CliniSync Support Web Portal User Guide

Web Portal: www.support.clinisync.org

Support line: 1-800-645-8192

Contents

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*
1-800-645-8192
> **Critical issues are addressed outside of business hours; non-critical issues are addressed during business hours.*

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

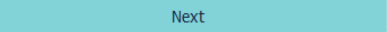# Navigating within the CliniSync Support Portal

Logging into the Support Web 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 [If You Don't Have A Login You Can Request One Here] 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 [Forgot Your Support Portal Password? Request A Reset Here] button.
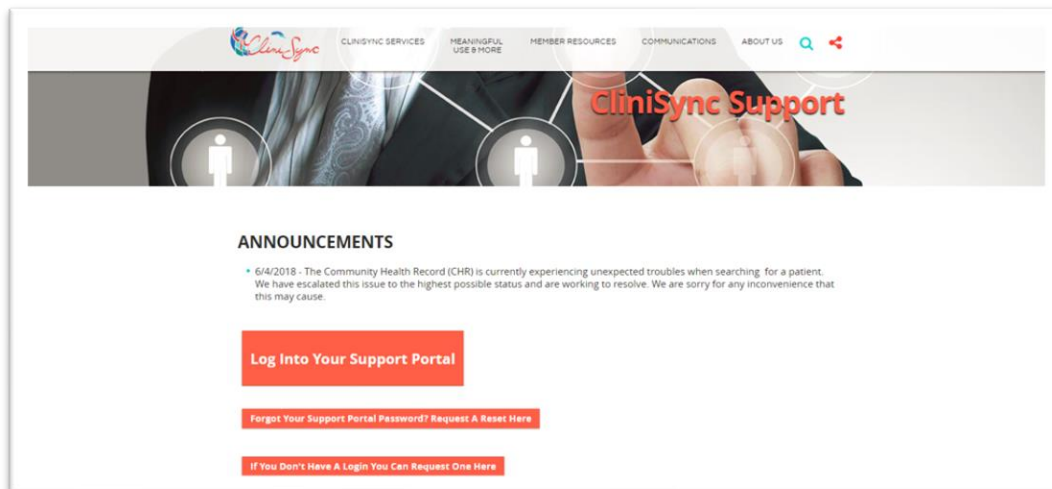

If you have a username and password already, click the [Log Into Your Support Portal] button to be brought to the Support Portal log in.
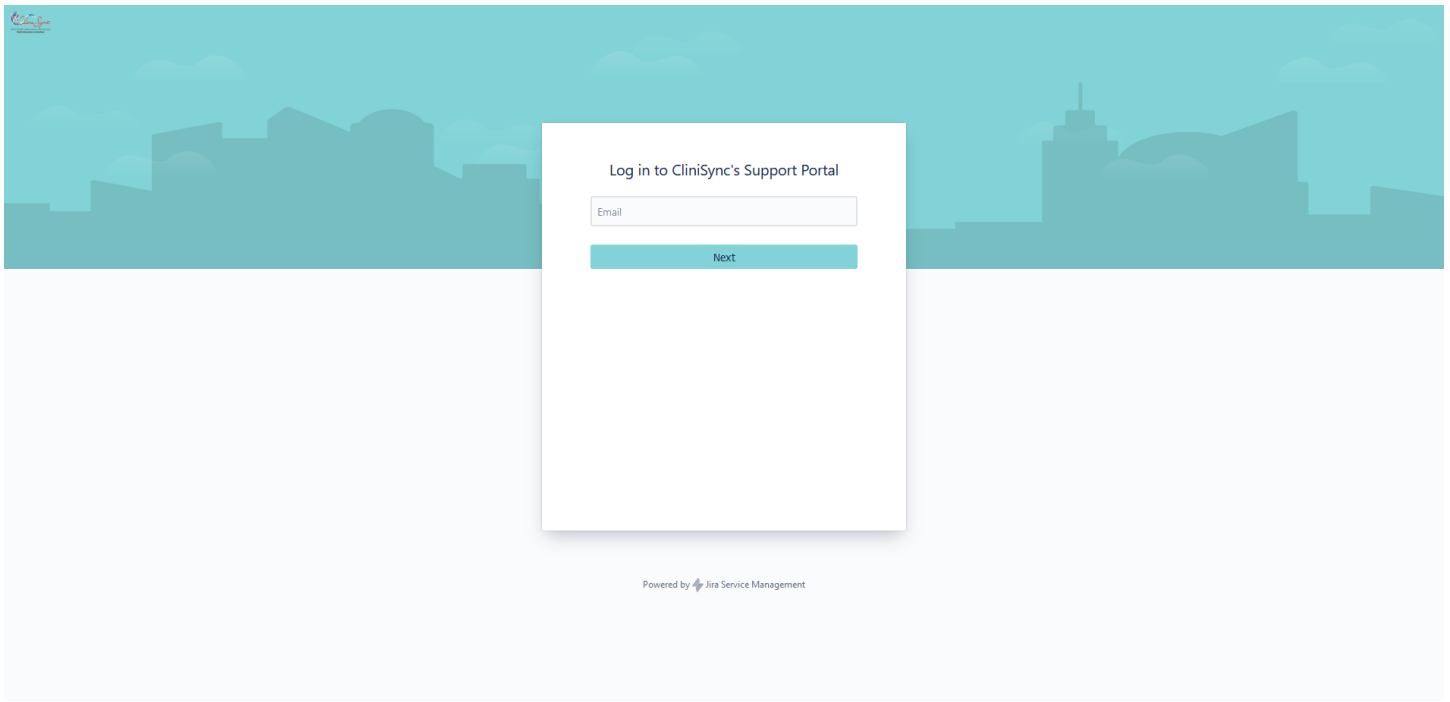
You will be prompted to enter your Email before clicking the Next button **Next**. Once you have entered the correct email, the Password box will pop up and allow you to finish entering in your login credentials.

