

Attorney Billing Application

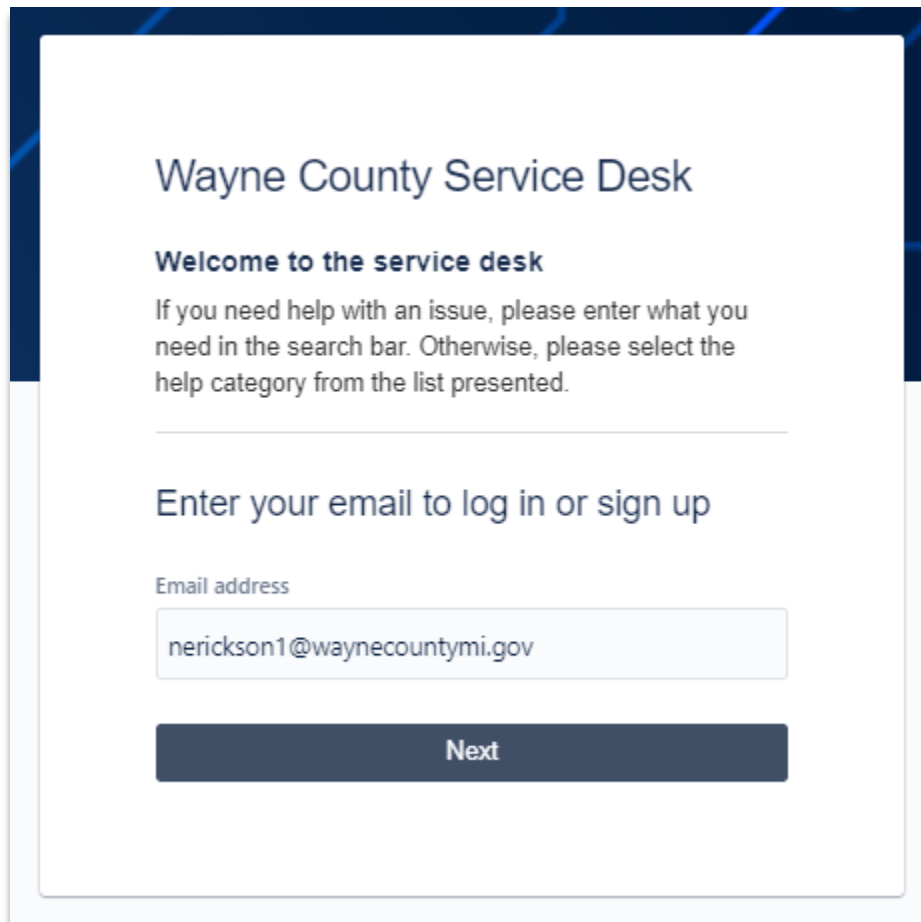
How to Submit an IT Support Ticket

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**.

A screenshot of the Wayne County Service Desk login and sign-up interface. The page has a white background with a dark blue header and footer. The main content area is white and contains the following elements: the title "Wayne County Service Desk" in a large, dark blue font; a sub-header "Welcome to the service desk" in a smaller, dark blue font; 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."; a horizontal line; the text "Enter your email to log in or sign up" in a dark blue font; a label "Email address" in a small, dark blue font; a text input field containing the email address "nerickson1@waynecountymi.gov"; and a dark blue button with the text "Next" in white.

Wayne County Service Desk

Welcome to the service desk

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.

