



## Prognosis CIS Improved Support Ticket Guide

Do you have a question about Prognosis CIS? Our support team is always ready to help. Submitting a support ticket through the Resource Center is the fastest way to have your support issue properly routed to the appropriate specialist for your issue. The Resource Center can only be accessed after you are logged into Prognosis CIS. We realize you may need support even if you are not able to access the web. This document provides steps to direct your support requests in all situations.

### **10 Most Common Reasons to Resource a Support Ticket**

If you are experiencing trouble with any of the following, or any similar issues, please submit a support ticket and the support team will respond as soon as possible:

1. ICD-10 coding related questions
2. Activating the Prognosis CIS patient portal
3. Adding a new provider license
4. Activating the Prognosis Fax service
5. Inquiries about our billing services
6. Technical issues connecting new scanning, faxing, or printing equipment
7. Requests for medical records
8. Signing up for text-reminders
9. General application usage and configuration issues
10. Additional training requests

### **Submitting a Support Ticket on the Web: Welcome to the Resource Center**

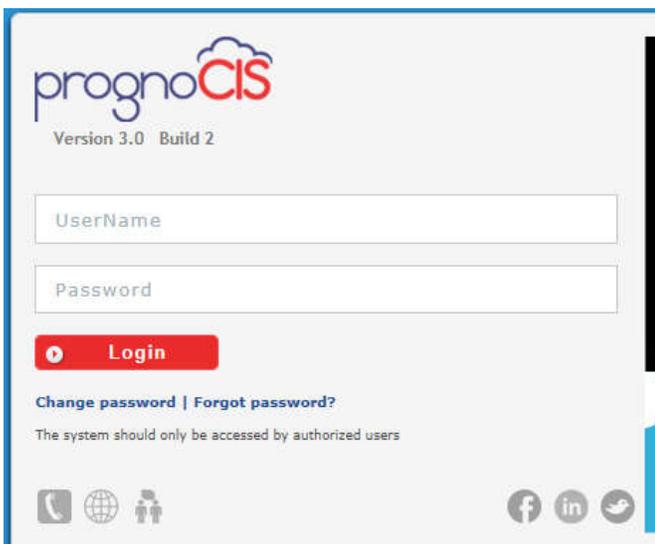
When you log into Prognosis CIS and submit a ticket through the resource center, your requests will be immediately processed in our system and added to the queue, where the team can address them in order. You will also receive an email update whenever a support member takes action on your ticket, including the case number for easy reference. In order to submit a support ticket on the web, here's a summary of the steps:

1. Login to Prognosis CIS EHR
2. Access the Resource Center from the navigation bar
3. Click on Manage Support Cases
4. Click on Create New Case
5. Fill out your clinic information and describe the issue

Once the case has been created and submitted, you will receive an email notification every time a support member takes action on your case.

Here's are the details of the process with screenshots to guide you through setting up a support case:

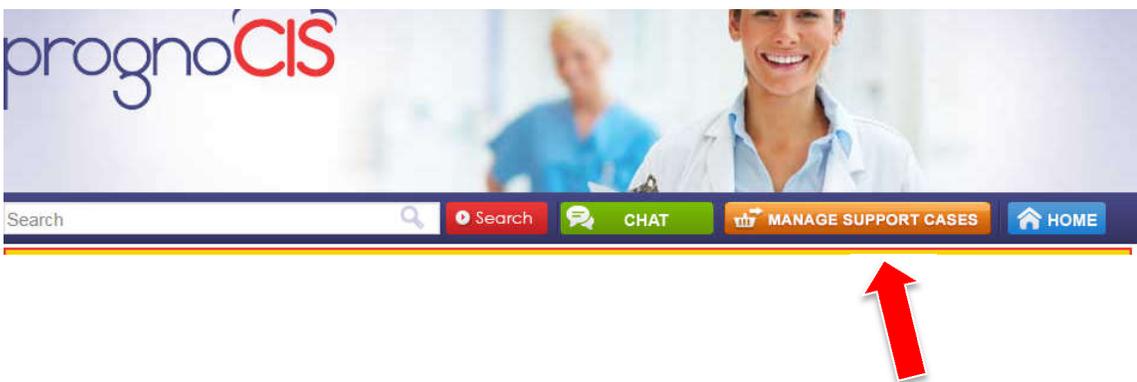
1. After Login to Prognosis EHR



2. Access the Resource Center from the navigation bar (Click the button that looks like a file and folder)



3. Click on the orange Manage Support Cases button



4. Click on Create New Case



5. Fill out your clinic information and describe the issue, then click the blue “Submit” button

A screenshot of a web form titled 'CREATE NEW CASE'. The form contains the following fields:

- Name: A text input field containing 'Admin Admin'.
- Email Address: A text input field containing 'smile@bizmaticsync.com', marked with an asterisk as required.
- Phone: A text input field containing '408 873-3030', marked with an asterisk as required.
- Subject: A dropdown menu with 'Appointment Scheduler' selected, marked with an asterisk as required.
- Description: A text area containing 'test case', marked with an asterisk as required.

