



# MOH SUPPORT END USER GUIDE

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## 1. Registering as a new user

- 1) Visit link: [MOH Support](#)
- 2) If you do not have an existing JSM account, you will be navigated to the page shown below. Fill in your work email address (e.g. [KevinLim@Synapxe.com](#), [KimmyChoo@parkwayhealth.com](#)) in the box and click 'Next'.

**Please note that personal email addresses are not accepted.**

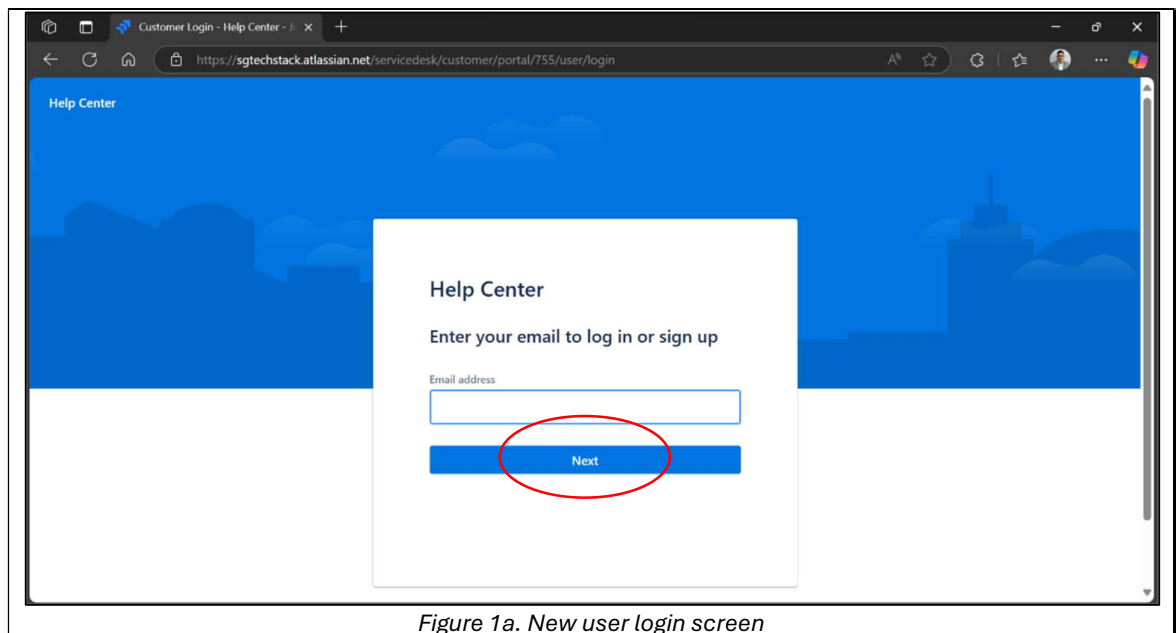
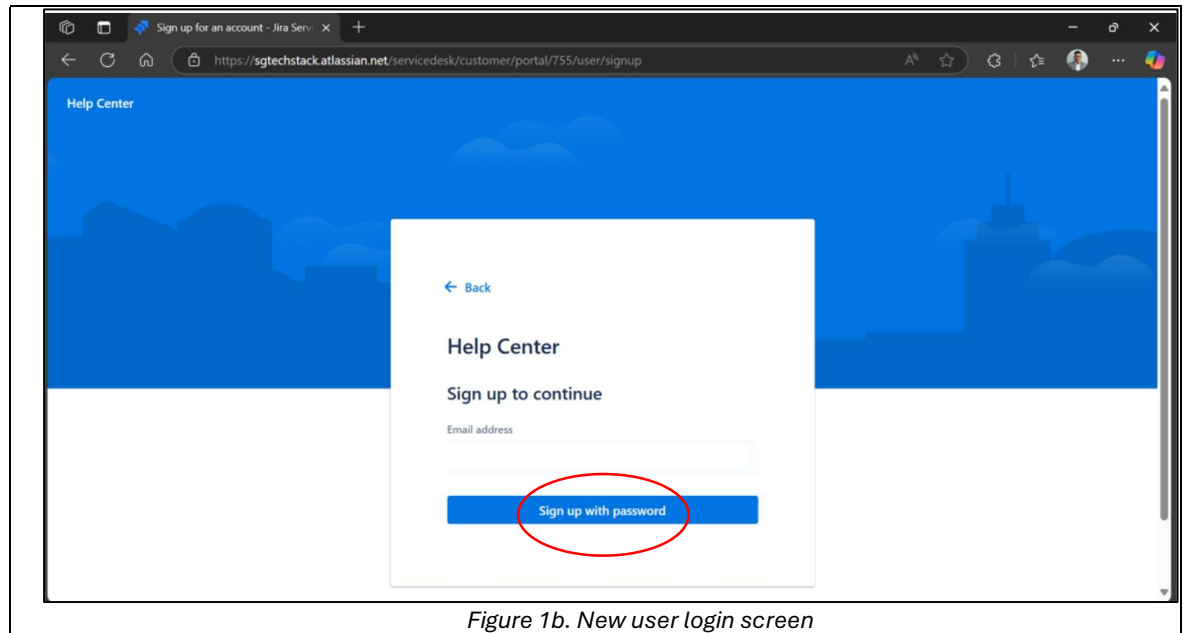
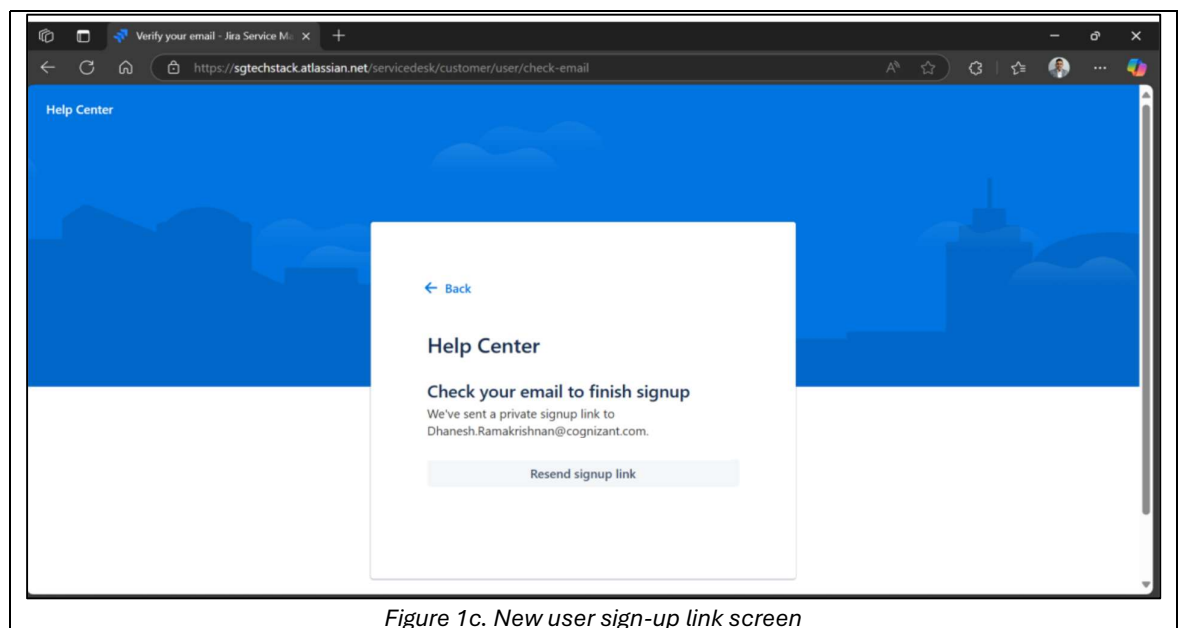


