



Customer Portal Overview

A Replacement for the Online Support Center (OSC)

Date: November 9, 2015

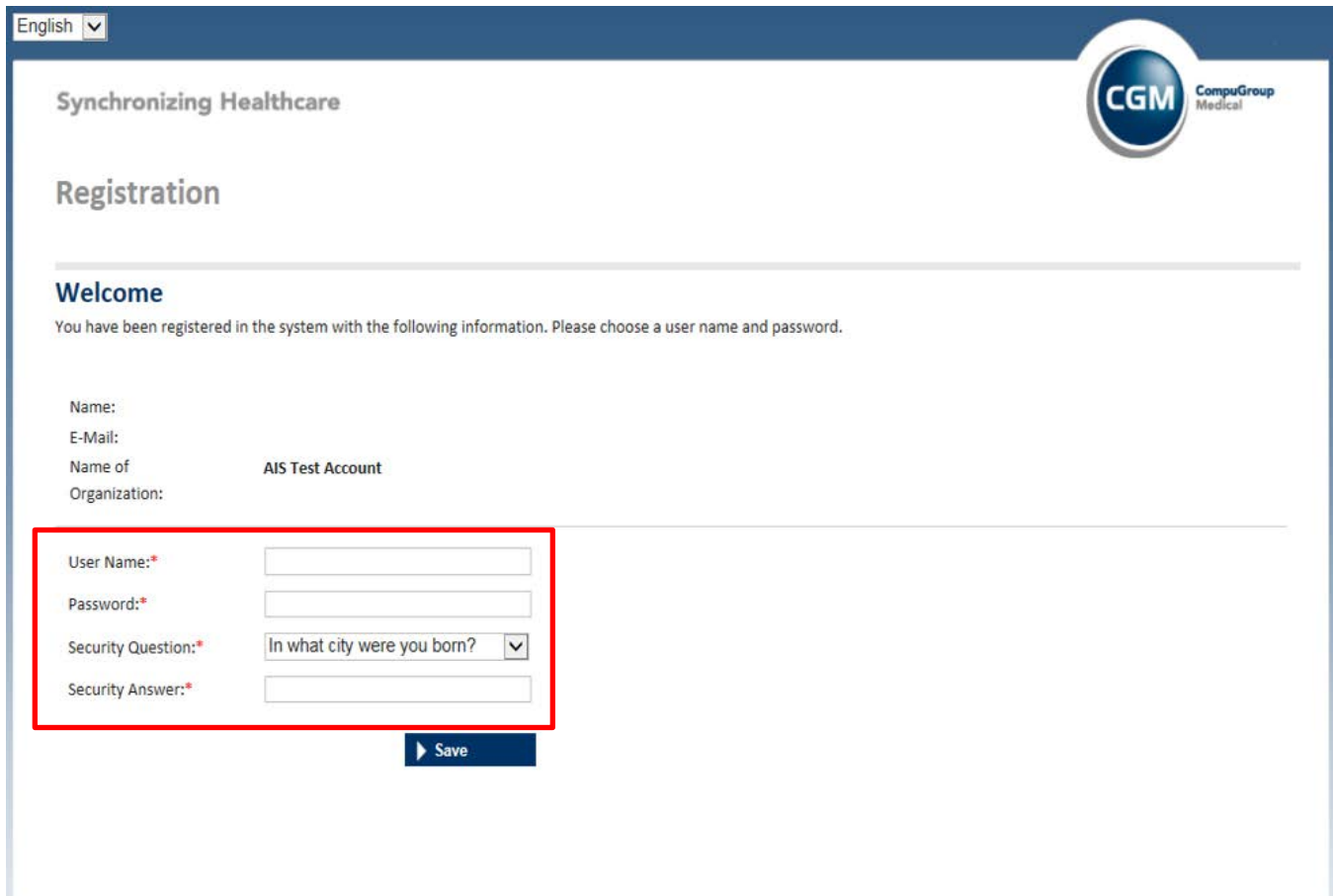
DESCRIPTION

Welcome to CompuGroup Medical's new Customer Portal! This new portal will replace the Online Support Center (OSC). **Please note that registration is required in order to access our new customer portal.** Contact our Customer Support Desk to initiate registration. To complete your registration, an activation email will be sent to your email address – please be sure to click on the link to complete the registration process.

