# USING HIP TICKET CENTER

Introducing the new HIP Ticket Center to provide payroll users with more support and resources. Here, you will find helpful information from our Library of Knowledge Articles or from our self-help system allowing you to create your own ticket for a feature request, a problem, or a question.

1. This is the invite payroll users should have received to use the HIP Ticket System. To register, click the link to go through the registration process by confirming your email address and creating a password.
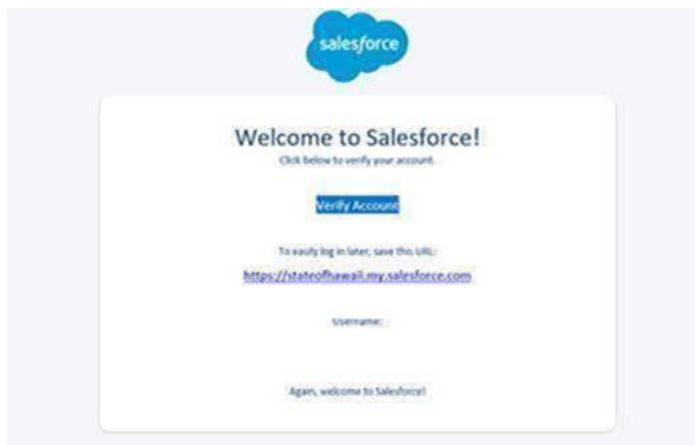

2. Next, login to hipservice.hawaii.gov, once there you will see the following screen (as shown below) appear. You may choose to use the "Library of Knowledge Articles" or "Submit a Ticket".

3. To use the **"Library of Knowledge Articles"** click in the search bar above and type a keyword of your choice such as: Payroll Approver, Direct Deposit, etc. Articles that are available will be found in the library.
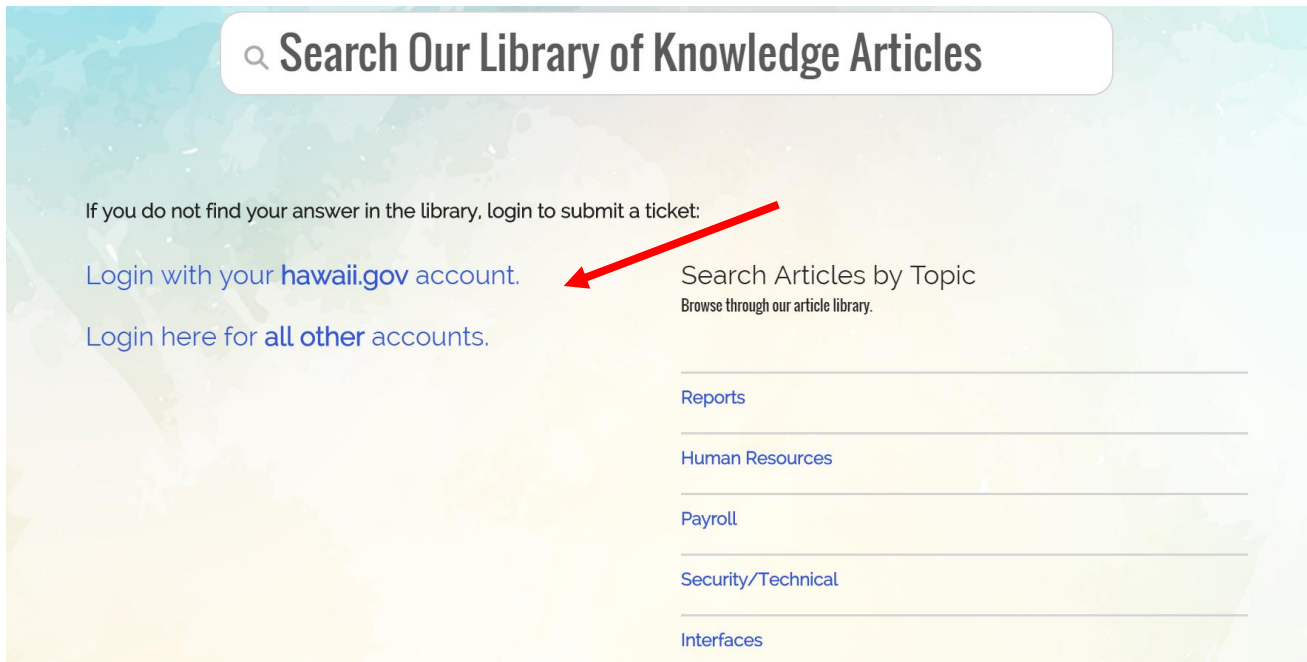