Figure 1a. New user login screen

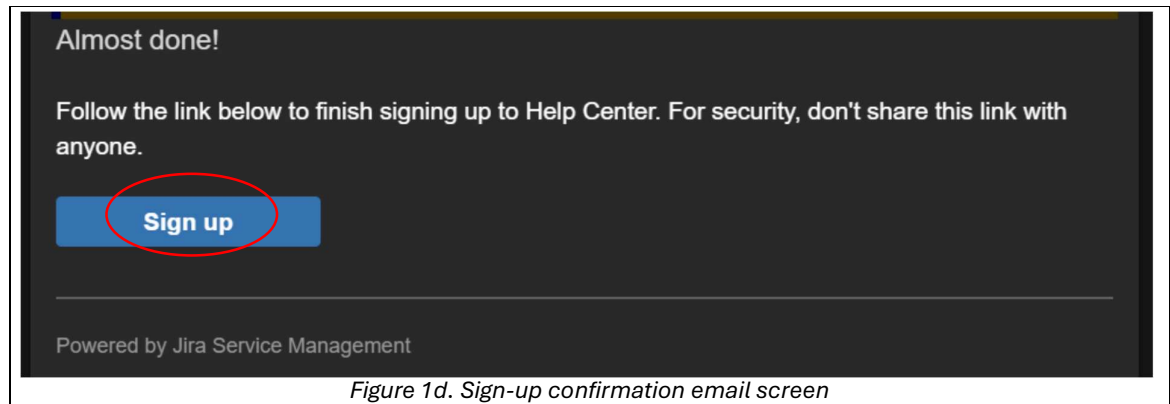
- 3) Click “Sign up with password”.