To help you navigate the Customer Portal successfully, we've outlined steps below which also describe the new workflow and functionality you will experience.

REGISTRATION

Once Customer Support has created your user, an activation email will be generated and will include a hyper-link to finalize the process. To complete your registration, select a username/password as well as your security question/answer.



English ▾

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Registration

Welcome

You have been registered in the system with the following information. Please choose a user name and password.

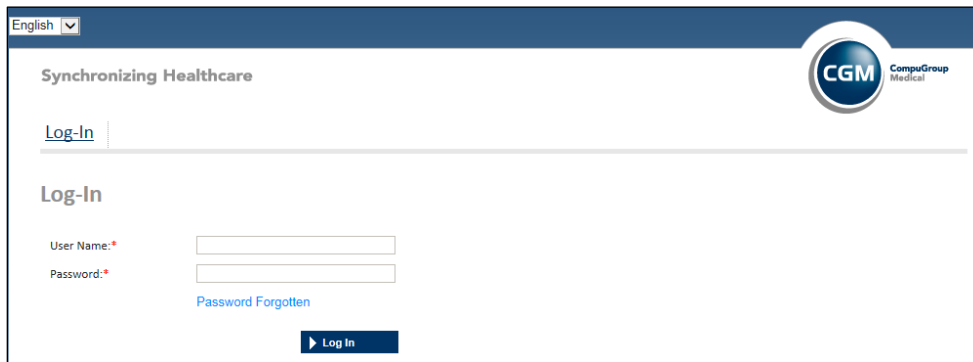
Name:
E-Mail:
Name of Organization: AIS Test Account

User Name:*
Password:*
Security Question:* In what city were you born? ▾
Security Answer:*

▶ Save

CUSTOMER PORTAL OVERVIEW

1. Login to the CGM Customer Portal by going to <https://customerportal.cgm.com>
2. Enter you User Name and Password combination created during your registration process.



If you have not received an email to activate your customer portal account, please contact customer support for assistance.

3. Once logged in to the customer portal, Users will have the following options:

- **Show Tickets** – review the status of tickets
- **Create Ticket** – open and submit new support tickets
- **Account** – change account password and set up security questions



Create Ticket

This section allows users to open and submit new support tickets. The key information to be provided for each ticket is as follows:

- **Title** – Ticket name, which serves as a brief description

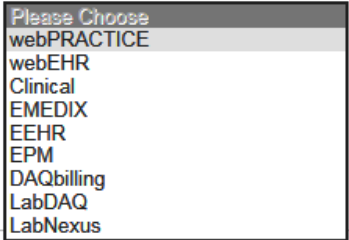
- **Category** – Drop down list of options to classify your specific problem
 - Please select the appropriate product from Category 1 to ensure your support ticket is routed to the proper Customer Support Team.
- **Description** – Please provide a detailed description of the issue that includes steps to reproduce the issue.
- **Add Attachment** – Please select ‘Choose File’ to attach any screenshots or pertinent documentation.
- **Submit Ticket** – Once the necessary information has been provided, please ‘Submit Ticket’ to finalize.

Create Ticket

Title:*

Priority:

External Reference:

Category 1:* 

Category 2:*

Category 3:

Category 4:

Description:

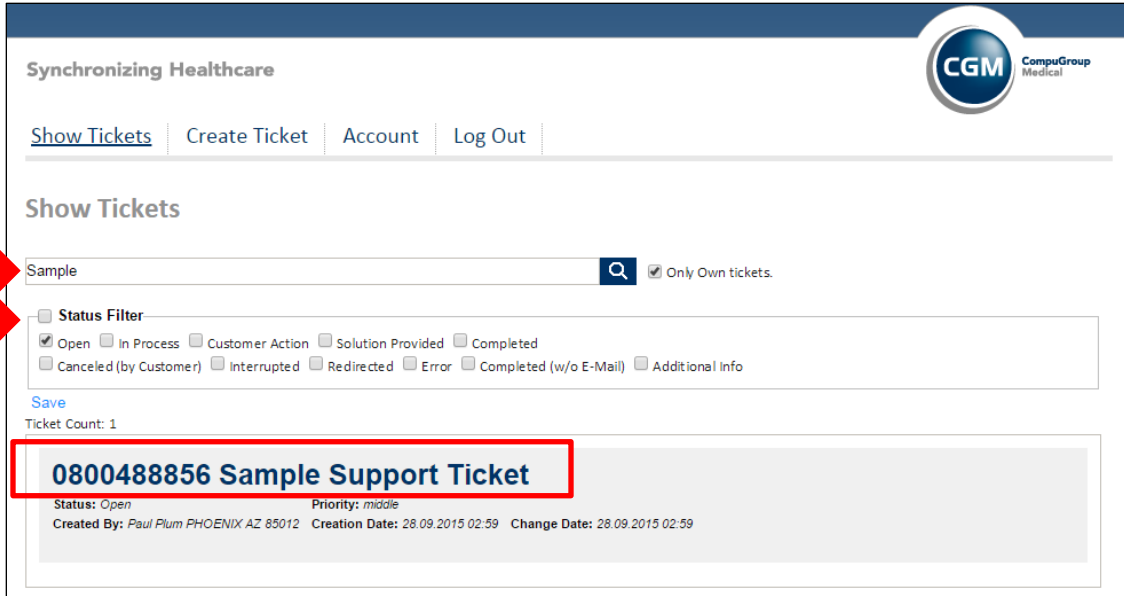
Add Attachment:

You can attach a file up to 5MB large.
Please do not upload any patient data.

Note – Please provide as much detailed information as possible to ensure that Customer Support is able to quickly identify and resolve the issue. Generally, tickets should have a clear description that outlines the specific issue and the steps to recreate the issue. Screenshots are always recommended. Providing this information will reduce the turnaround time for issue resolution.

Show Tickets

This section allows users to find current and historical support tickets associated with your Account. This can be done by searching for a specific ticket name/number and/or by utilizing the filters to see the applicable tickets. To open a ticket, click on the blue hyperlink that displays the ticket number and name.



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[Show Tickets](#) | [Create Ticket](#) | [Account](#) | [Log Out](#)

Show Tickets

Sample Only Own tickets.

Status Filter

Open In Process Customer Action Solution Provided Completed
 Canceled (by Customer) Interrupted Redirected Error Completed (w/o E-Mail) Additional Info

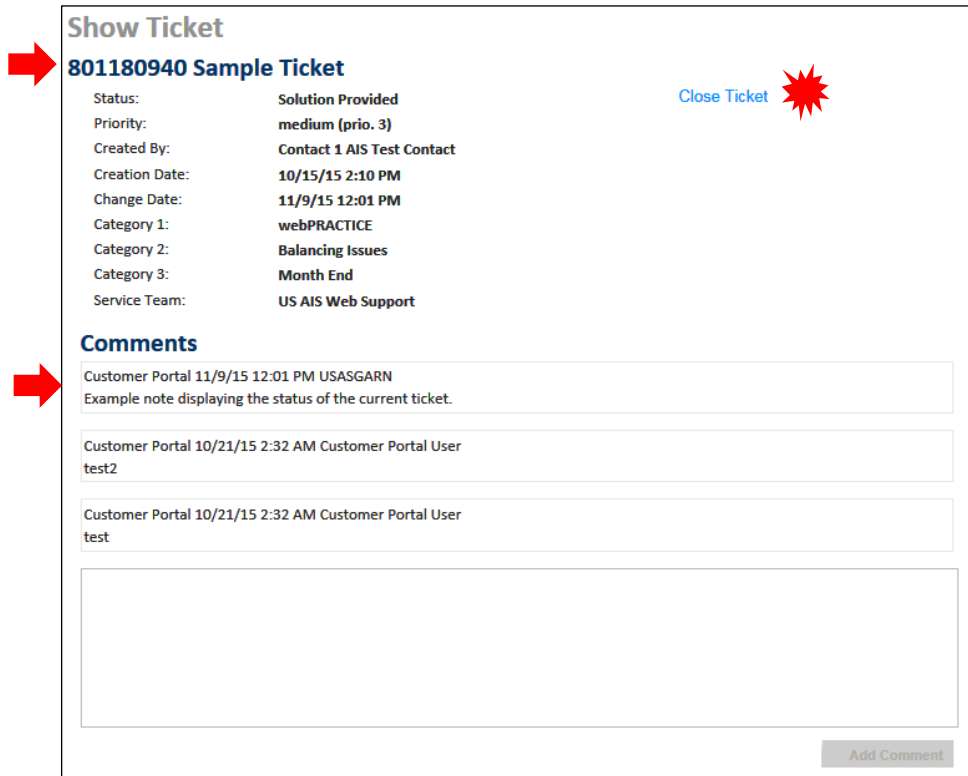
[Save](#)