Upon logging in, you will land on the Support Portal home page where you can submit a new ticket or request, view your previously submitted requests, and search for any additional ticket types.
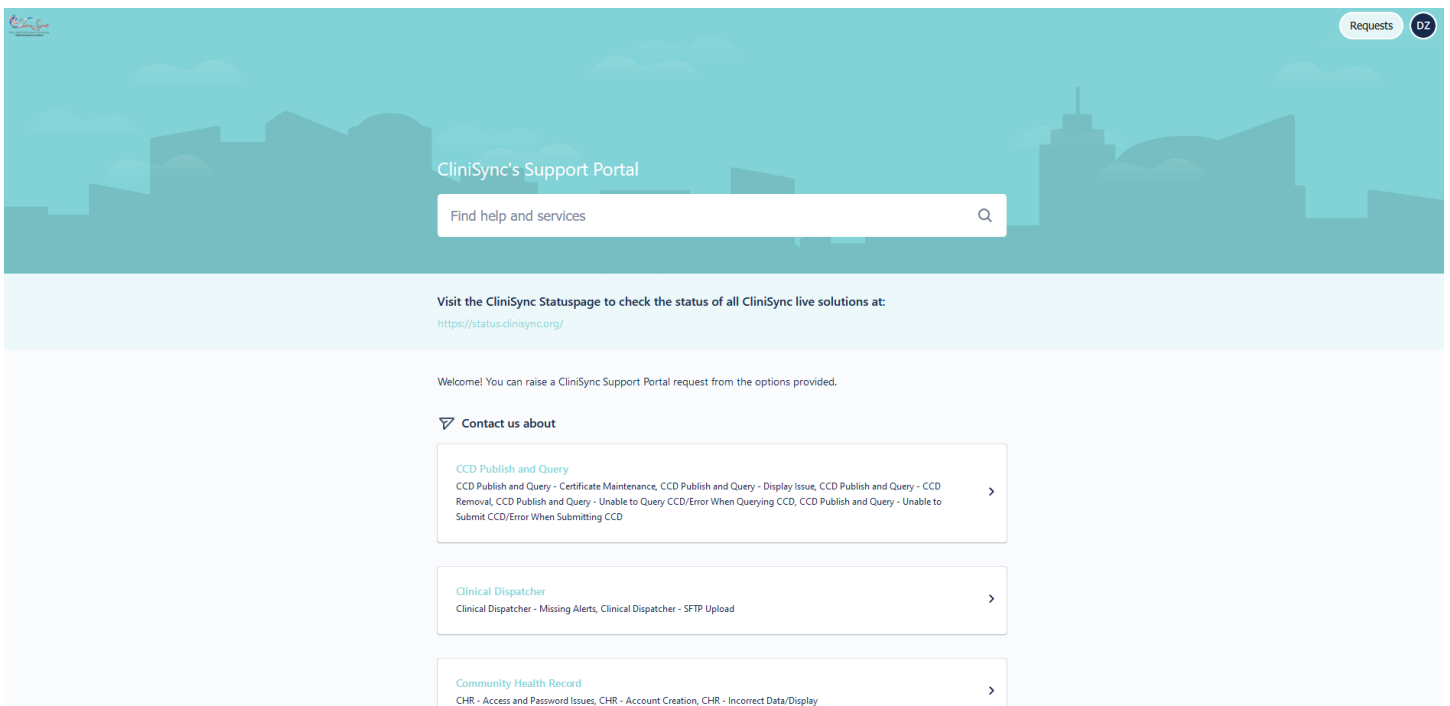