At the bottom of the form are two blue buttons: 'Submit' and 'Cancel'. A red arrow points from the bottom towards the 'Submit' button.

And, you're done. You will then receive email update notifications every time our support representatives take action on your issue. And, any time you'd like to check for a status update, repeating steps 1, 2 & 3; then clicking "Manage Support Cases" will take you to the screen where you can see the most recent information about your case.

[Back to Cases](#) **Case Overview: Appointment Scheduler**

Case Number:	137161	Status:	New
Case Subject:	Appointment Scheduler	Date Created:	2015-08-20 09:44:44
Description:	test case	Resolution:	
Contact Name:	Admin Admin	Phone:	408 873-3030
Email Address:	smile@bizmaticsinc.com	Date Modified:	2015-08-20 09:47:11

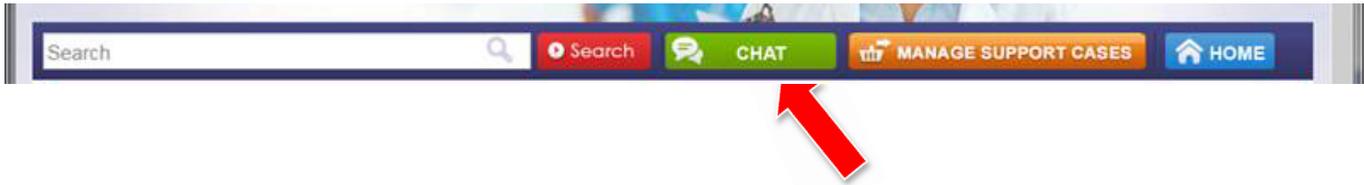
**Case Notes** [Add Note/Attachment](#)

The above screen is what the Bizmatics support representatives will see, showing your case is ready to be assigned to the proper support member to resolve your issue.

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## Submitting a Support Ticket via Chat, Phone, and Email

Through the Resource Center, you can access the Chat feature for direct contact with a Prognosis support representative. Simply click on the green chat button in the Resource Center navigation bar.

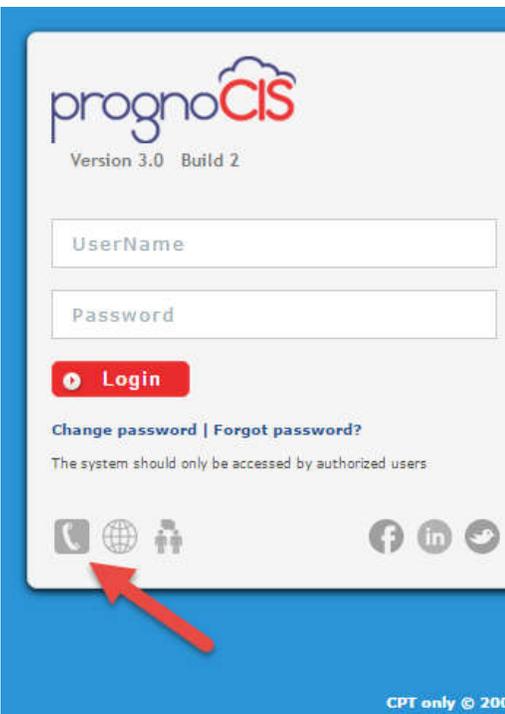


Support is still available even if you are unable to access the Resource Center. Perhaps the Resource Center is not available to you because you aren't logged in, but support for your practice is still required. Getting support without web access is as simple as placing a call directly to (the recently improved) support queue by phone at **(408) 873.3032**.

Calling support directly will allow one of our support representatives to immediately create a support case for you to track your issue.

Support is also available from any email account by sending your message to: [support@bizmaticinc.com](mailto:support@bizmaticinc.com). Sending a message into support via email will begin the process of creating a support case. When a support representative receives your email, they will create a case for you in the order it is received. From that point forward, you will be able to check on this ticket through the "Manage Support Cases" button.

And, if you forget the email address for tech support, you can also click the support icon on the Prognosis login page as well – it's the icon that looks like a phone.



Bizmatic, Inc. looks forward to supporting your use of Prognosis with the highest level of attention to detail so you have the best experience with the application.

Also, please visit our website (<http://bizmaticinc.com>) and sign up for our email newsletter to receive the latest updates about the EHR industry news and Prognosis updates delivered directly to your email inbox.