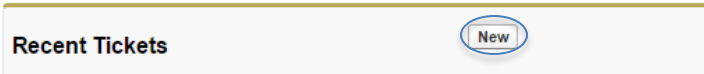


MiHIN DSM Request Ticket Procedure

1. In Salesforce, navigate to the tickets tab and select “New.”

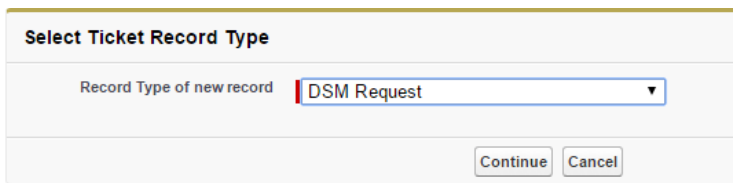


Tickets Home  
View: My Tickets [Go] Edit | Create New View



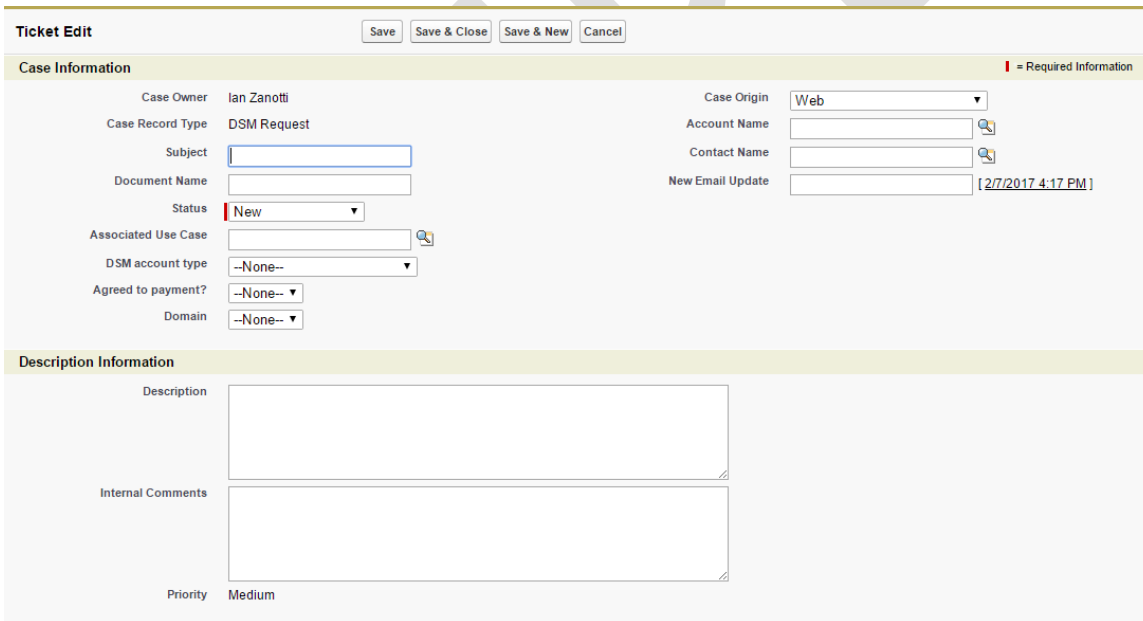
Recent Tickets New

2. Select “DSM Request” as the record type and select “Continue.”



Select Ticket Record Type  
Record Type of new record: DSM Request  
Continue Cancel

3. For the ticket to be properly processed and approved, all forms on the ticket must be properly filled out. Once this is done, submit the ticket by selecting “Save.”



**Ticket Edit** Save Save & Close Save & New Cancel

**Case Information** ! = Required Information

Case Owner	Ian Zanotti	Case Origin	Web
Case Record Type	DSM Request	Account Name	
Subject		Contact Name	
Document Name		New Email Update	[2/7/2017 4:17 PM]
Status	New		
Associated Use Case			
DSM account type	--None--		
Agreed to payment?	--None--		
Domain	--None--		


**Description Information**

Description

Internal Comments

Priority Medium

4. Before the ticket can be submitted for approval you will need to enter the NetSuite billing information for this request in the Billing Allocations section towards the bottom of the ticket.



Billing Allocations New Billing Allocation Billing Allocations Help ?  
No records to display

5. After the billing information, has been entered go back to the ticket and submit this to your Director.

Approval History	Submit for Approval
No records to display	

6. While waiting for approval, if the account type is set to an internal personal or system option, you will be provided with the MiHIN Direct Personal Registration form to complete and return to the Infrastructure team. At that time, you will be required to show your selected method of identity verification.
7. While waiting for approval, if account type is set to an external personal or system option, you will be provided with the appropriate MiHIN Direct Service Registration form to send to the external contact so that there is an official notarized record of this request and an official point of contact.
8. Instruct the external contact to email you the form once they have completed it and had it notarized. Do *not* allow them to send any identification information to you via email. Attach this file to the DSM request ticket once it has been received.

SAMPLE