Creating and Tracking Incidents

On the Support Portal home page, you will find a list of all available ticket and request types.
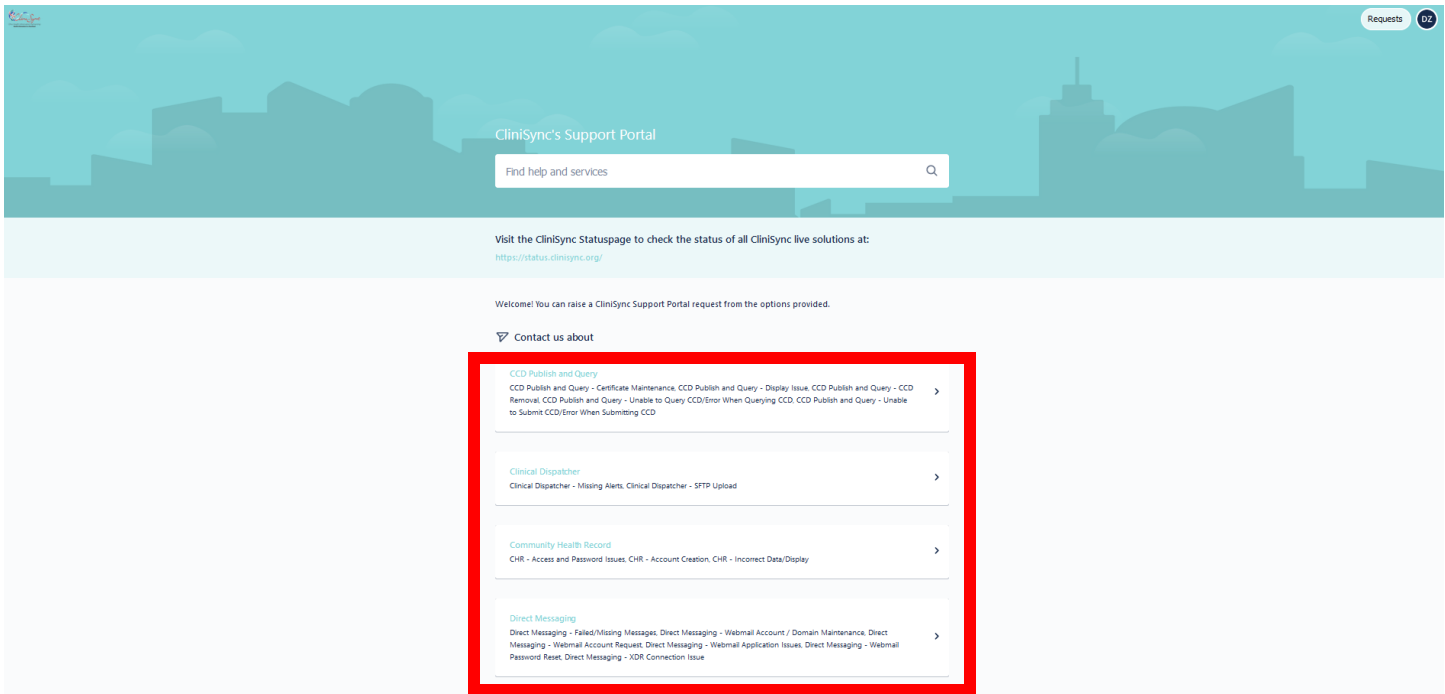
You can select the correct ticket type for your issue or request. Each ticket type has sub-categories to pick from.