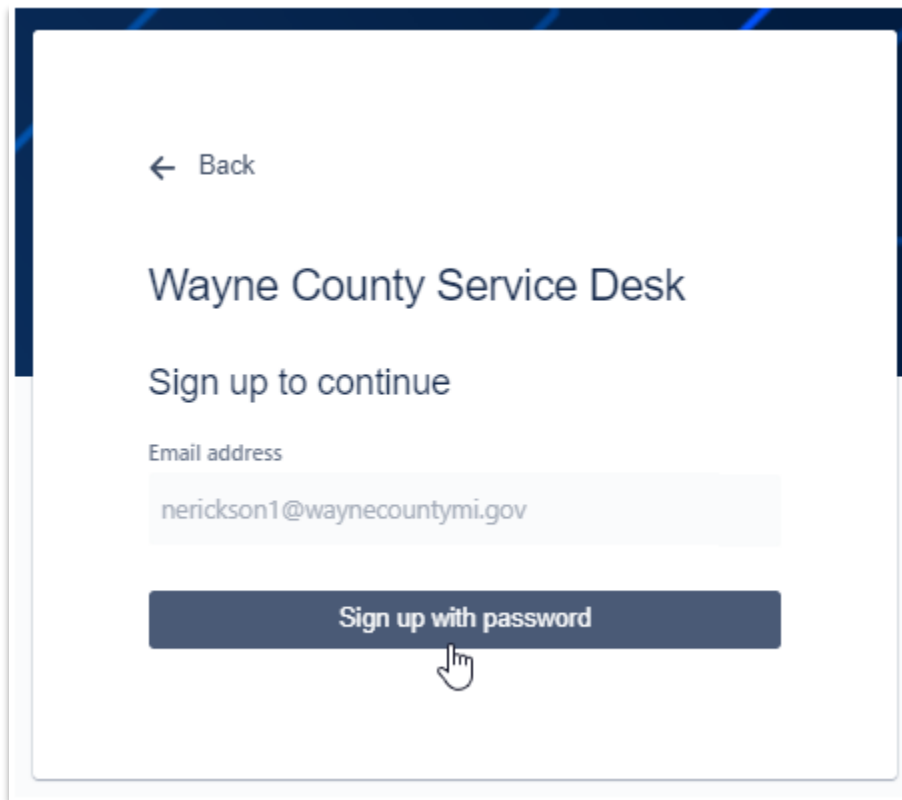
Enter your email to log in or sign up

Email address

nerickson1@waynecountymi.gov

Next

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



← Back

Wayne County Service Desk

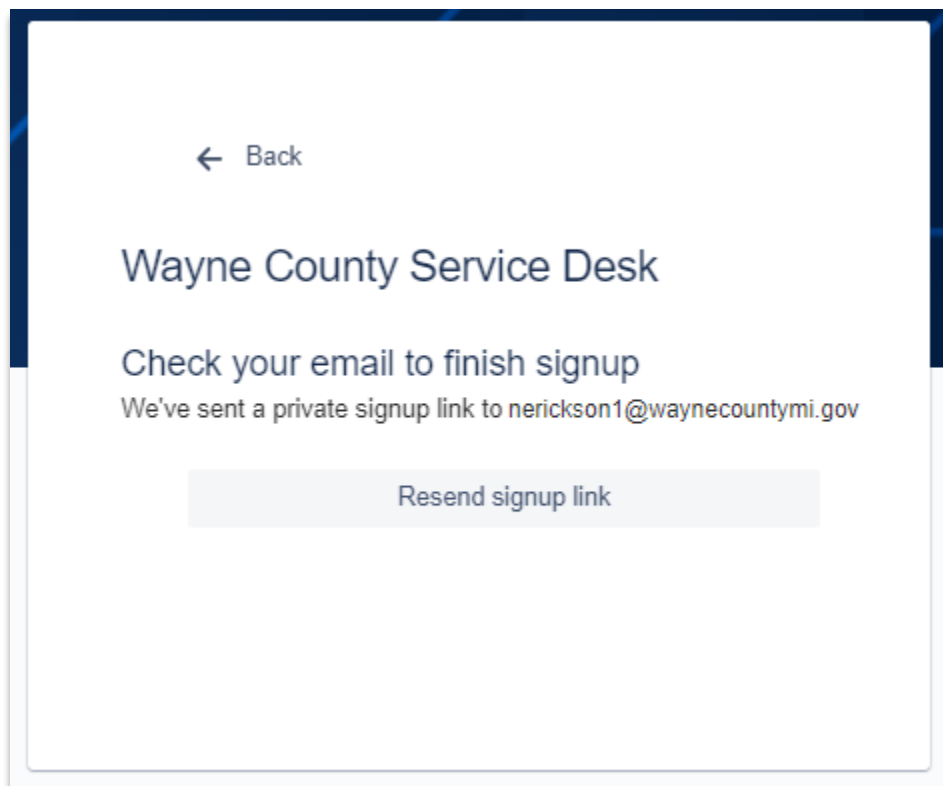
Sign up to continue

Email address

nerickson1@waynecountymi.gov

Sign up with password

A hand cursor icon is positioned over the 'Sign up with password' button.



