



GHC 9-1-1 TRAINING

GHC Status Portal

The GHC Status Portal enables users to create support tickets for services and technology needs. Additionally, the portal facilitates requests for new user setup, user modifications, and user removals. Users can also view open and closed tickets specific to their center and access the schedule for 9-1-1 test calls.

- **To access the GHC Status portal the user must be on a whitelisted agency computer. (A list of these computers can be given to you via a request to the NOC).**
- **All users who will utilize the portal have one generic sign on per agency. (PSAP/SSAP Managers have this sign on.)**
- **The NOC can still be accessed via phone, email, and BOMGAR. However, when possible, you are encouraged to utilize the portal.**

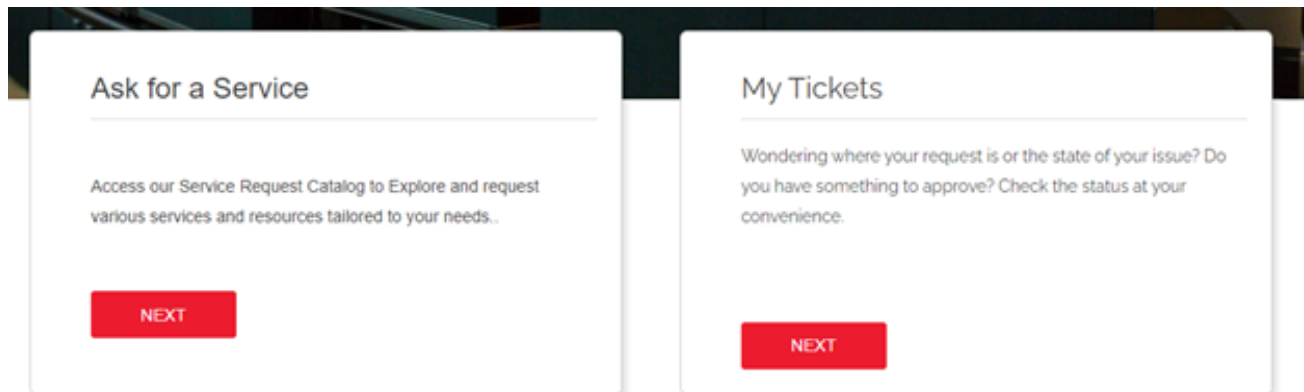
There are several sections to the GHC Status Portal.

