

Attorney Billing Application

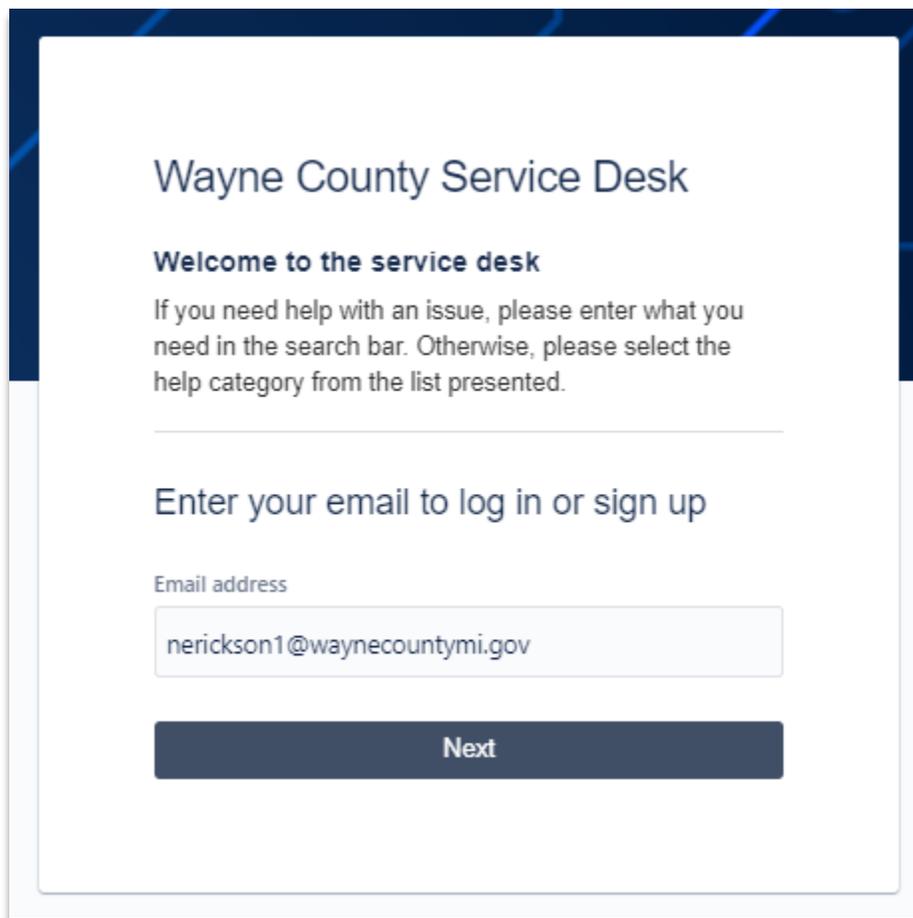
How to Submit an IT Support Ticket

The IDSD IT support ticketing system is for IT issues only i.e., login issues, error messages, missing cases, etc.

If you have a question concerning billing *policy*, please contact IDSDattorney@waynecounty.com

Please note that tickets should be submitted for the Oracle billing app only. IDSDIT does not access or maintain 3rd Circuit Court applications.

1. Create an account at <https://wcmi.atlassian.net/servicedesk/customer/portal/5> by entering your email address and clicking **Next**.



The screenshot shows the Wayne County Service Desk login page. The page has a dark blue header with the text "Wayne County Service Desk". Below the header, there is a section titled "Welcome to the service desk" with a paragraph of instructions: "If you need help with an issue, please enter what you need in the search bar. Otherwise, please select the help category from the list presented." Below this, there is a section titled "Enter your email to log in or sign up". Underneath, there is a label "Email address" and a text input field containing the email address "nerickson1@waynecountymi.gov". At the bottom of the form, there is a dark blue button with the text "Next".

- Next, click **Sign up with password**.

