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**Contacting CliniSync Support**

Please reference the contact information and hours below to report any issues or submit requests. **Providing as much information as possible when contacting CliniSync Support will assist CliniSync Support Analysts resolve your ticket.**

**CliniSync Business Hours:**
8 a.m. – 5 p.m. ET, M-F

**Support Line:**
*Addressed 24/7 (Third Party answering after hours)*
1-800-645-8192

**Support Portal:**
*Addressed during business hours only*
www.support.clinisync.org

**Priority Definitions**

<table>
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<tr>
<th>Priority</th>
<th>Description</th>
<th>CliniSync Response Steps and Time</th>
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| **Critical** (1) | Call Support Line at 1-800-645-8192 | • Full system down, no workarounds available  
• Patient safety at risk  
• Upon receiving the notification, respond to ticket requester, begin troubleshooting within an hour  
• Provide updates at least once every hour or at a frequency mutually agreed upon by the customer and CliniSync. |
| **High** (2) | Submit support ticket at [www.support.clinisync.org](http://www.support.clinisync.org) or call Support Line at 1-800-645-8192 | • Missing critical messages; for example, lab results  
• Unable to perform some essential job functions  
• Upon receiving the notification, respond to ticket requester, begin troubleshooting within an hour  
• Provide updates at a frequency mutually agreed upon by the customer and CliniSync. |
| **Normal** (3) | Submit support ticket at [www.support.clinisync.org](http://www.support.clinisync.org) or call Support Line at 1-800-645-8192 | • General maintenance or support issue  
• Upon receiving the notification, respond to ticket requester, begin troubleshooting within 4 hours  
• Provide updates at least once every five business days or at a frequency mutually agreed upon by the customer and CliniSync. |
| **Low** (4) | Submit support ticket at [www.support.clinisync.org](http://www.support.clinisync.org) or call Support Line at 1-800-645-8192 | • Low impact, or informational requests  
• Upon receiving the notification, respond to ticket requester, begin troubleshooting within 4 hours  
• Verify the problem and notify the customer’s primary contact with an acknowledgement and plan of action within 48 hours. |
Navigating within the CliniSync Support Portal

Logging into the Portal
On your web browser, go to www.support.clinisync.org to reach the CliniSync Support Information Page. If you do not already have a username and password to submit tickets, you can call Support at 1-800-645-8192 or submit a form for Support Portal credentials by clicking the button below the login button. If you have a username and password already but forgot your Support Portal Password, you can request a reset by clicking the button.

If you have a username and password already, click the button to be brought to the Support Portal.

You will be prompted to enter your Username and Password. Once you have entered your Username and Password, select the blue Login button. You will now be taken back to the CliniSync Technical Support homepage where you can submit a new incident (ticket) or view your previously submitted incidents. As a user, you will also be able to access the
Knowledge Base where you can browse and search for articles related to CliniSync Products and Services.

Creating and Tracking Incidents
Once you have logged in, if you need to submit a new support issue, click “Request Assistance” on the CliniSync Technical Support homepage.

You will be taken to a new page where you will be able to select a category for your issue. You may select “CliniSync General” if you are unsure of which category to choose.
To create a new incident, click on the appropriate category, such as “Community Health Record”. You will be taken to a new page where you will be asked to submit details regarding your incident.

Here, you can fill in the required fields and other available information. You can also upload an attachment, if necessary.

After you have completed the form, select the `Submit` button located at the bottom left of the page, and your request will be submitted. For any ticket that is opened, you will receive an email to the email address provided with your username. You will also see a message on the page to confirm the ticket has been submitted and provide the ticket number.
After your ticket has been submitted, you will see an adjustment to the number that appears in the top toolbar next to the “Requests” button to include your new ticket count. If you decide to add additional information to your incident, click this button and choose the appropriate incident from the drop-down menu, or choose “View all requests” to find your ticket.

Once your incident has been selected, you will be taken to a page that displays a timeline of the incident activity. On this page, you can type a message to supplement the given information; including the option to upload an attachment.

To add information to your incident, use the “Type your message here...” box and click when complete. To upload an attachment, either drop a file into the “Attachments” box or click the button. This will prompt you to choose an attachment from the files on your computer.

**Searching Knowledge Base**

The Support Portal includes a Knowledge Base accessible to CliniSync Support Portal users. This Knowledge Base contains user guides, product information, FAQs, and more.

Upon logging in, you will see an option to “View Knowledge Base” next to the option to “Request Assistance.” Upon clicking on “Knowledge Base”, you will be brought to the Knowledge Base home screen (as seen below). This screen provides hyperlinks to all categories for provided knowledge articles, including a section of most viewed articles.
Click on the category you wish to search and find the correct article for whatever topic you are curious about. For example: If you are looking to find out more information about our Notify application, click the category “Notification Services” and then click on the article Notify FAQ or other appropriate article.

