



Helpdesk

Welcome to HMIS Support!

HMIS Users can request technical support from your HMIS Support Team using one of the following options:

E-mail us at: HMIS-Support@ventura.org

Call us at: 805-477-5156

Our hours of operations are Monday through Friday from 8 a.m. to 5 p.m. The e-mail account is monitored throughout the day. See our Service Level Commitments below for more detail on response and resolution times for requests.

[Log into HMIS](#) 

HMIS Service Level Commitments

The HMIS Support Team will assist providers with:

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

The HMIS Support Team is unable to assist providers with client data issues, organization-specific business processes, policies and procedures, or workstation or 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. Timeframes for resolution of common requests are listed below.

- Resolution in 1 Business Day

Logon Issues, Account Termination, Provider Termination

- Resolution in 3 Business 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

Request for Training

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.

NOTE: As a convenience to our visitors, this page may contain links to external websites that are not managed or controlled by the County of Ventura.