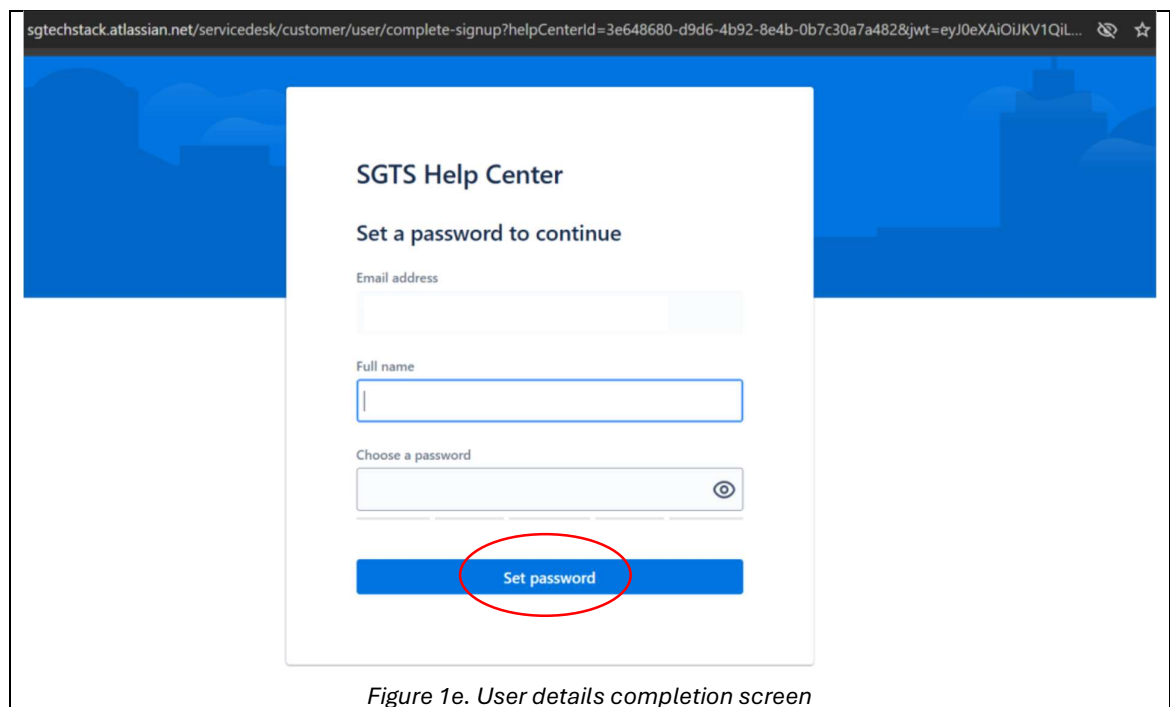
- 4) JSM will send an email containing a follow-up link to the email address that you registered for your JSM account (see step 5)



- 5) In the email sent by JSM to the registered email, click 'Sign Up'.

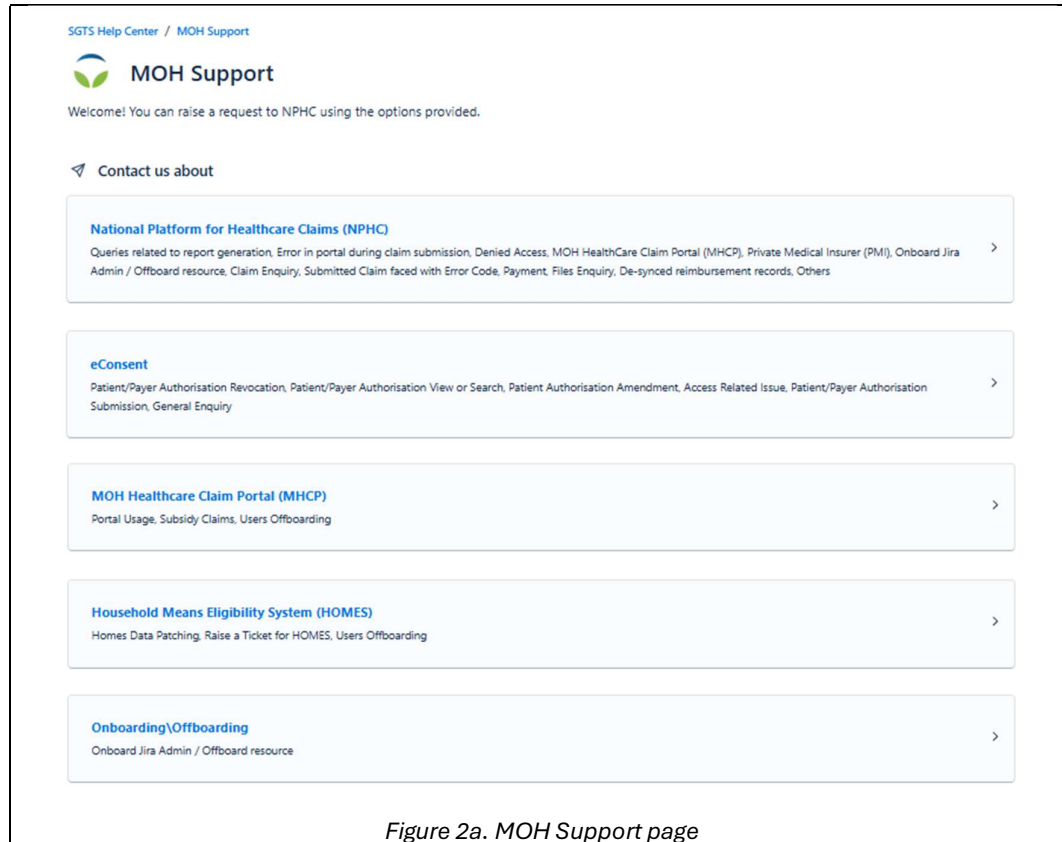


- 6) A new browser will open. Fill in your full name, password, and click 'Set Password'.

