new users will be acknowledged and the user will be scheduled for the next available month. Existing users that need a refresher will be registered for the next available Just-in-Time Session.

VC HMIS Release Management

The HMIS Application will be updated weekly, every Wednesday, for regular maintenance. These upgrades usually contain minor fixes to identified issues and generally do not affect data or major functionality. Release notes will be published on an as-needed basis for the weekly upgrades.

Major releases will be scheduled with advance notice given to all participating providers. Release notes will be made available on this website for these upgrades.

Your VC HMIS Team

Chris Russell – VC HMIS, Sr. Manager

Tisha Maeda VC HMIS System Administrator

Heidi Marine – CES Program Coordinator

Rosie Walker – VC HMIS, Support Specialist

Samantha Hsu – VC HMIS Program Asst. II

Jeff Wilson – VC HMIS, Program Coordinator