- **Home**
- **Ask for a Service**
- **Users**
- **My Tickets**

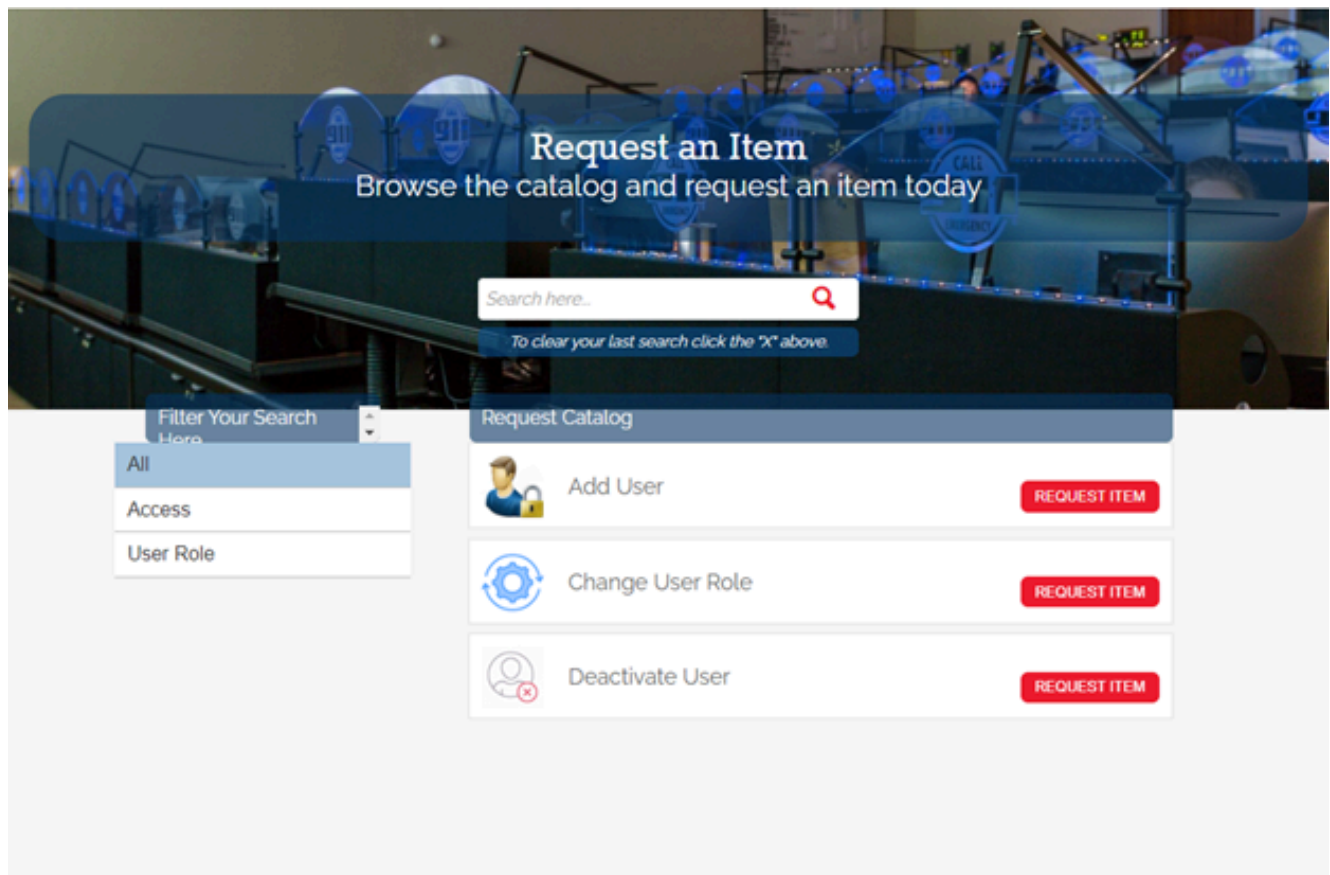


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Users



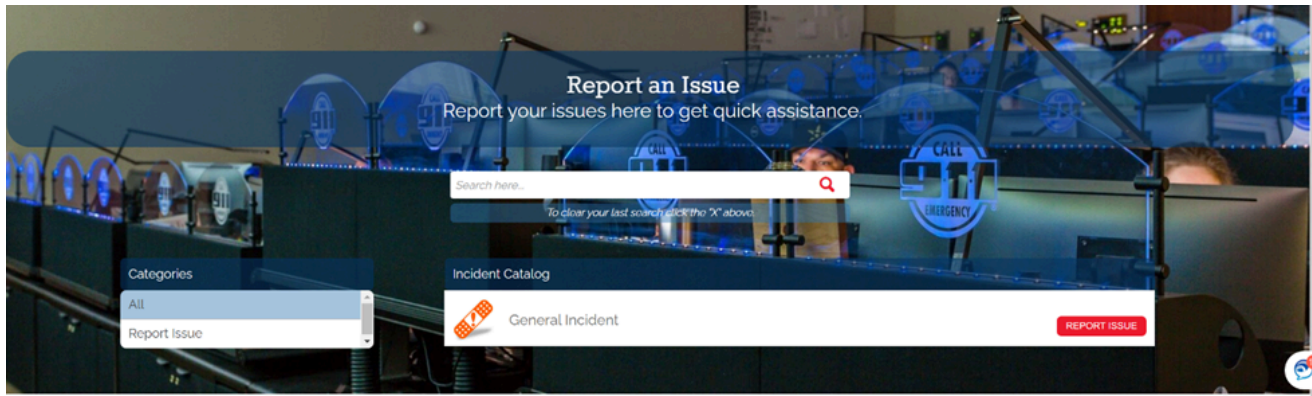
The user can click on Next under Request a user to add/remove users or change a role of a user. It will take the user to a form to complete.





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Report and Issue



The user can click report issue. It will bring up the form pictured below. Upon completion a ticket will be created in our ticketing system for the NOC to assign to the correct division.

Reporting Issue

Date of INCIDENT *

Date of INCIDENT is required

Name of reporting party *

Email of reporting party *

What position is this effecting (Please list all positions being affected): *

Title (Short description of problem) *

Is this an issue with technology or service?

Please describe the issue with as much detail as possible (If this involves a 9-1-1, please include associated phone number, date and time, of call). *

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Please attach all screenshots or attachments you believe are needed to help resolve this issue.
e.

After this form is submitted and a ticket is created by the NOC you will be able to view the status and resolution under the My Tickets page of the GHC Status Portal.