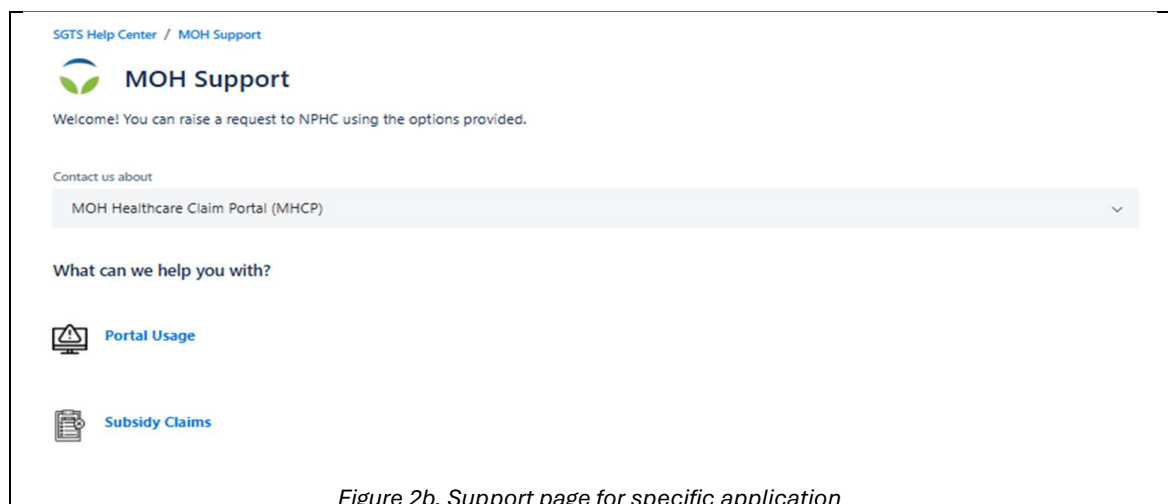


## 2. Enquiry raised with MOH Support

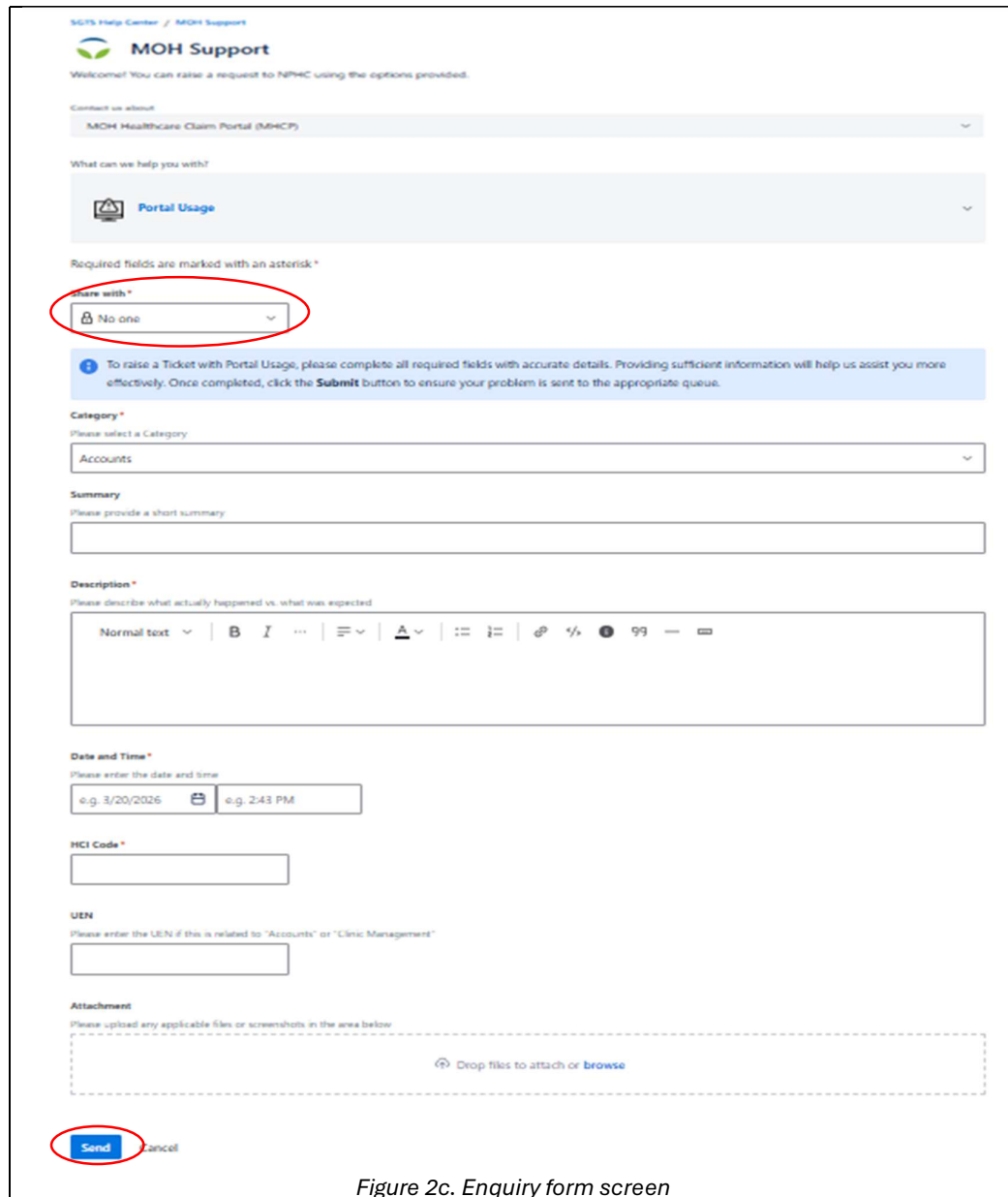
- 1) At the “MOH Support” page, select the application



- 2) Select the most appropriate category for your enquiry from the list of options available based on the application you have selected.



