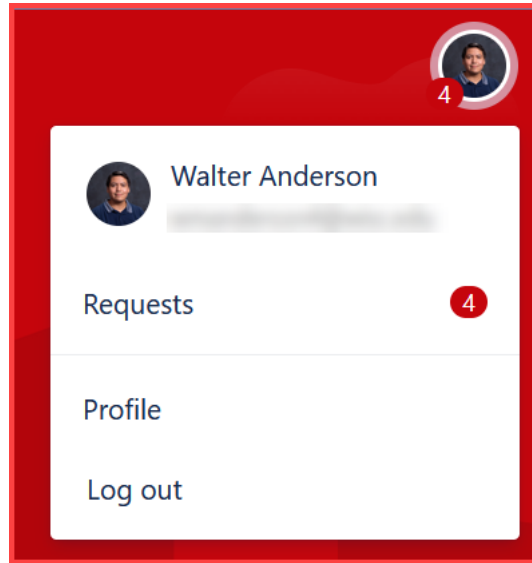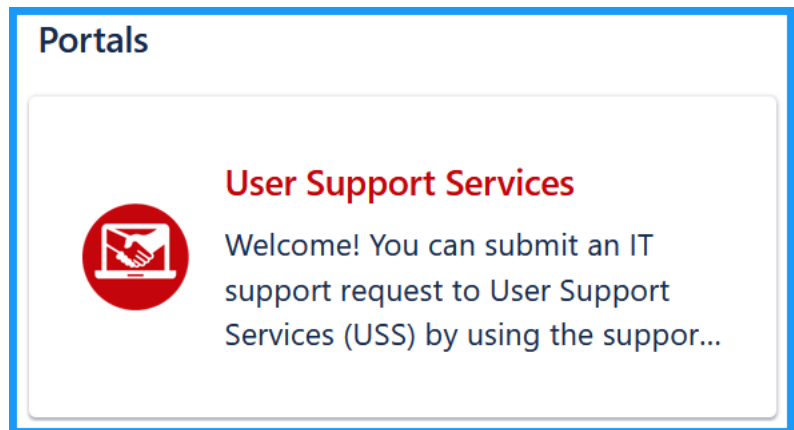# FAQ - The new SMPH Navigator Ticketing System

1. **Can I still email support@psychiatry.wisc.edu?**
    a. Yes! New tickets are monitored by multiple staff.
2. **What is SMPH Navigator (*navigator.med.wisc.edu*)?**
    a. It's a HIPAA-compliant portal that consolidates and organizes your requests and tickets.
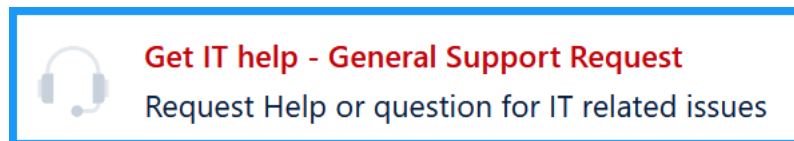
    i.
    [top-right corner of Navigator page]
3. **Where do I go to get help after signing into Navigator?**
    a. Click the User Support Services button:

    i.
4. **When starting a new request, I don't see the category I need!**
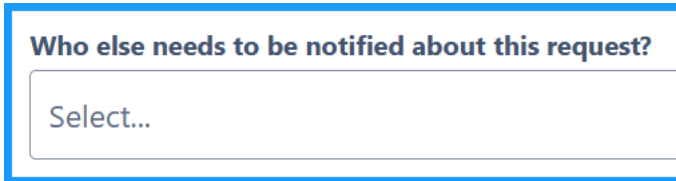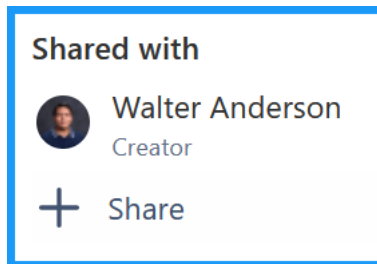   a. Click the top option for a general support:

    i.

5. **What if I want to be kept up to date on someone else's issue?**
   a. Ask them to add you by either (i) typing your name in the 'to-be-notified' field *or* (ii) clicking "+ Share" then adding your name:
      i.
      [starting]

      ii. [existing request]

6. **What if I don't want to see email notifications anymore?**
   a. In the alert email, click "Turn off this request's notifications"
      i.

7. **Why can't I see the responses in emails?**
   a. <mark>This is a HIPAA-compliant setting, requiring a secure sign-in. This cannot be changed.</mark>

8. **Can I still walk in for help? Can I still message an individual person?**
   a. Yes, you can walk in for help. (A ticket may be created for documentation purposes afterwards). Email remains the best option to reach <mark>multiple IT staff members</mark>.

9. **What if nobody is there?**
   a. It is highly likely we are helping others in-person. Please start a new ticket with as much information as possible and we'll be in touch promptly.