Using the Self-Service Portal for Customer Support

MedCommons runs a 2nd tier support service for customer and partners who have their own helpdesks and customer support facilities. In normal practice, the partner can utilize the MedCommons Self-Service Portal to support their own inquiries.

This document explains how to use the Self-Service portal. It is for all MedCommons customers and partners who want to learn how to answer their own inquiries before contacting the MedCommons Customer Support team.

Please note, the username and password that you utilize for managing your support relationship with MedCommons has nothing to do with whether or not you have a personal account on MedCommons.

Logging In

To log in to the Self-Service portal:

1. Open the Self-Service portal in your browser. The URL is:
    http://www.medcommons.net/?p=support

2. Enter your username and password as provided via email.

    If you do not have your password available, click **Forgot your password?**. Enter your user name and click **Submit**. You will receive an email with a temporary password. When you log in to the Self-Service portal, you will be asked to reset your password.

3. Click **Login**.

To log out of the Self-Service portal, simply click the Logout tab.

Finding Answers to Your Inquiries

In the Self-Service portal, you can search for and view "solutions" to your questions and issues. To find solutions in the Self-Service portal:

1. Click the Find Solution tab.

2. Enter keywords related to your inquiry into the search box.

3. Click **Find**.

    A list of solutions matching your inquiry displays in order of relevancy. If no solution matches are found, no solutions are displayed.

4. Select the title of a solution in order to view it.

5. If the solution helps you answer your question, click **Yes**. If the solution did not help you answer your question, click **No** to return to the list of solutions.

    •   When viewing a solution, you can click **Printable View** to see how a solution would look when printed. To print the solution from the printable view, click **Print This Page**.

    •   Optionally, the Home tab displays up to five solutions addressing the most common customer inquiries. To view a top solution, click its title.

Viewing Your Cases

In the Self-Service portal, the inquiries that you submit to the Customer Support team are called "cases." To view your open and resolved cases:

1. Click the View Cases tab. The open cases that you have submitted are displayed.
   - Optionally, click the **View Closed Cases** button to view a list of your resolved cases.
   - If you are a Self-Service portal "super user," you will be able to view all of the open and resolved cases submitted by everyone in your company.
2. Select a case subject to view the details of the case.
   - Optionally, you can click the **Suggested Solutions** button on the case to view up to ten solutions that may help you solve your particular case.
   - Optionally, the Home tab displays all of your open cases when you log in. To view a case from the Home tab, click its subject.

Logging a Case for Customer Support

If you cannot find a solution that answers your inquiry, you can submit a case to our Customer Support team. To submit a case:

1. Click the Log a Case tab.
2. Select the type of case you are logging from the drop-down.
3. Enter a subject and description for your case. Enter as much information as you can to assist our Customer Support reps in responding to your inquiry.
4. Click **Submit**.
   - When you submit your cases, up to ten suggested solutions will automatically display, which when selected for viewing, may help you solve your particular case.
   - Optionally, click **Add Comment** to add a comment related to your specific case.
   - Optionally, click **Add Attachment** to add a file to your specific case that you think would assist the support team in answering your inquiry.