- 3) Provide all required information in the JSM form before clicking “Send”
- Do note the ‘Share with’ field has a default value of ‘**Share with MOH-MOHSUPPORT – <ORGANISATION NAME>**’. This default value shares the enquiry ticket with all JSM users across your organisation.
  - To ensure your enquiry remains private, you may toggle “Share with” field to “**No – One**” (see Figure 2c). Post creation of the enquiry ticket, you may then share the enquiry ticket with only intended JSM users (refer to point 6).



The screenshot shows the MOH Support enquiry form. At the top, it says "MOH Support" and "Welcome! You can raise a request to NHHC using the options provided." Below this is a "Contact us about" dropdown menu with "MOH Healthcare Claim Portal (MHCP)" selected. Under "What can we help you with?", there is a "Portal Usage" category. A note states "Required fields are marked with an asterisk \*". The "Share with \*" field is a dropdown menu currently set to "No one", which is circled in red. Below this is a blue information box with a plus icon and text: "To raise a Ticket with Portal Usage, please complete all required fields with accurate details. Providing sufficient information will help us assist you more effectively. Once completed, click the **Submit** button to ensure your problem is sent to the appropriate queue." The form continues with a "Category \*" dropdown set to "Accounts", a "Summary" text area, a "Description \*" rich text editor, a "Date and Time \*" section with date and time pickers, an "HCI Code \*" text field, a "UEN" text field, and an "Attachment" section with a dashed box and a "Drop files to attach or browse" link. At the bottom, there are "Send" and "Cancel" buttons, with the "Send" button circled in red.

Figure 2c. Enquiry form screen

- 4) A ticket will be created, and you will receive a confirmation email from MOH Support ([jiira@sgtechstack.atlassian.net](mailto:jiira@sgtechstack.atlassian.net))

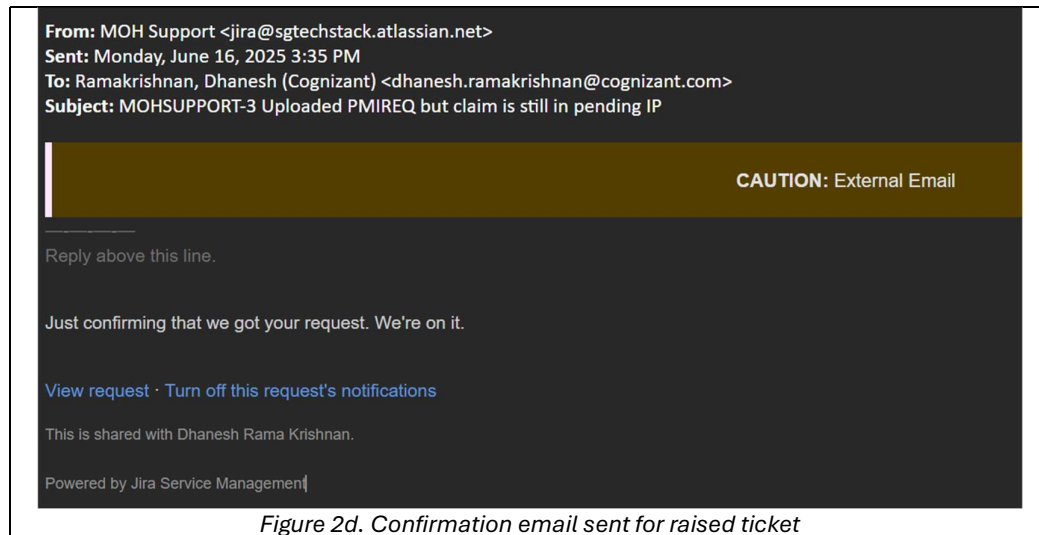


Figure 2d. Confirmation email sent for raised ticket

- 5) In the confirmation email, click 'View request' to be directed to JSM. At the top right hand of the screen, click on the profile icon, and then click 'Requests' to view the enquiry tickets you raised.