When you select an article to view, a description of the article and a link to a PDF version of the article will appear.
To find articles in Knowledge Base, you can also use the Search bar located at the top of the screen at any time. Type in a few keywords and any related articles will appear.

For any questions concerning the Knowledge Base, please feel welcome to inquire with CliniSync Support via our Support line at 1-800-645-8192.
Statuspage: System Monitoring

Statuspage is a web-based application used by the CliniSync Support Team in their incident and maintenance management processes. Statuspage provides all clients the opportunity to monitor and receive updates on the current performance of all CliniSync live solutions.

To access the Statuspage, go to [https://status.clinisync.org/](https://status.clinisync.org/) The Statuspage homepage displays the current status of all CliniSync live solutions. When all solutions are running properly, clients will see “Operational” listed.

Subscription Management

Each solution has its own subscription list. Once an organization is live on a new solution, contacts within that organization are automatically added to that solution’s subscription. Therefore, no separate request is required to be added to the subscription once your organization is live on a new CliniSync solution. Users attached to the subscription list of any given solution is referred to as a “subscriber”. When a given solution has any status this is not “Operational”, an email notification may be sent to that solution’s subscribers. (Please note that subscribers may receive an email to confirm his/her subscription).

If you are not already a subscriber, there are two options to be added as a subscriber:

- To be added to specific solution subscriptions, you may contact the CliniSync Support team at 1-800-645-8192 or [www.support.clinisync.org](http://www.support.clinisync.org) to detail which solutions you wish to subscribe to.
- To be added as a subscriber to all solutions, you may contact the CliniSync Support team or click “Subscribe to Updates” in the top right corner of the Statuspage and input your information.
If you wish to unsubscribe, please do so by contacting the CliniSync Support team at 1-800-645-8192 or www.support.clinisync.org. Although Statuspage presents an option to unsubscribe, your removal will not be finalized without contacting CliniSync Support. Finalizing your removal with CliniSync Support ensures that your subscription is not re-enabled without your explicit request to do so.

If you are NOT a subscriber, you may alternatively elect to subscribe to a specific incident or maintenance event to receive updates for that single event; or simply monitor the Statuspage web portal; which is available to non-subscribers.

**Maintenance and Incident Updates and Email Notifications**

Statuspage provides notifications for both scheduled maintenance and unexpected incidents such as downtimes. Information regarding scheduled maintenance events will be found on the Statuspage web portal. Subscribers will also receive email notifications at the following intervals:

1. One week prior (or earliest possible time once maintenance has been scheduled)
2. One-hour prior
3. At the beginning of the scheduled maintenance time
4. At the conclusion of the scheduled maintenance time

Information regarding an Incident, such as an unexpected downtime, will be found on the Statuspage web portal. Subscribers will also receive email notifications at the time of discovery, including the expected impact to each solution. For critical issues, updates can be expected on an hourly basis during business hours until resolution has been met or scheduled. For all incidents, a final notification will be sent once the incident has been resolved.
WEB PORTAL:
www.support.clinisync.org

12 SUPPORT LINE: 1-800-645-8192

INVESTIGATING

Hello,

Please note that we are currently experiencing an unexpected downtime. During this
time you may see a queue in your outbound servers as well as disrupted connectivity
to all live solutions.

We have not been given a time yet as to when this will be resolved, but are working
with our technology vendors to investigate the problem in order to resolve it. We
apologize for any inconvenience.

Community Health Record (CHR): Website is down

Notify: Notifications delayed

Community Interchange: CCD Inbound and Outbound to Clinisync currently
unavailable

Clinical Dispatcher: Notifications delayed

Results Delivery: Messages are currently queuing

DataMart: Currently unavailable in PROD

You are receiving this email because you are listed as contact for your organization in
our system. If you have any questions, please contact Clinisync Support at
1.800.645.8192 or place a ticket into our web portal at http://clinisync.org/clinisync-
support

Clinisync HIE Technical Support
The Ohio Health Information Partnership
Clinisync 24/7 Support Line: 1.800.645.8192
www.clinisync.org | www.support.clinisync.org

- Notify Community Health Record (CHR) HL7 Processing infrastructure
- DataMart Services Direct Messaging (MSP) Clinical Dispatcher
- Community Interchange (CCD) CCD Data Inbound
- Community Interchange (CCD) CCD Query

RECOVER

Hello,

Our technology vendor, HCL, has alerted us that the disrupted connection that
contributed to yesterday’s unexpected downtime has been addressed and resolved.
All web applications should now be functioning as expected. Please note that HCL is
still in the process of fixing the CCD query functionality completely.

- Notify Community Health Record (CHR) HL7 Processing infrastructure
- DataMart Services Direct Messaging (MSP) Clinical Dispatcher
- Community Interchange (CCD) CCD Data Inbound
- Community Interchange (CCD) CCD Query