Or
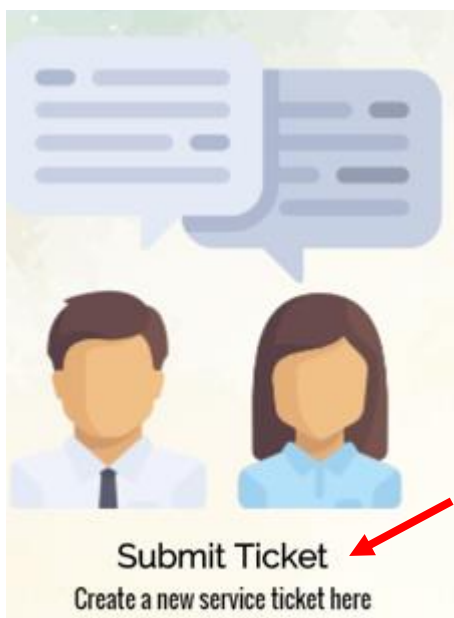
4. You may choose to click "Submit Ticket" and will be required to Login to the system.

5. If you have a State of Hawaii business email that ends with Hawaii.gov please select the **"Login with your Hawaii.gov account"** it will take you straight into the system.   For all other State of Hawaii business emails, please select **"Login here for all other accounts".**

6. You will need to enter in your email and the password you created when you first registered. Then click **"Log in"** to take you into the system. *Note: For a non-hawaii.gov email please add .ets at the end of your email. For example: jennifer.apo@hhsc.org**.ets**
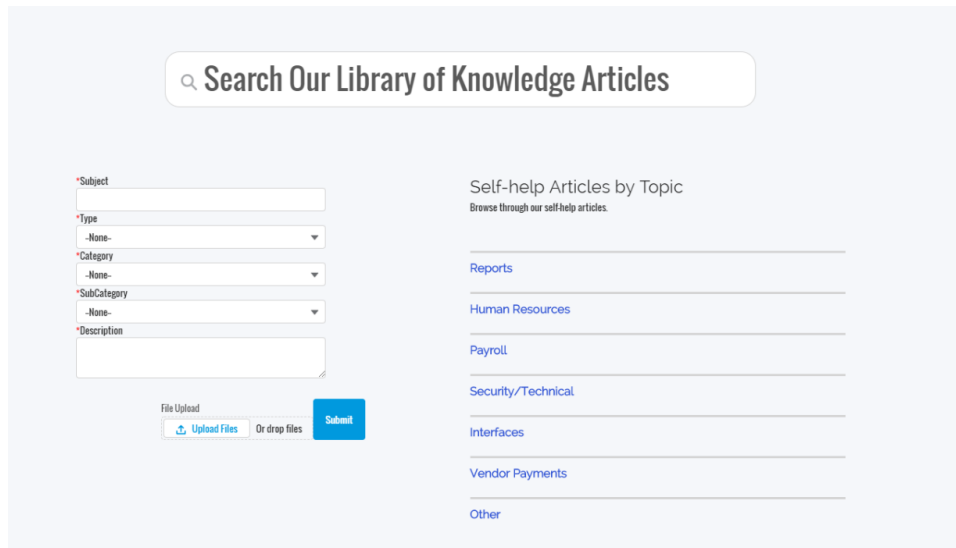
7. Finally, create your ticket by completing all *required fields and submit. To help us serve you, please provide as much detailed information as possible to help. If you require additional support, please call the HIP Service Center at 808-201-7378 and have your case number available

8. Your ticket will look very similar as the screen shot shown below. You will see an area that you can attach a file or make a comment (as shown at the bottom of the ticket). When a member from the HIP Team responds back to you by sending a comment or attaching a file, you will promptly receive an email notification issued by the system.