← Back

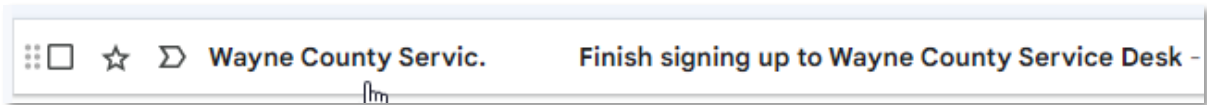
Wayne County Service Desk

Check your email to finish signup

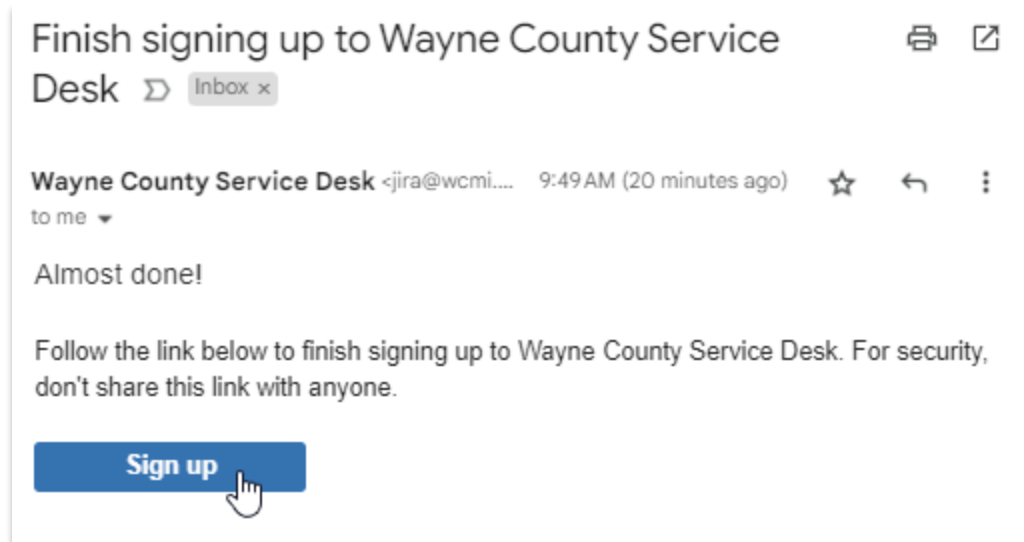
We've sent a private signup link to nerickson1@waynecountymi.gov

Resend signup link

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



Click **Sign up**.



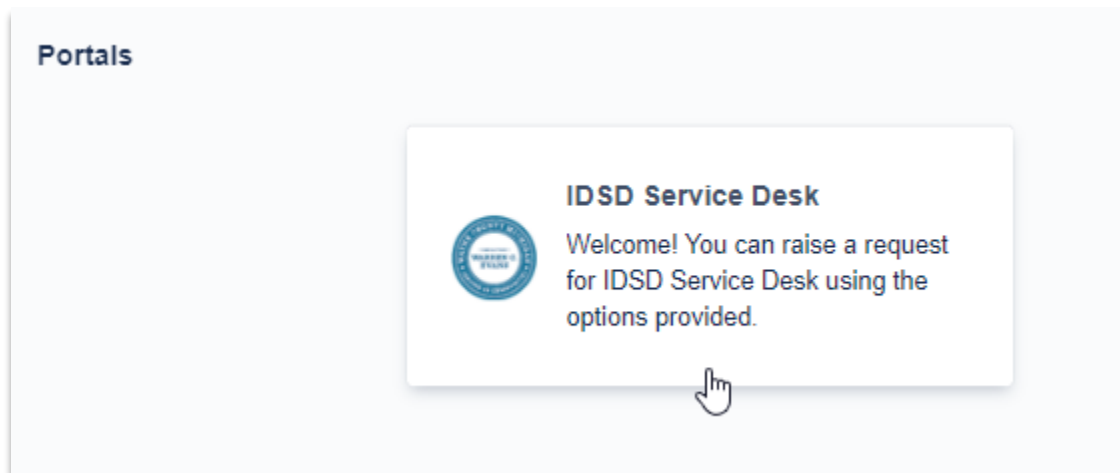
4. Create a password.