Ticket Count: 1


0800488856 Sample Support Ticket

Status: *Open* Priority: *middle*
 Created By: *Paul Plum PHOENIX AZ 85012* Creation Date: *28.09.2015 02:59* Change Date: *28.09.2015 02:59*

Within the ticket, you can review the current status, and add additional information such as comments or upload additional attachments. If a ticket is no longer applicable, you can select the 'Close Ticket' option.



Show Ticket

801180940 Sample Ticket [Close Ticket](#) 

Status: **Solution Provided**
 Priority: **medium (prio. 3)**
 Created By: **Contact 1 AIS Test Contact**
 Creation Date: **10/15/15 2:10 PM**
 Change Date: **11/9/15 12:01 PM**
 Category 1: **webPRACTICE**
 Category 2: **Balancing Issues**
 Category 3: **Month End**
 Service Team: **US AIS Web Support**

Comments

Customer Portal 11/9/15 12:01 PM USASGARN
 Example note displaying the status of the current ticket.

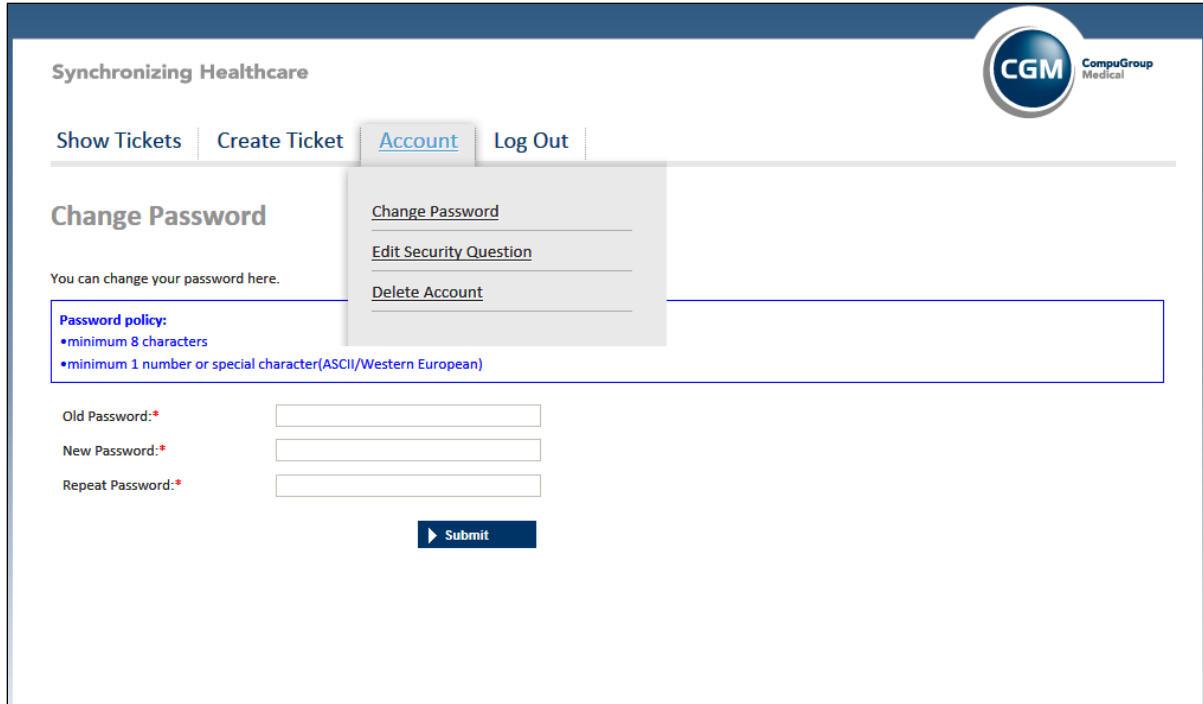
Customer Portal 10/21/15 2:32 AM Customer Portal User
 test2

