

Expired Ticket User Guide

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Impartial Hearing Order Implementation Unit
Special Education Case Management
Office of the General Counsel





User Instructions: Managing Expired Tickets

What is Expired Ticket Status?

To ensure accurate tracking and timely implementation, tickets with no activity for 90 days will be marked as **Expired**.

Even after a ticket expires:

- The ticket will still be visible on your dashboard.
- You can re-activate an expired ticket at any time by completing the required form.
- Parent Representatives and Pro Se Parents can communicate with the hotline agents using the **Comments** feature.

Legal disclaimer: An expired ticket is an administrative status for tracking purposes only and does not waive any legal rights to payments pursuant to impartial hearing orders.

Accessing an Expired Ticket

There are multiple ways to access and reactivate an expired ticket:

Process 1: Access Through Your Dashboard

Locate the expired ticket on your dashboard and follow the prompts to reopen it. There are multiple ways to access an Expired Ticket.

Process 2: Access Through the Outreach Email

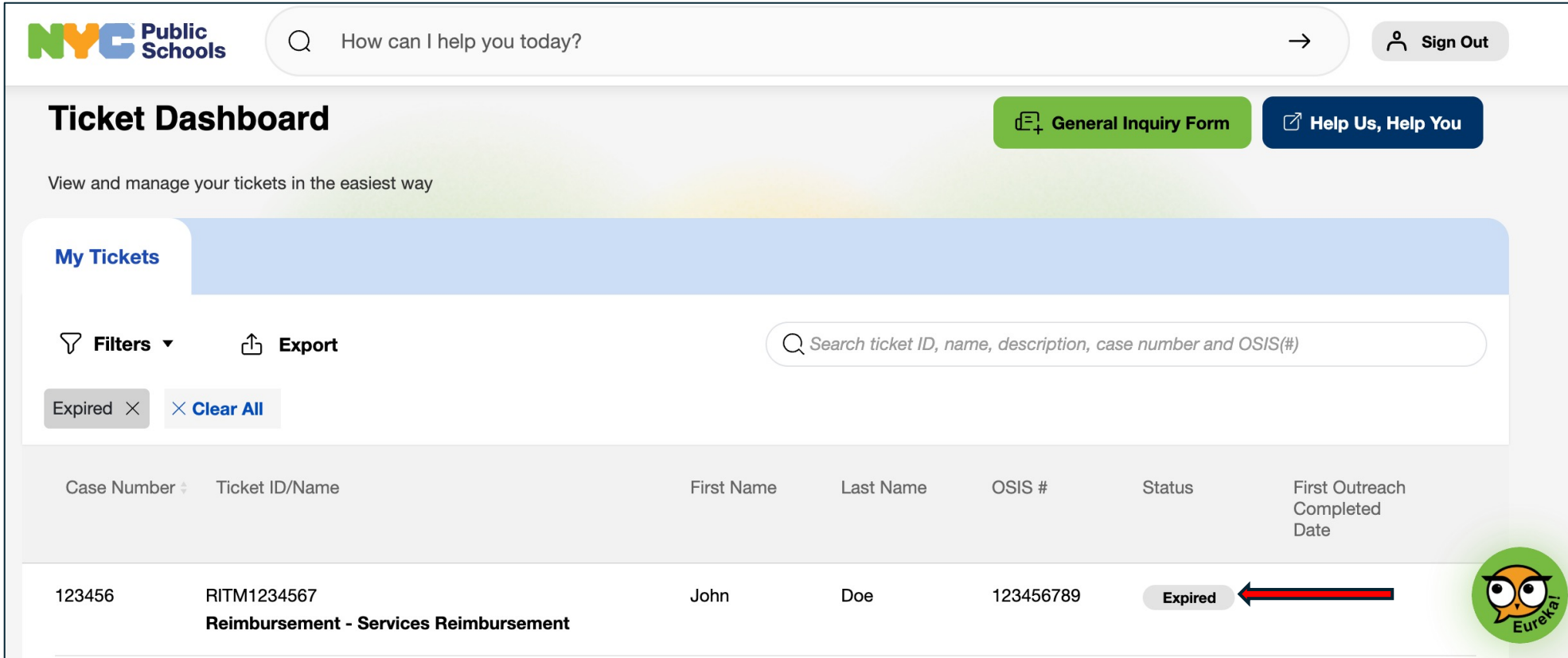
Use the link provided in the outreach email to access the expired ticket and complete the required steps.

