

# Acumen Support

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**Category:** {'link':

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## Acumen Support

Purpose: Follow this procedure when a user reports issue with Acumen. For issues with importing data in CHAIRSIDE® reference Acumen CHAIRSIDE® Data Import Issue

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. For issues with importing data in CHAIRSIDE® reference Acumen CHAIRSIDE® Data Import Issue
5. For all other issues advise user to contact Acumen Support

866.398.1474 Email: support@acumenmd.com

6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Acumen

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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