← Back

Wayne County Service Desk

Sign up to continue

Email address

nerickson1@waynecountymi.gov

Sign up with password

← Back

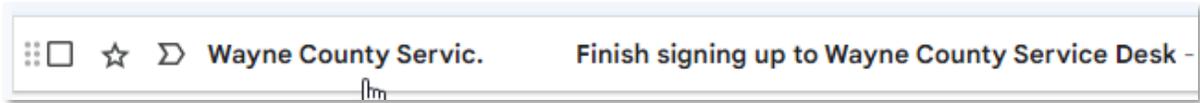
Wayne County Service Desk

Check your email to finish signup

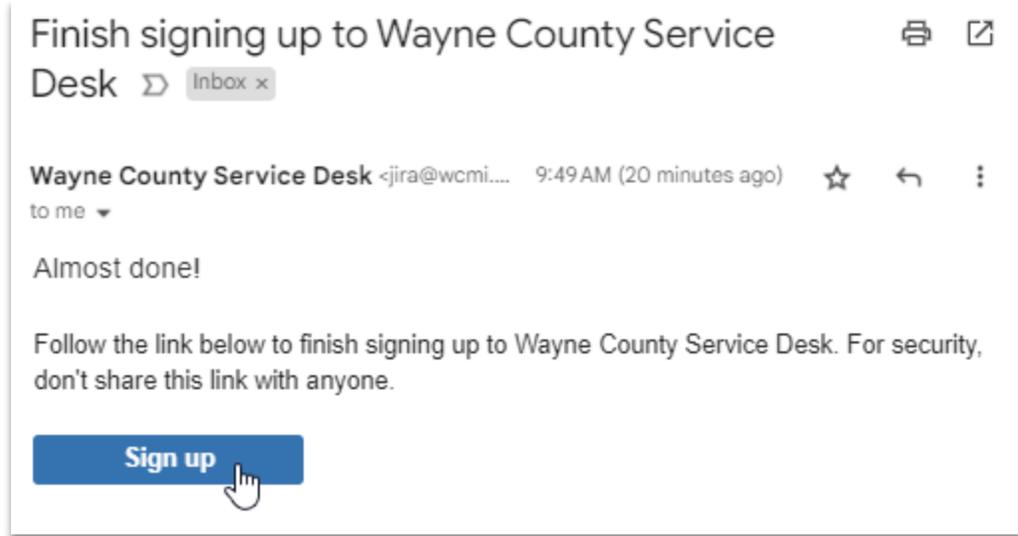
We've sent a private signup link to nerickson1@waynecountymi.gov

Resend signup link

3. Activate your account. You will receive an email in your inbox with the following subject line:



Click **Sign up**.



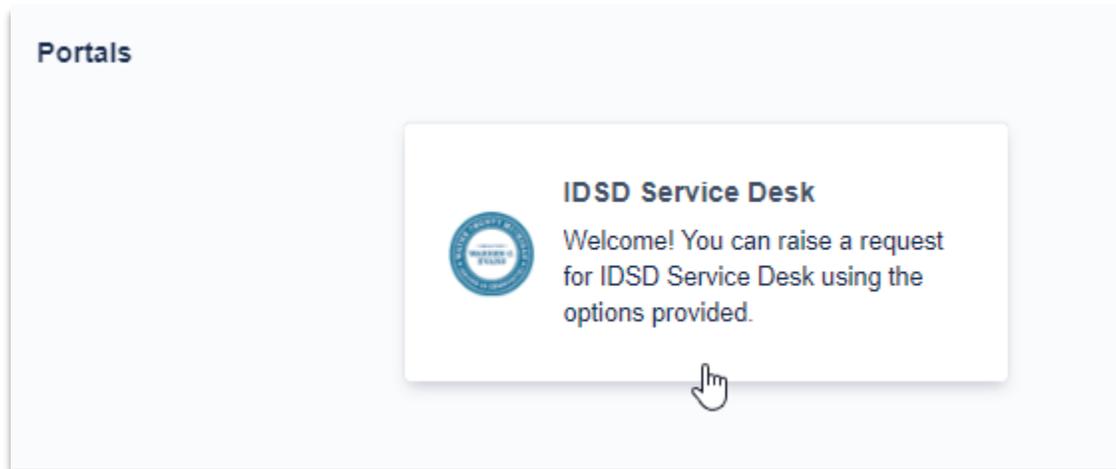
4. Create a password.