The following sections provide step-by-step instructions for each access method.

How to Navigate to the Expired Ticket

Process 1: Using the users dashboard page.

On the user's dashboard, the ticket will appear with an **Expired** status. The user can select the ticket to reactivate it.



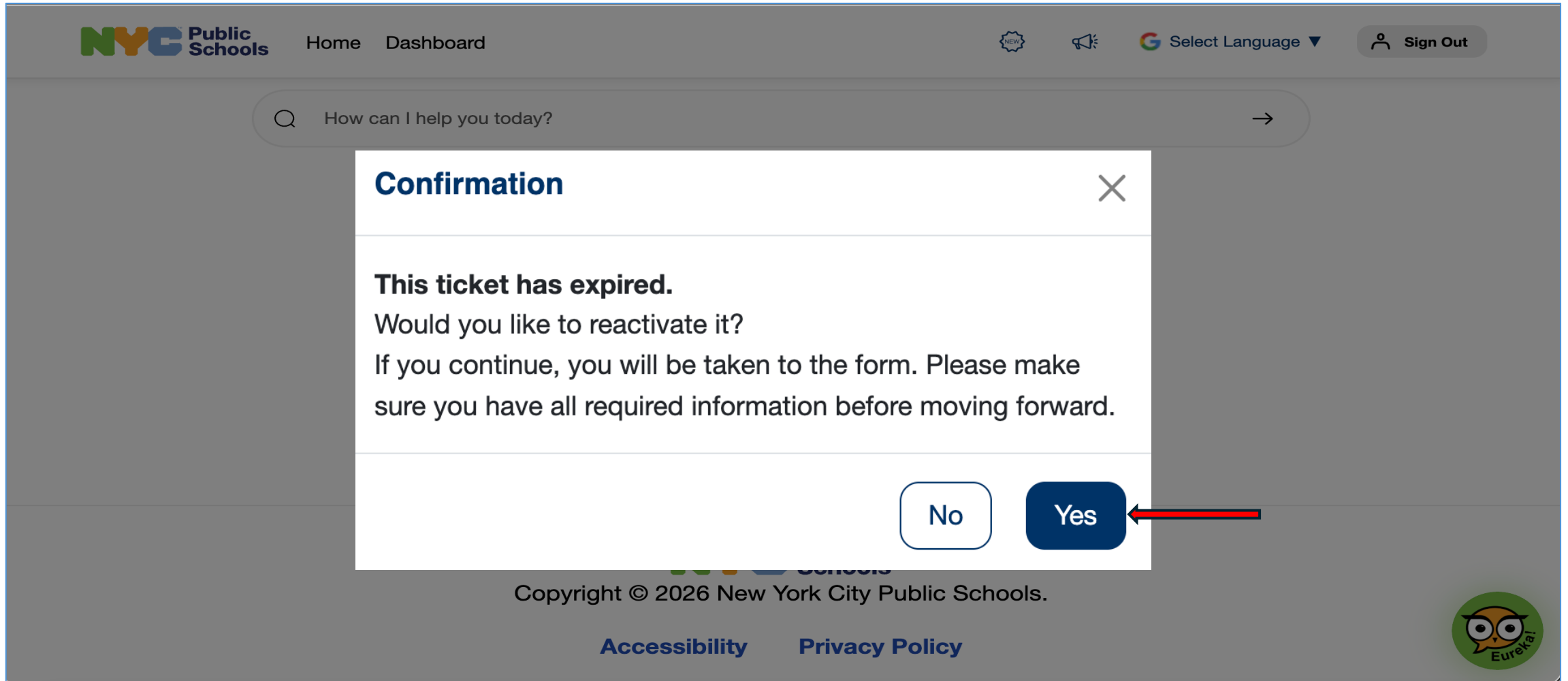
The screenshot displays the NYC Public Schools Ticket Dashboard. At the top, there is a search bar with the text "How can I help you today?" and a "Sign Out" button. Below the search bar, the "Ticket Dashboard" title is followed by two buttons: "General Inquiry Form" and "Help Us, Help You". A subtitle reads "View and manage your tickets in the easiest way".