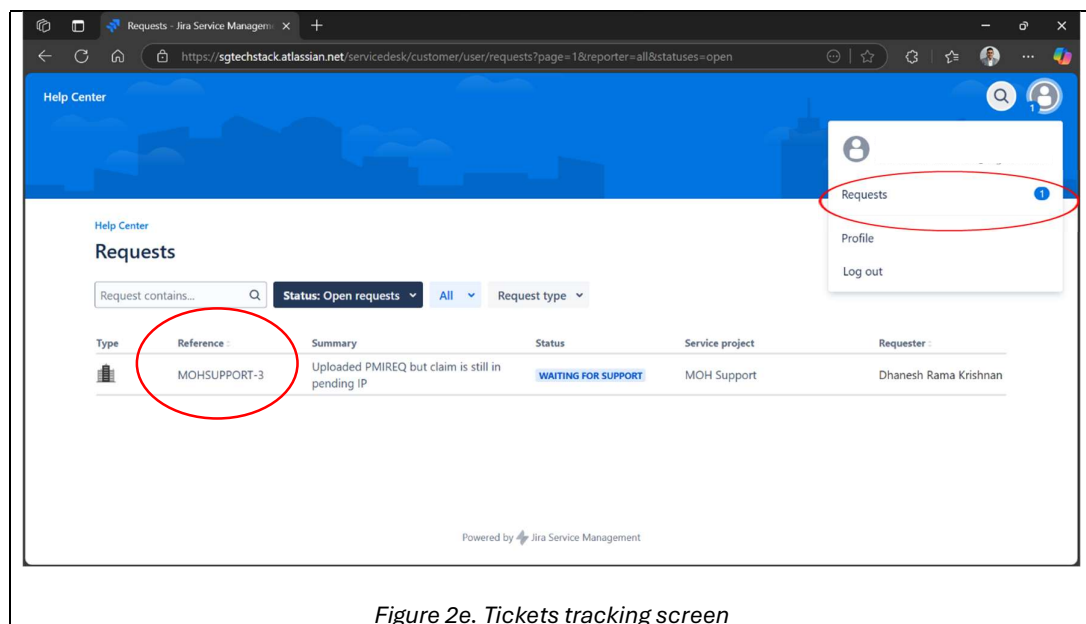
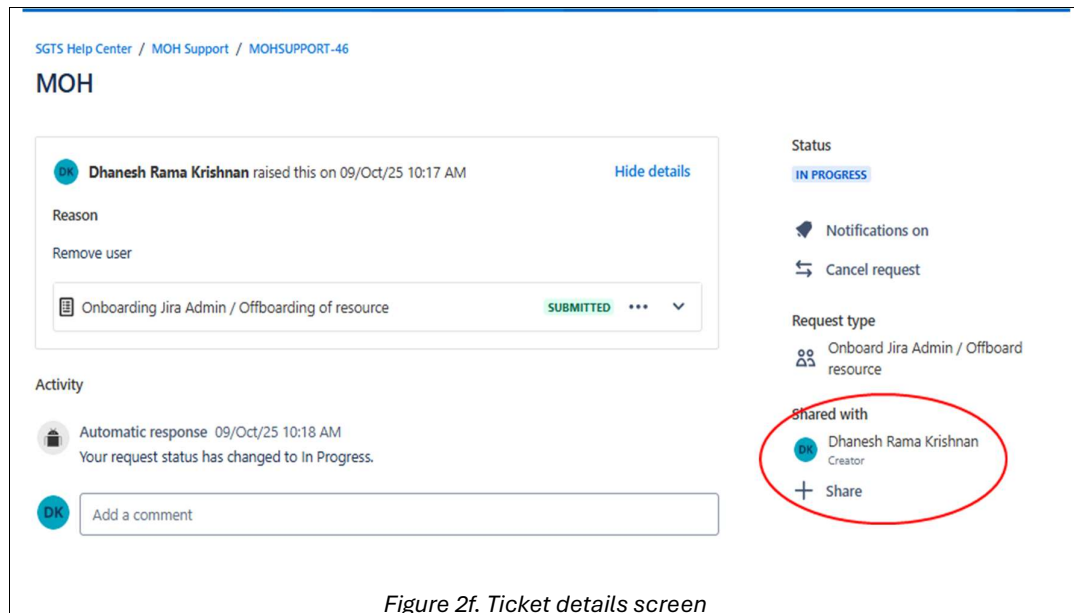


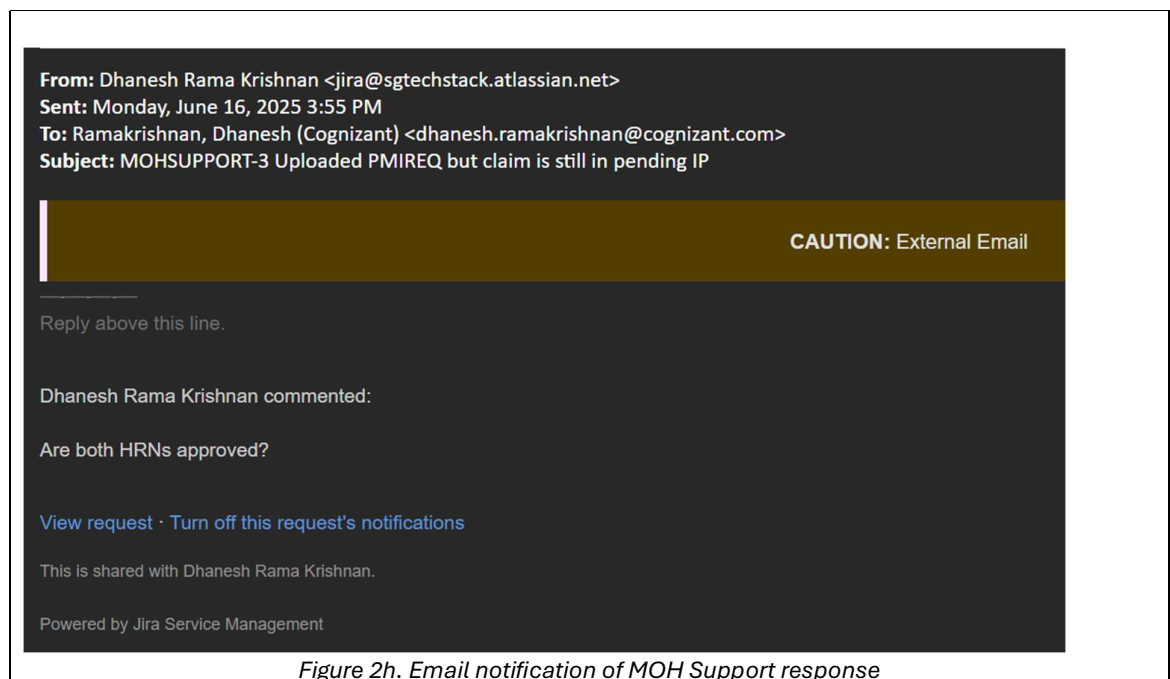
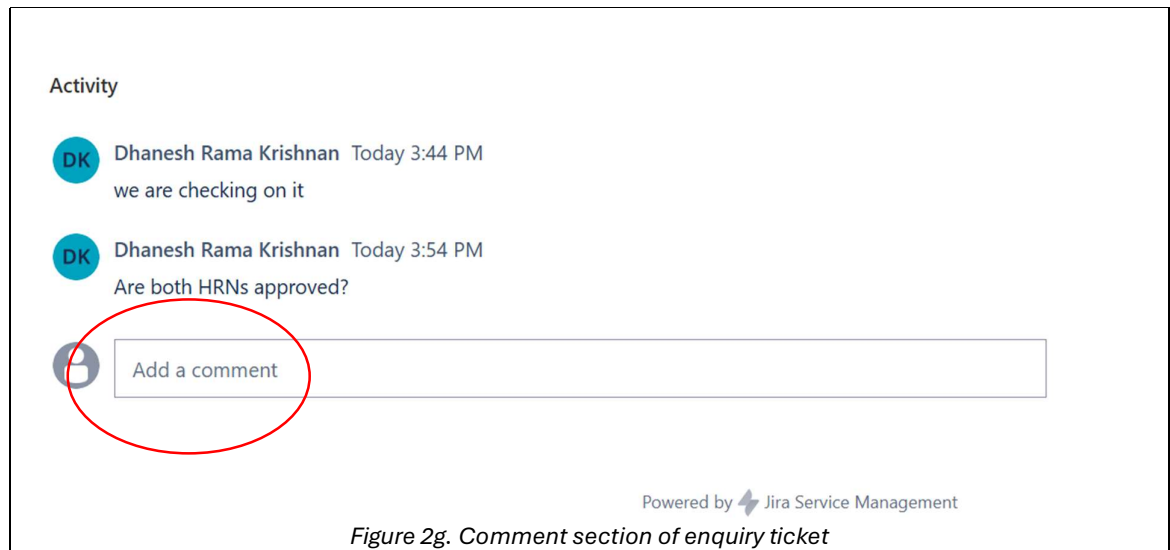
Figure 2e. Tickets tracking screen