Your password should contain an uppercase letter and a special character.

Click **Sign up**.

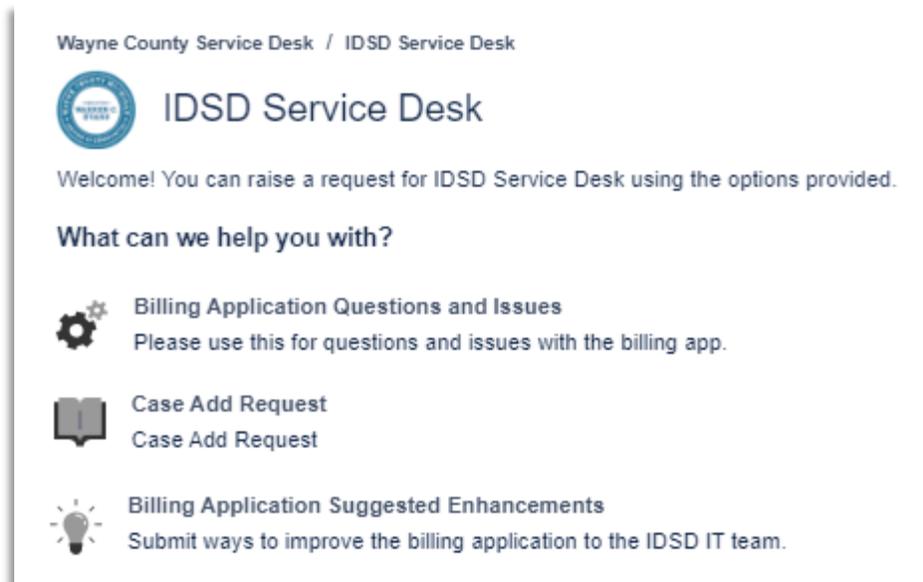
A screenshot of a sign-up form for 'Wayne County Service Desk'. The title is 'Sign up to continue'. There are three input fields: 'Email address' with 'neericks@umich.edu', 'Full name' with 'Natalie Erickson', and 'Choose a password' with a masked password '.....'. Below the password field is a strength indicator showing 'Strong' with a green bar. At the bottom, there is a disclaimer: 'By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.' and a dark blue 'Sign up' button with a mouse cursor pointing at it.

5. Click on **IDSD Service Desk**.



6. Choose your type of request.

- **Billing Application Questions and Issues** – use this request for general technical issues like error messages and login issues.
- **Case Add Request** – use this request if a case is missing from your attorney dashboard. Cases may take 48 hours to appear on your dashboard. Please wait at least 48 hours after assignment to submit a request.
- **Billing Application Suggested Enhancements** – Submit ways to improve the billing application to the IDSD IT team.



General IT questions

Enter your email address and type your question,

What can we help you with?

 Billing application questions and issues
Please use this for questions and issues with the billing app. ▼

Raise this request on behalf of *

 Natalie Erickson (nerickson1@waynecountymi.gov) ✕ ▼

What is your question or issue? *

I am getting an error message when I try to submit billing items

Add enough details so our IT team can address your issue properly.

Provide as much detail as possible about your question *

Normal text ▼ | **B** *I* ... | **A** ▼ | ☰ ☷ | 🔗 @ 😊 🗑️ <> ⓘ ” + ▼

When I try to submit billing items for case 24000000-01, I get an error message. I've attached a screenshot. |