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

Click **Sign up**.

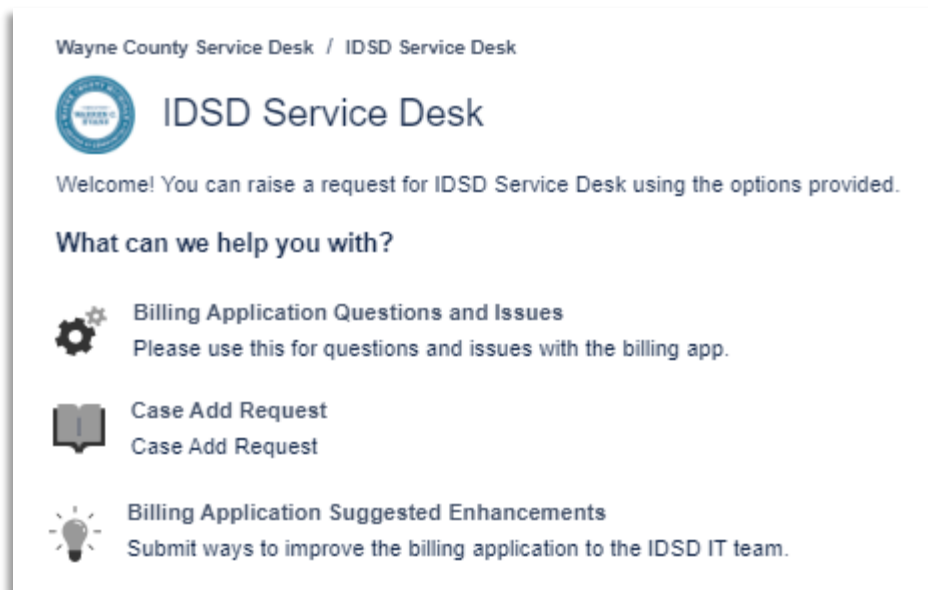
A screenshot of a web form titled "Wayne County Service Desk Sign up to continue". It contains three input fields: "Email address" with the value "neericks@umich.edu", "Full name" with the value "Natalie Erickson", and "Choose a password" with a masked password ".....". Below the password field is a strength indicator showing four green bars and the word "Strong". 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 clicking on 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* ...