Customer Portal 10/21/15 2:32 AM Customer Portal User
 test

In the comments section, you can view your comments and any updates provided by Customer Support.

Account

This section allows you to modify your user's password, and manage your Security Questions. Security Questions will be utilized in the event your password has been forgotten, and needs to be recovered.



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Show Tickets | Create Ticket | **Account** | Log Out

Change Password

You can change your password here.

Password policy:

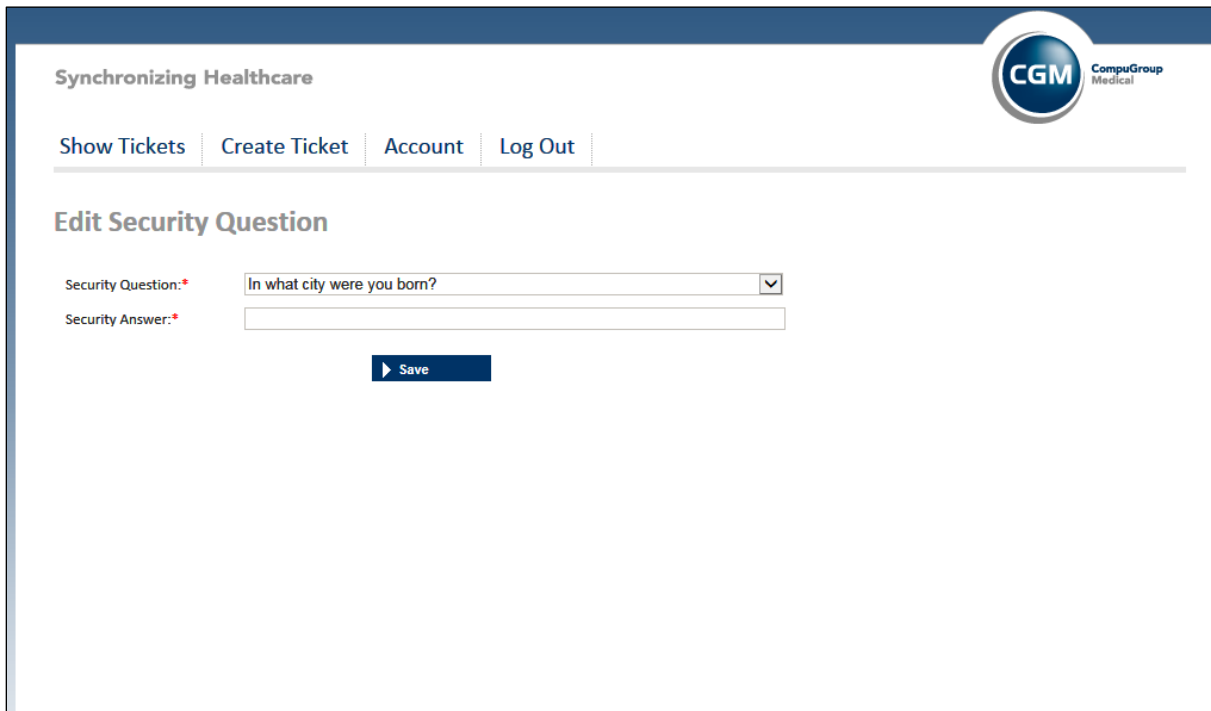
- minimum 8 characters
- minimum 1 number or special character(ASCII/Western European)

Old Password:*

New Password:*

Repeat Password:*

[▶ Submit](#)



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Edit Security Question

Security Question:*

Security Answer:*

[▶ Save](#)

If you have any questions or concerns, please contact our Customer Support Desk.