The "My Tickets" section features a filter dropdown set to "Expired" and a "Clear All" button. A search bar prompts the user to "Search ticket ID, name, description, case number and OSIS(#)".

A table lists the tickets with the following columns: Case Number, Ticket ID/Name, First Name, Last Name, OSIS #, Status, and First Outreach Completed Date. The first row shows a ticket with Case Number 123456, Ticket ID RITM1234567, and description "Reimbursement - Services Reimbursement" for John Doe (OSIS # 123456789). The status is "Expired", which is highlighted by a red arrow. A green circular logo with an owl and the word "Eureka!" is in the bottom right corner.

Case Number	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
123456	RITM1234567 Reimbursement - Services Reimbursement	John	Doe	123456789	Expired	

When the user selects the ticket, a confirmation pop-up is displayed. The user can click **Yes** to continue with completing the form or click **No** to cancel the action.



When the user clicks **Yes** on the pop-up, they will be directed to the form, where they must complete the required fields and then select **Submit**.

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 [Sign Out](#) [Menu](#)

How can I help you today?

Create Ticket

Service Group

OGC Support >

Category

Authorization >

Catalog Item

Prospective Payment - Services Authorizations

1

Case Information

Impartial hearing case number *

123456

Action Item Detail

Not available

2

Requestor Information

First Name *

JANE

Last Name *

RIVERIA

Requestor Email *

demo.account@example.net

Requestor type *

Parent

Requestor Phone

eg: (_ _ _) _ _ _ -

Extension

Enter extension

3

Student Information

Student First Name *

JOHN

Student Last Name *

D**

Show

Is this request for multiple school years

Single

Multiple

NYCID number (OSIS #) *

*****678

Show

School Year

Select



4 Service Provider Information

Will multiple agencies be providing this service? *

Select ▼

Agency name *

Agency Name

① Add the name of the agency providing services

Add Service Provider Name(s)

Provider Name

Provider Name

+ Add more

1 / 50 Max Providers

Business Email Address *

Business Email Address

① Add the email ID of the agency providing services

Business address (Associated to TIN) *

Business Address

Apartment Number *

Apartment #/Suite, Room/Unit Number

① Please add apartment #/suite/room/unit of the agency providing services

City/Borough *

City/Borough

State *

State

Zipcode *

Zipcode

Tax Identification Number (TIN) (omitting hyphens) *

Tax Identification Number

① Add TIN of the agency. Share the [W9](#) form with this ticket if you are not a registered payee.

Service type *

Service Type

① Provide type of services requested as per the order, for e.g. SEIT, SETSS, etc.

Award type *

Select ▼

Length of Session (in minutes) *

Length of Session (e.g., 30/45/60 Minutes)

Dollar rate per session *

Dollar Rate per Session

Service initiation date *

MM/DD/YYYY

Service Location *

Select ▼



5 Additional Information (if necessary)

Description

① Maximum 2000 characters allowed. Any additional details you want to provide with this ticket 0/2000

☐ Before submitting this request, please ensure all the details provided are complete, accurate and corresponds to the correct ticket and action item *

[Add attachment](#)