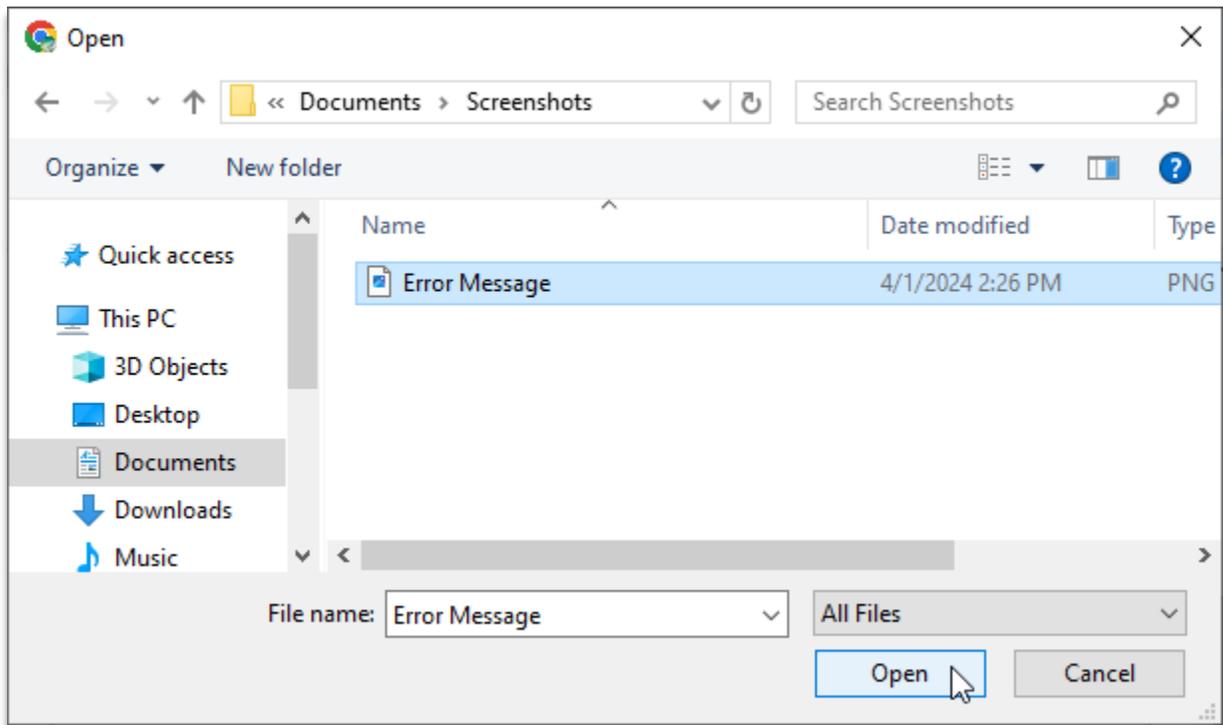
Attach any relevant files

Drag and drop files, paste screenshots, or browse

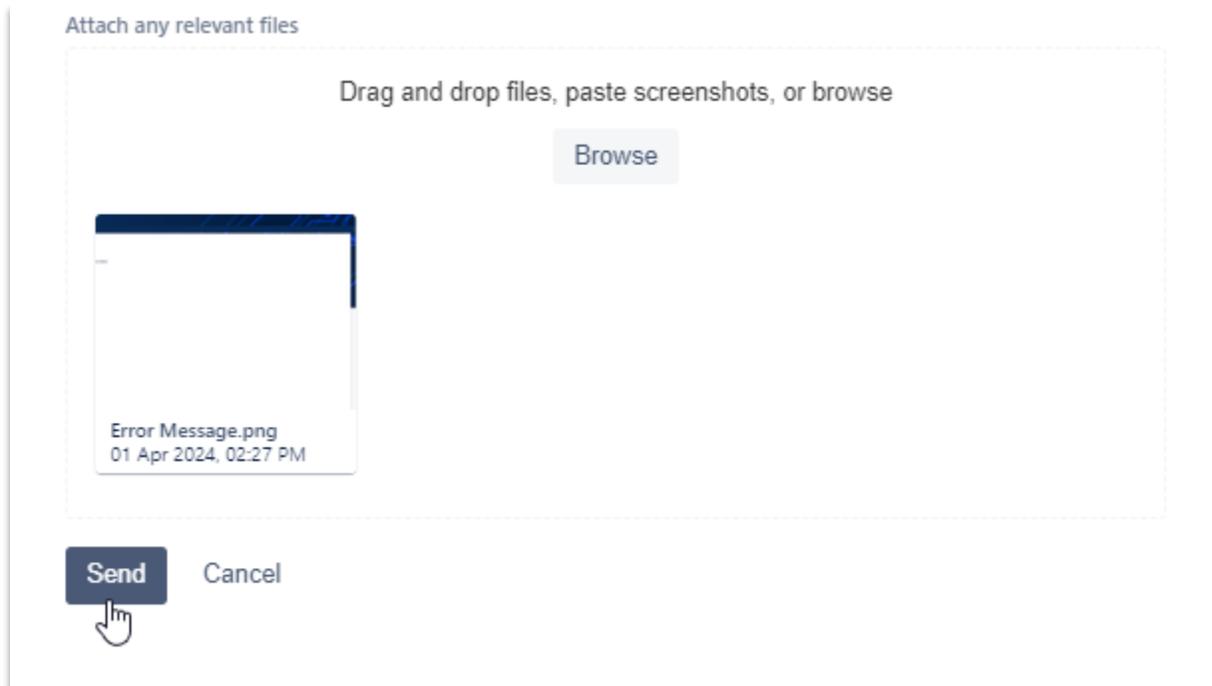
[Browse](#)