- 6) Click on the individual enquiry ticket to view the details you submitted for the enquiry.
  - a. If required to share information of the enquiry ticket with specific JSM users in your organisation, use the "Share with" field to manually add only the personnel who need access to this enquiry ticket instead of all JSM users in your organisation.
  - b. If you no longer require support for your enquiry, click 'Cancel request'.



- 7) MOH Support's response to your enquiry will be logged and reflected under the comment section of the enquiry ticket (see Figure 2g) and you will receive an email notification (see Figure 2h).

- 8) Respond to MMOH Support by either commenting in the comment section of the enquiry ticket (see Figure 2g) or replying to the email notification with your response exclusively above the line as instructed (see Figure 2h). Responses typed anywhere else will not be processed.



### 3. Ticket statuses in JSM

Tickets will be assigned various statuses during investigation and follow-up. Refer to the table below for the description of the following statuses.

| Status               | Description                                                                                     |
|----------------------|-------------------------------------------------------------------------------------------------|
| Waiting for Support  | Ticket received and waiting to be assigned to MOH Support                                       |
| In Progress          | MOH Support is currently working on your ticket                                                 |
| Escalated            | Ticket is transferred to specific application support team to be worked on.                     |
| Waiting for Customer | MOH Support has responded and needs more information/details from you for further investigation |
| Pending Deployment   | Development is in works and will be deployed soon                                               |
| Resolved             | Your ticket has been resolved                                                                   |

## 4. Onboarding and Offboarding Users

JSM administrators are representatives nominated by their organisation who are responsible for managing access to JSM. JSM administrators are to raise enquiries to offboard users leaving the organisation as well as onboard a new administrator where required. To do so, the JSM administrator must raise a request under **‘Onboarding / Offboarding’**.

- 1) Only the administrator(s) of your organisation is given access to raise request to either onboard a new administrator to JSM or offboard an existing user (including administrator) from JSM.
- 2) At the ‘MOH Support’ page in JSM, click on ‘Onboarding / Offboarding’.