 ▾

 @     ” + ▾

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

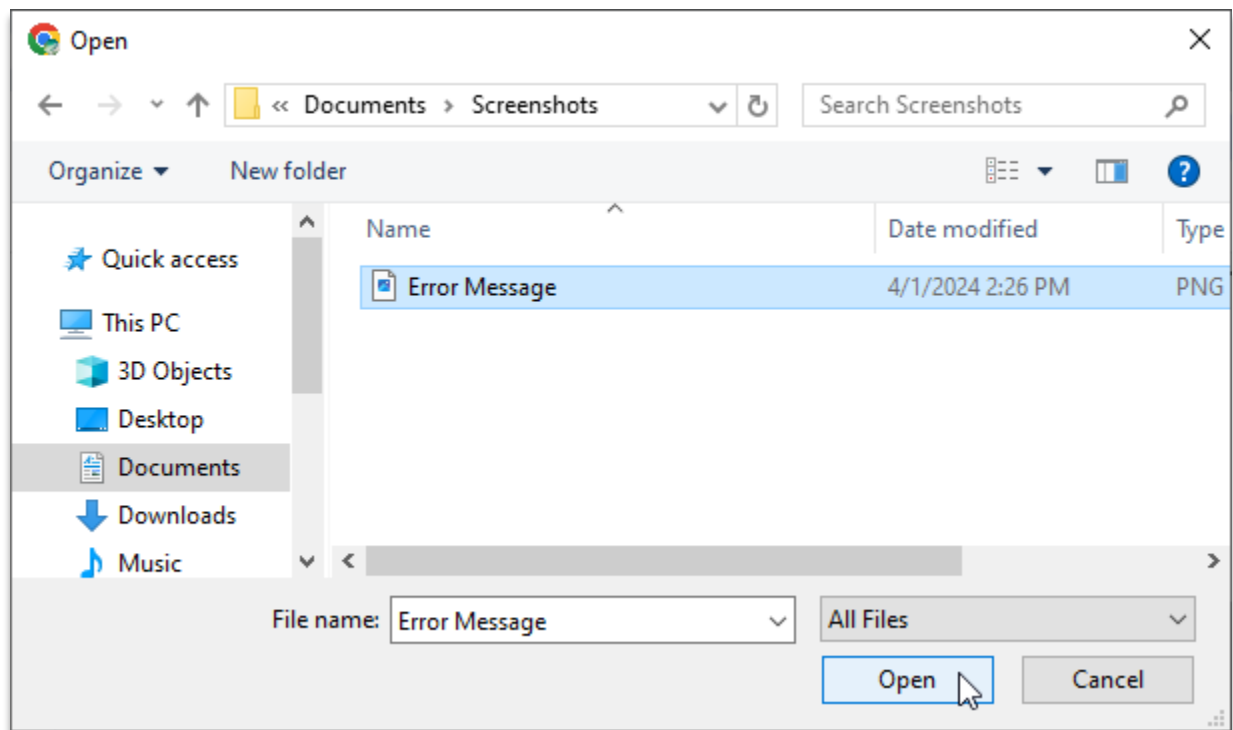
Attach any relevant files

Drag and drop files, paste screenshots, or browse

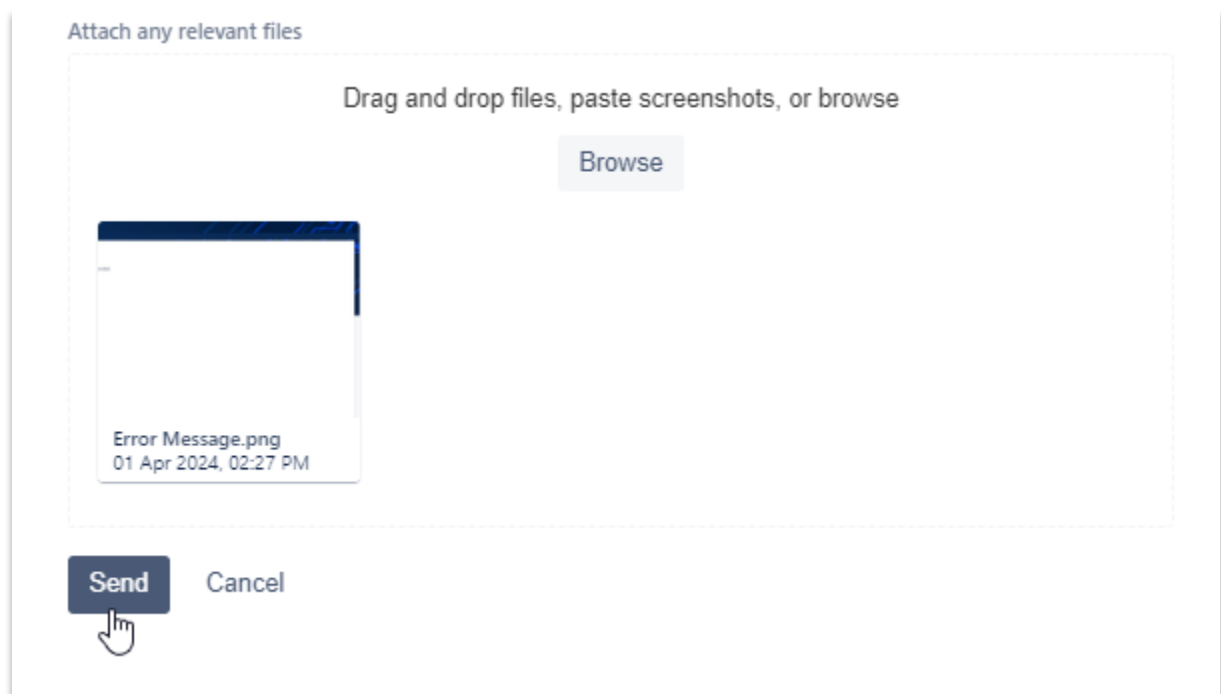
Browse

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**.