You have the option to upload a document. Screenshots can be helpful if you are receiving an error message. **You can drag and drop the file, paste your screenshot, or click Browse.**

Clicking Browse will open your file explorer. Click on your file and then **Open**.



Whichever method you choose, you will see your file once added. Next, click **Send**.



Case Add Requests

If a case is missing from your attorney dashboard, click **Case Add Request**.

What can we help you with?

 **Billing application questions and issues**
Please use this for questions and issues with the billing app.

 **Case Add Request**
Case Add Request



Provide the following information.

Please note that a case CTN should be in the format YY000000-01.

Circuit case numbers are not accepted.

What can we help you with?

 Case Add Request
Case Add Request

Raise this request on behalf of *

 Natalie Erickson (nerickson1@waynecountymi.gov)

CTN

Case Tracking Number (CTN) *

Attorney Information

First Name *

Bar Number *

Last Name *

Email *

Case Information

Client Full Name *

Case Tier *

Date Assigned *

If your case is suppressed, you will be required to attach the ROA.

If it is not, you are not required to upload any documents.

Click **Send** to submit your request.

If the case is suppressed (non-public, HYTA, 769.4a, 771.1) attaching the ROA is required or your case will not be uploaded.

Register of Actions Upload

If the case is suppressed (non-public, HYTA, 769.4a, 771.1) attaching the ROA is required.

 Drop files to attach or [browse](#)

Please note that juvenile cases will not be added to this billing application

Send Cancel



Suggest an Enhancement

If you have an idea on how to improve the billing application,

click **Billing Application Suggested Enhancements**.

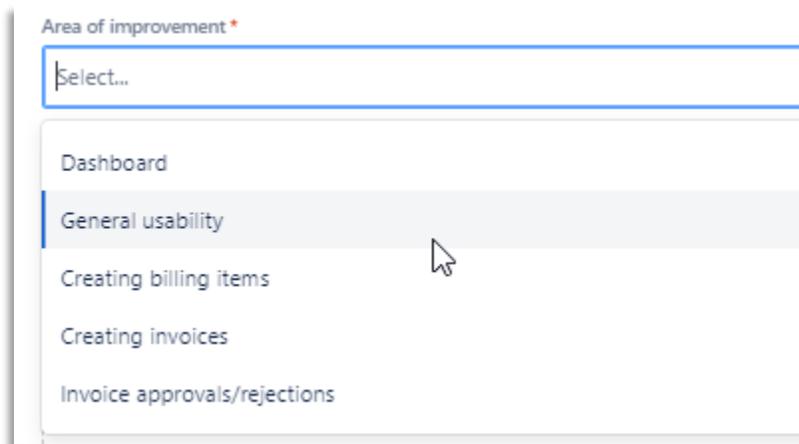
 **Billing Application Questions and Issues**
Please use this for questions and issues with the billing app.