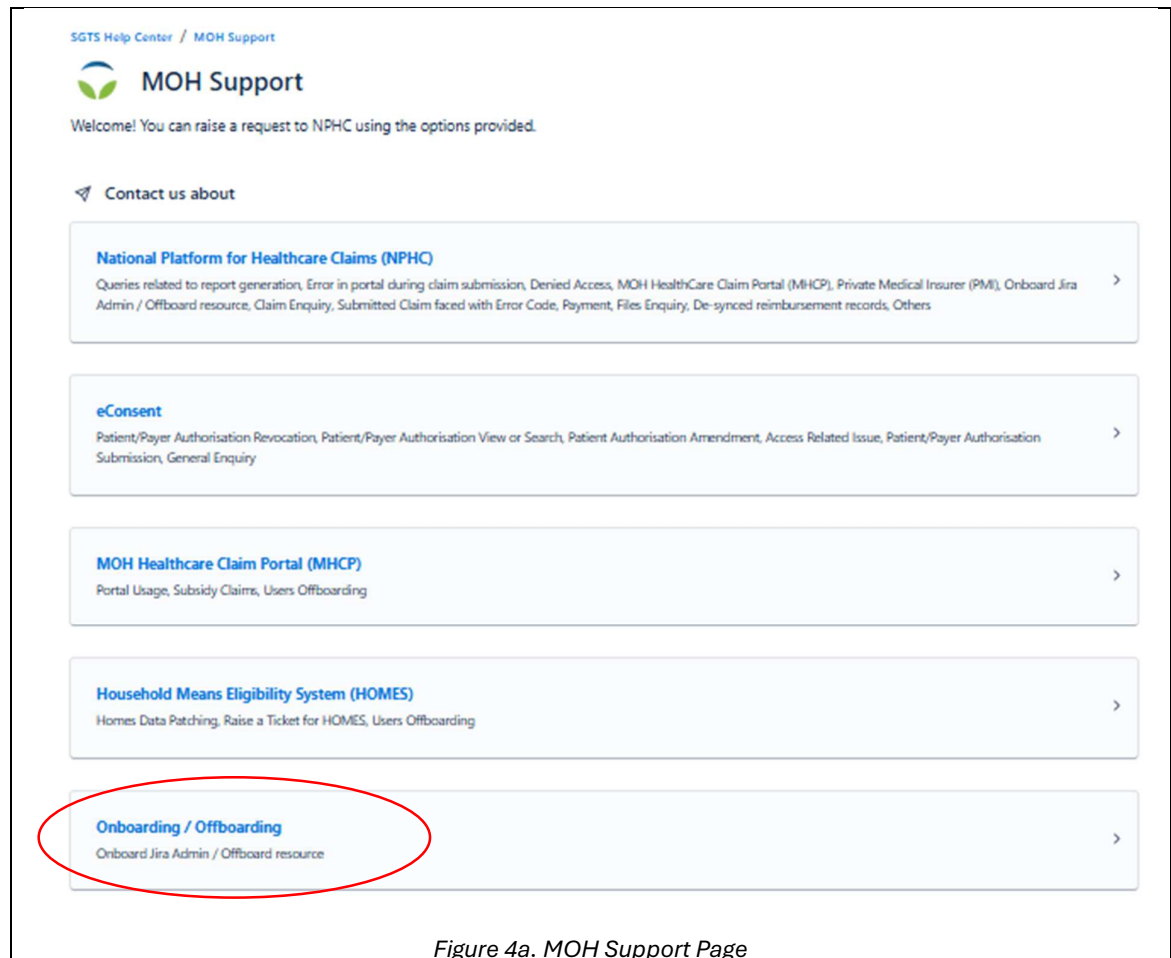


Figure 4a. MOH Support Page



3) Select “Onboard Jira Admin / Offboard resource”

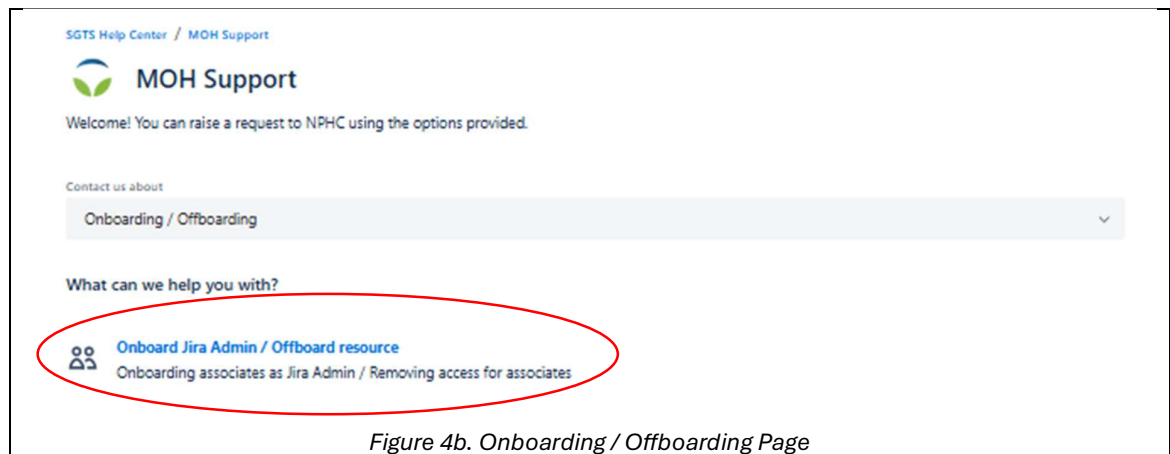


Figure 4b. Onboarding / Offboarding Page

4) Select the appropriate option and complete the required fields. Click 'Send'.

Do not provide resources to the requester or choice above

**Requestor Email Address \***  
 Provide the email address of the Requestor (Admin)

**Onboarding / Offboarding into JSM \***  
 Select if you are onboarding or offboarding a resource

☐ Onboarding a new admin to JSM  
☐ Offboarding a resource from JSM

**Email Address of new admin**  
 Please provide email address of admin who will be newly onboarded (if more than one separate them with a comma)

**Email Address of offboarding resource**  
 Please provide email address of resource to be offboarded (if more than one separate them with a comma)

**Effective end date of offboarding resource**  
 Provide the end date of the resource that is being offboarded



**Effective end date**  
 If there is more than one resource being offboarded, provide the various end date of the resources

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**Attachment**  
 Upload files or documents that will assist in the process

 Drop files to attach or [browse](#)

Figure 4c. Offboarding User screen

Note: User offboarding will be automated once the ticket is submitted. It is the responsibility of the JSM administrators to ensure that users who have left the organization are removed timely.