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?

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

 **Case Add Request**
Case Add Request



What can we help you with?

 Case Add Request
Case Add Request

▼

Raise this request on behalf of *

 Natalie Erickson (nerickson1@wayecountymi.gov)

✕ ▼

CTN

Case Tracking Number (CTN) *

241111111-01

Attorney Information

First Name *

Natalie

Bar Number *

000000

Last Name *

Erickson

Email *

nerickson1@wayecountymi.gov

Case Information

Client Full Name *

John Doe

Case Tier *

4 ▼

Date Assigned *

3/27/2024 ✕

Must upload [confirmation of acceptance](#). If you do not have the confirmation of acceptance, please upload the **IDSD-signed petition**.

If you are continuing after **House Counsel representation**, attaching the **ROA** is required.

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

Printouts from MiCOURT Case Search are **NOT ACCEPTABLE**.

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](#)

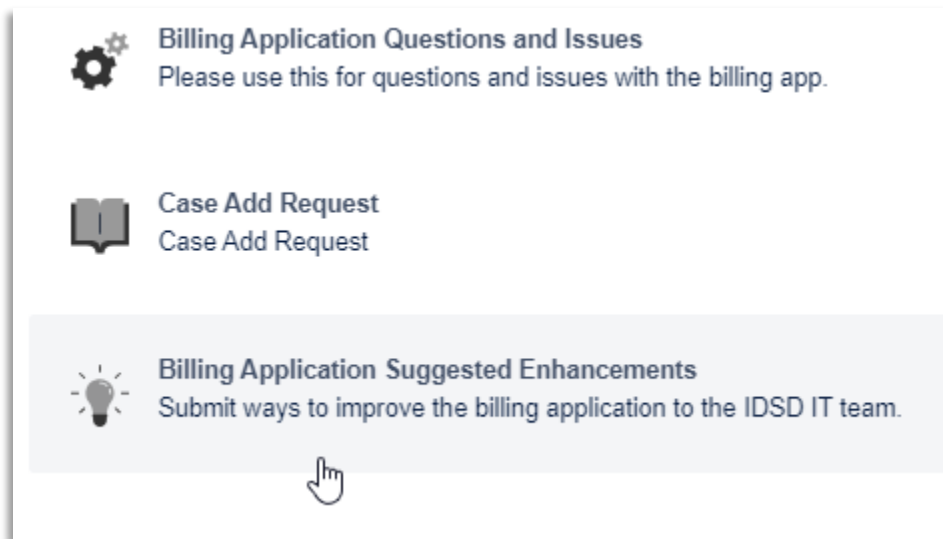
Please note that juvenile cases will not be added to this billing application

Send

Cancel

Suggest an Enhancement

If you have an idea on how to improve the billing application, click **Billing Application Suggested Enhancements**.