 **Case Add Request**
Case Add Request

 **Billing Application Suggested Enhancements**
Submit ways to improve the billing application to the IDSD IT team.

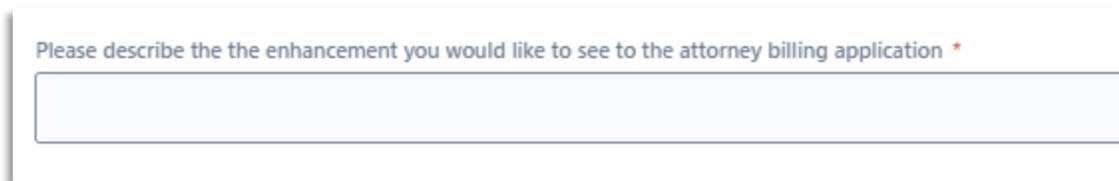


Next, select the **Area of Improvement**. If you are unsure, select General Usability.



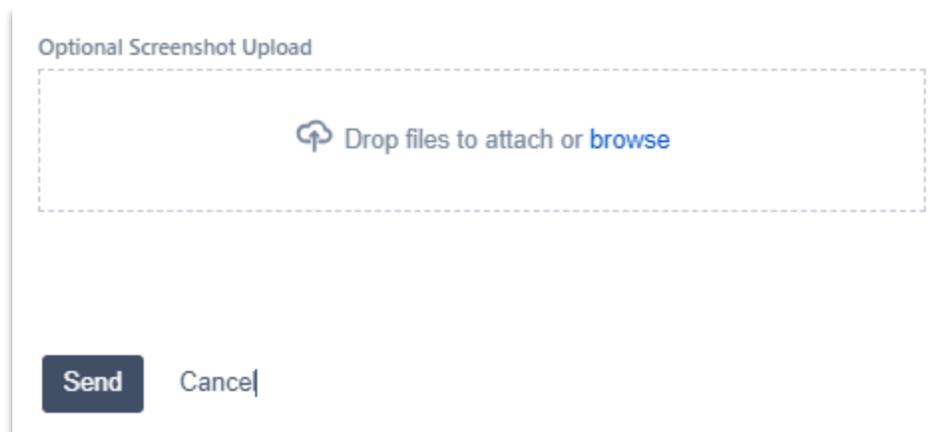
The image shows a dropdown menu titled "Area of improvement *". The menu is open, showing a list of options: "Dashboard", "General usability", "Creating billing items", "Creating invoices", and "Invoice approvals/rejections". The "General usability" option is highlighted with a blue bar, and a mouse cursor is pointing at it.

Describe your request in detail.



The image shows a text input field with the placeholder text "Please describe the the enhancement you would like to see to the attorney billing application *". The field is empty and has a light gray background.

You have the option to attach a screenshot if it will help the IT team better understand your request.