Cancel

Submit



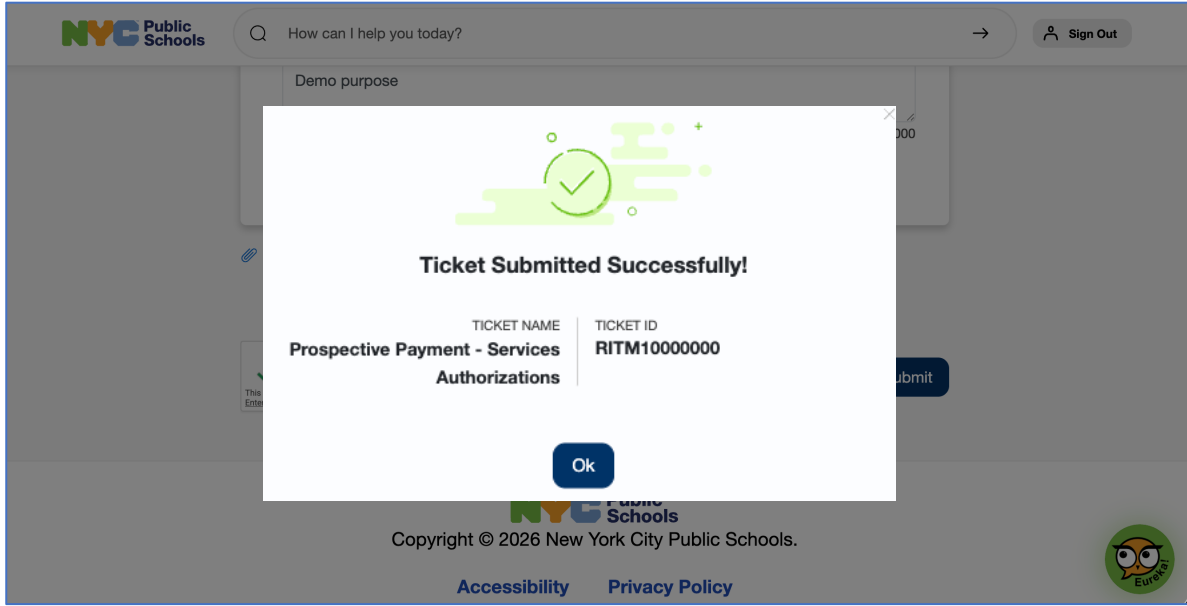
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When the user clicks the **Submit** button, the system saves the provided details and continues the outreach process.



After the details are successfully submitted, the system reactivate the expired ticket and updates its status to **In Progress**.



Q

How can I help you today?

→

 Sign Out

Ticket Dashboard

View and manage your tickets in the easiest way

General Inquiry Form

Help Us, Help You

My Tickets

 Filters ▾

 Export

Search ticket ID, name, description, case number and OSIS(#)

In Progress ×

× Clear All

Case Number ▾	Ticket ID/Name	First Name	Last Name	OSIS #	Status	First Outreach Completed Date
123456	RITM1234567 Prospective Payment - Services Authorizations	JOHN	DOE	123456789	In Progress	

How to Navigate to the Expired Ticket

Process 2: Using the link in the outreach email

The user clicks the link included in the outreach email to continue with the process.

The SupportHub ticket #RITM1406841 for the action item below has been expired due to 90 days of inactivity.

Case Number: 222222

Action Item Type: Prospective Payment - Services Authorizations

Ticket Number: RITM1406841

Student Name: John Doe

NYCID number (OSIS #): 111111

Action Item Detail:

If you are seeking implementation, please make sure you have all of the required information and any documents ready for submission. You can re-activate the ticket using the following link: [NYC Public Schools SupportHub Page](#)

You can also [click here](#) to access the dashboard to manage all your tickets issued.

If you have any questions, please contact the NYCPS Implementation Unit Outreach team at 718-233-8520 or through Eureka chat. The NYCPS Impartial Hearing Order Implementation Unit (IU) Service Desk business hours are Monday to Friday, from 9:00 AM to 5:00 PM EST.

For Questions, Information, or FAQs, [click here](#).

Sincerely,

Implementation Unit Outreach Team

Legal disclaimer: An expired ticket is an administrative status for tracking purposes only and does not waive any legal rights to payments pursuant to impartial hearing orders.

Upon clicking the link, **the user is redirected to the portal**. A verification pop-up is displayed, and the user must provide the OTP received on the registered email address.

The screenshot displays the NYC Public Schools portal interface. At the top left is the 'NYC Public Schools' logo. To the right are icons for a new notification, a speaker, and a language selection dropdown labeled 'Select Language'. Below the header is a search bar with the placeholder text 'How can I help you today?'. A central white pop-up dialog box is overlaid on the page. The dialog has a close button (X) in the top right corner. The main heading inside the dialog is 'Please enter the One Time Password'. Below this, it states 'OTP has been sent on K*****@schools.nyc.gov' and 'OTP will expire in 5 mins'. There is a light blue button labeled 'Enter Verification Code' with a red arrow pointing to it from the right. Below the button, it says 'Time remaining 4:45 mins'. At the bottom of the dialog, there is a link 'Didn't receive OTP?' followed by a 'Resend OTP' button. At the very bottom of the dialog is a large blue button labeled 'Verify OTP'. The footer of the page includes the 'NYC Schools' logo, the copyright notice 'Copyright © 2026 New York City Public Schools.', and links for 'Accessibility' and 'Privacy Policy'. In the bottom right corner, there is a circular logo featuring an owl and the word 'Eureka!'.