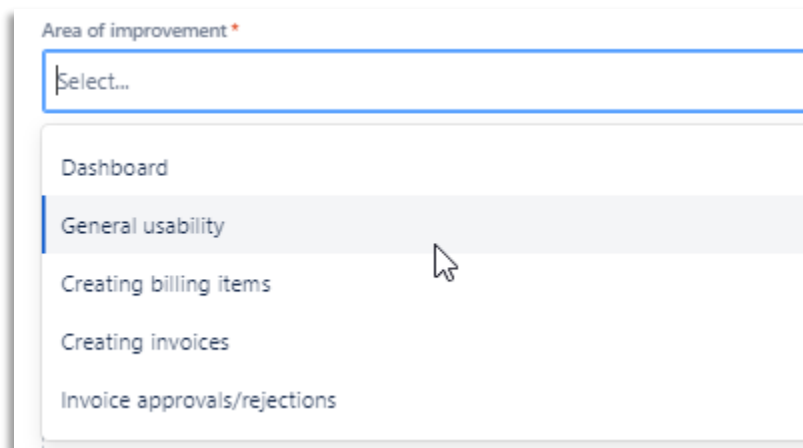
This screenshot shows a feedback menu with three options. The first option, 'Billing Application Questions and Issues', is accompanied by a gear icon and the instruction 'Please use this for questions and issues with the billing app.' The second option, 'Case Add Request', is accompanied by a book icon and the text 'Case Add Request'. The third option, 'Billing Application Suggested Enhancements', is accompanied by a lightbulb icon and the instruction 'Submit ways to improve the billing application to the IDSD IT team.' A hand cursor is positioned over the third option, indicating it is the selected choice.

 **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.



This screenshot shows a dropdown menu titled 'Area of improvement *'. The menu is open, displaying a list of options: 'Select...', 'Dashboard', 'General usability', 'Creating billing items', 'Creating invoices', and 'Invoice approvals/rejections'. A mouse cursor is pointing at the 'General usability' option, which is highlighted with a blue background.

Area of improvement *

Select...

Dashboard

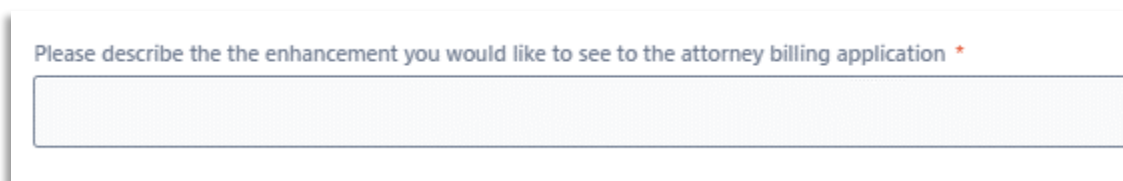
General usability

Creating billing items

Creating invoices

Invoice approvals/rejections

Describe your request in detail.



This screenshot 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.

Please describe the the enhancement you would like to see to the attorney billing application *

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

Optional Screenshot Upload

 Drop files to attach or [browse](#)

Click **Send**.

After Submission

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

IDSD-3 Case Add Request

 **IDSD Service Desk** <jira@wcmi.atlassian.net>
To: Natalie Erickson

Reply above this line.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

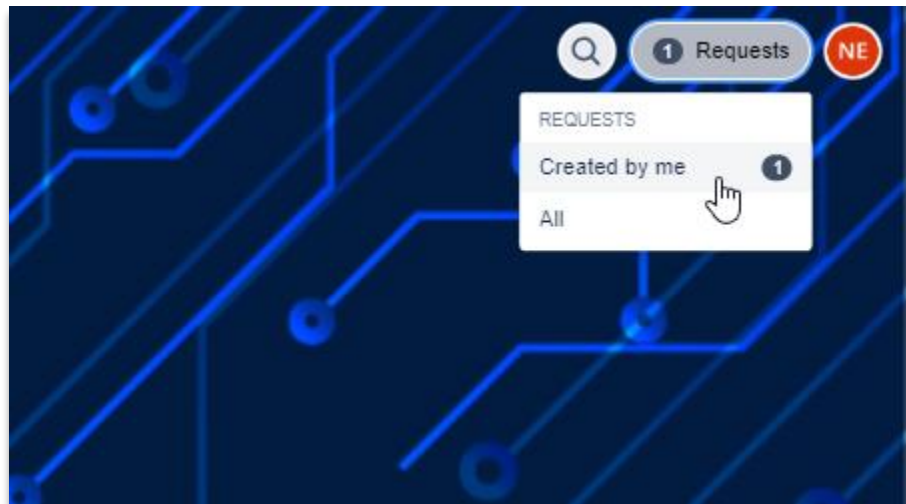
This is shared with Natalie Erickson.

Powered by Jira Service Management

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@wayneocountymi.gov.