Ok


Cancel



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Report and Issue

Reporting Issue

Date of INCIDENT *
CHOOSE DATE OF INCIDENT 
Date of INCIDENT is required

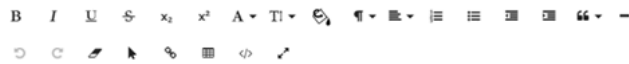
Name of reporting party *
NAME OF USER FILLING OUT FORM


Email of reporting party *
EMAIL OF USER

What position is this effecting (Please list all positions being affected): *
LIST POSITION NUMBER OR BLOCK OF NUMBERS

Title (Short description of problem) *
TYPE OUT SHORT DESCRIPTION OF ISSUE

Is this an issue with technology or service?
DROP DOWN FOR TECHNOLOGY OR SERVICE

Please describe the issue with as much detail as possible (If this involves a 9-1-1, please include associated phone number, date and time, of call). *

TYPE OUT WHAT THE ISSUE IS AS IN DEPTH AS POSSIBLE

Please attach all screenshots or attachments you believe are needed to help resolve this issue.
ADD PICTURES OR SCREENSHOTS IF APPLICABLE 

After this form is submitted and a ticket is created by the NOC you will be able to view the status and resolution under the My Tickets page of the GHC Status Portal.

Ok

Cancel

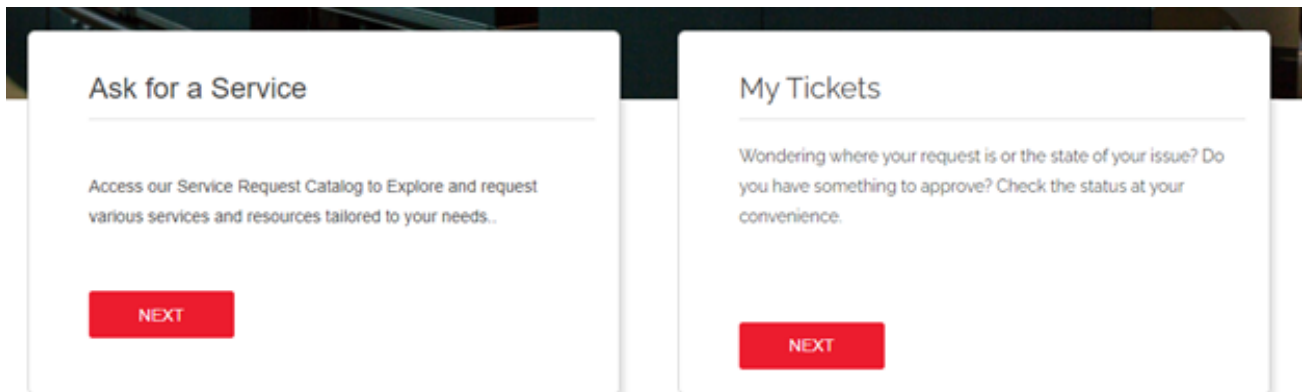
All fields are mandatory with the exception of the file upload at the bottom of the form.

Once the user hits okay a ticket is created in the GHC 9-1-1 ticketing system.



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My Tickets



The user can click on “Next” under My Tickets section. There is a closed view and an open view for both tickets and scheduled 9-1-1 Test Calls. Tickets can be found on the left (Blue) scheduled Test Calls can be found on the right (Green).

My Tickets
Get the latest status on your requests and actions

Search your activity.

To clear your last search click the 'x' above.

12 Active Tickets		
CATEGORY	NUMBER / DATE	STATUS
Transfer	HCNTRL043 - Calltaker 3/9/2024 8:10:43 am	Analyze & Resolve
Call Processing	HCNTRL006 - unable to transfer to Conroe Police g11	Redirected
Console Error	HCNTRL046 - AV Alert Console Disconnected	Analyze & Resolve
PC	HCOTRNoog - Offline	Redirected
-	IN007611 2/21/2024 5:08:08 pm	System Process

1 Active Test Calls		
CATEGORY	NUMBER / DATE	STATUS
Test Calls	SR003618 2/16, 12am, 4 Calls, Sysco	Closed



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My Tickets

CATEGORY	NUMBER / DATE	STATUS
Transfer HCNTRL043 - Calltaker trying to transfer g11 call to Waller EMS g11 from dial directory and gets HCSO IVR instead	IN008034 3/9/2024 8:10:43 am	Analyze & Resolve
Call Processing HCNTRL006 - unable to transfer to Conroe Police g11	IN008032 3/8/2024 9:00:59 pm	Redirected
Console Error HCNTRL040: AV Alert Console Disconnected	IN007995 3/7/2024 12:41:46 pm	Analyze & Resolve
PC HCOTRNoog - Offline	IN007886 3/1/2024 5:00:18 pm	Redirected
-	IN007611 2/21/2024 5:08:08 pm	System Process

Within the "Active Tickets" (Left blue section) users can select the "Active" or "Closed" options to view tickets associated with their agency. By clicking on a ticket card, users can review the details entered in the report an issue form. For closed tickets, users can examine the "Resolution" section to understand how the ticket was resolved.

CATEGORY	NUMBER / DATE	STATUS
Test Calls 2/16, 12am, 4 Calls, Sysco	SR003618	Closed

Under the "Active Test Calls" (Right green section) the user can click on the "Active" or "Closed" buttons to view open or closed scheduled test calls for their agency.