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NEW

Select Language ▼

How can I help you today?

✕

Please enter the One Time Password

OTP has been sent on K*****@schools.nyc.gov
OTP will expire in 5 mins

Enter Verification Code

Time remaining 4:45 mins

Didn't receive OTP? Resend OTP

Verify OTP

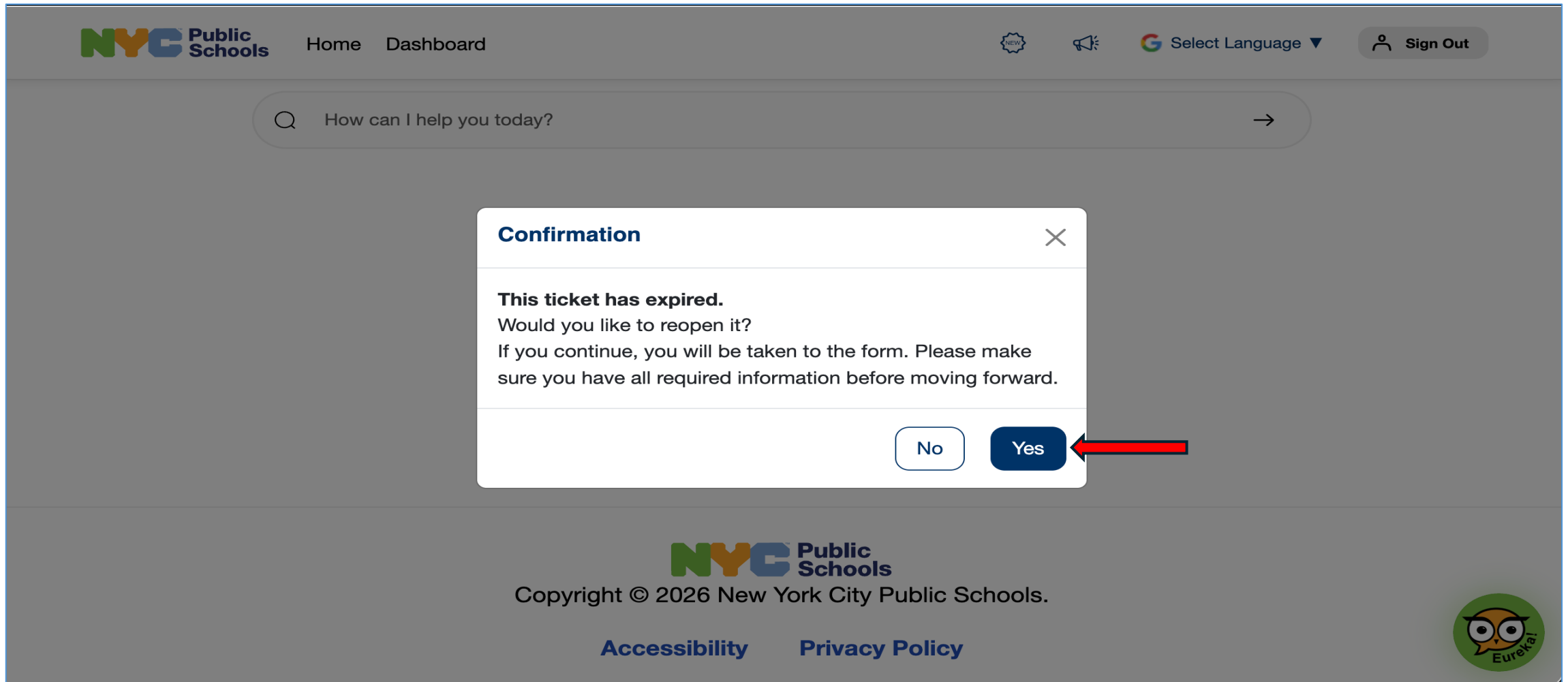
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Eureka!

After successful OTP verification, a confirmation pop-up is displayed. The user can click Yes to proceed with completing the form or click No to cancel the action. The subsequent process will remain the same as defined in the earlier flow.





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<https://supporthub.schools.nyc/ogc/home>