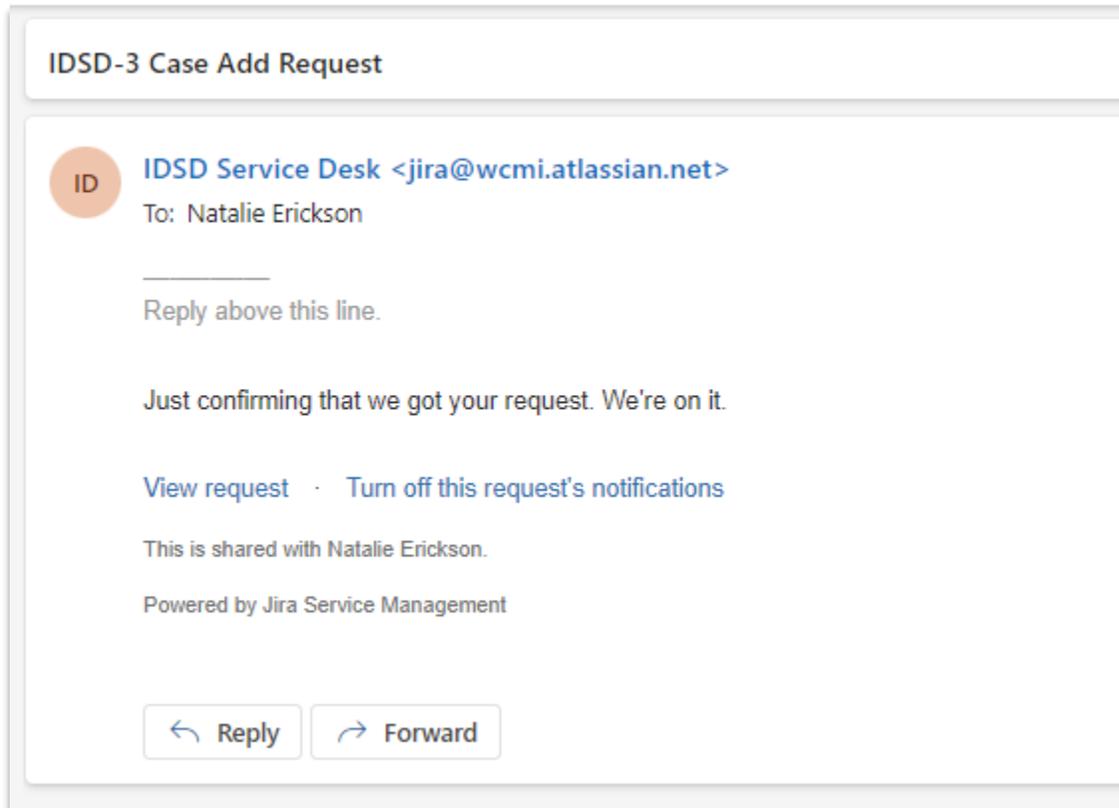


The image shows a section titled "Optional Screenshot Upload". It contains a dashed box with a cloud icon and the text "Drop files to attach or browse". Below the dashed box are two buttons: "Send" and "Cancel".

Click **Send**.

After Submission

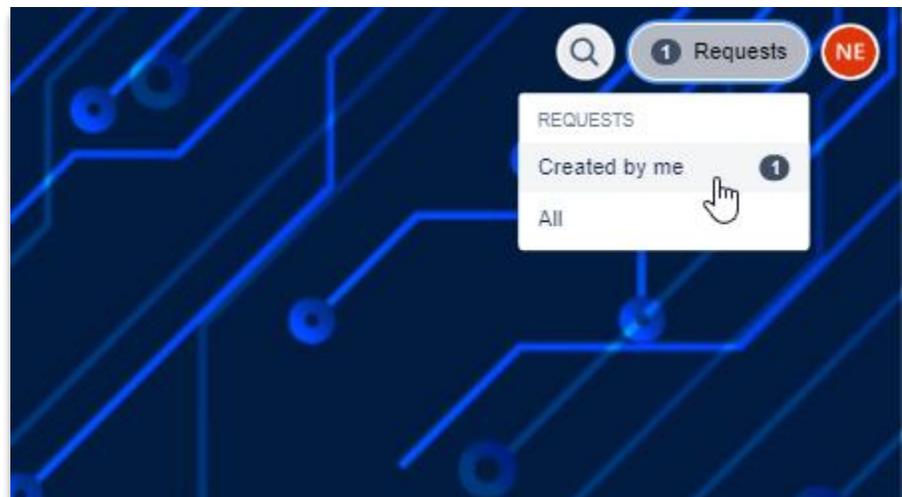
You will receive an email that your request was submitted successfully.



You can view your request directly from the confirmation email, or you can view it from the IT help application.

In the upper right-hand corner of the app, you will see **Requests**.

Click **Requests**, then **Created by me**.



Here you will see your dashboard containing all your submitted requests and their status.

Wayne County Service Desk

Requests

Request contains...

Status: Open requests Created by me Request type

Type	Reference	Summary	Status	Service project	Requester
	IDSD-3	Case Add Request	TO DO	IDSD Service Desk	Natalie Erickson

If you have questions about submitting a request, please email IDSDIT@wayneoucntymi.gov.