- For example: If you select *Community Health Record* from the home screen, you will then be able to further identify the issue or request.
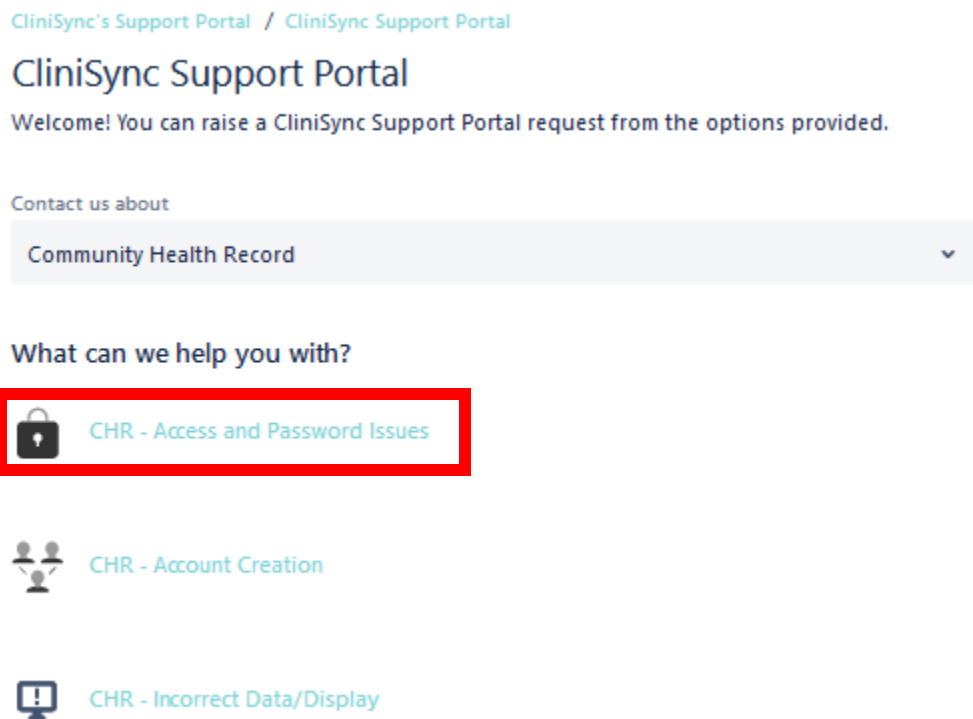
After selecting the correct sub-category for your ticket, you will be prompted to fill out the details of the ticket you are submitting. You can fill in the required fields and other available information. You can also upload an attachment if necessary. ***Please note that you can NOT attach any patient health information***.

CliniSync Support Portal

Welcome! You can raise a CliniSync Support Portal request from the options provided.

Contact us about

Community Health Record ▾

What can we help you with?

🔒 CHR - Access and Password Issues ▾

Raise this request on behalf of*

[redacted] ⚙ ▾

Your Organization (Required)*

Summary*

Details (required)*

DO NOT INCLUDE PATIENT HEALTH INFORMATION

Attachment

Drag and drop files, paste screenshots, or browse

Browse

DO NOT ATTACH PATIENT HEALTH INFORMATION

Send   Cancel

Attachment

Drag and drop files, paste screenshots, or browse

Browse

DO NOT ATTACH PATIENT HEALTH INFORMATION

After you have completed the form, select the [Send] 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 containing the ticket number to the email address provided with your username.

- *Please note that you can turn off notifications for this ticket by selecting "Turn off this request's notifications" button.*
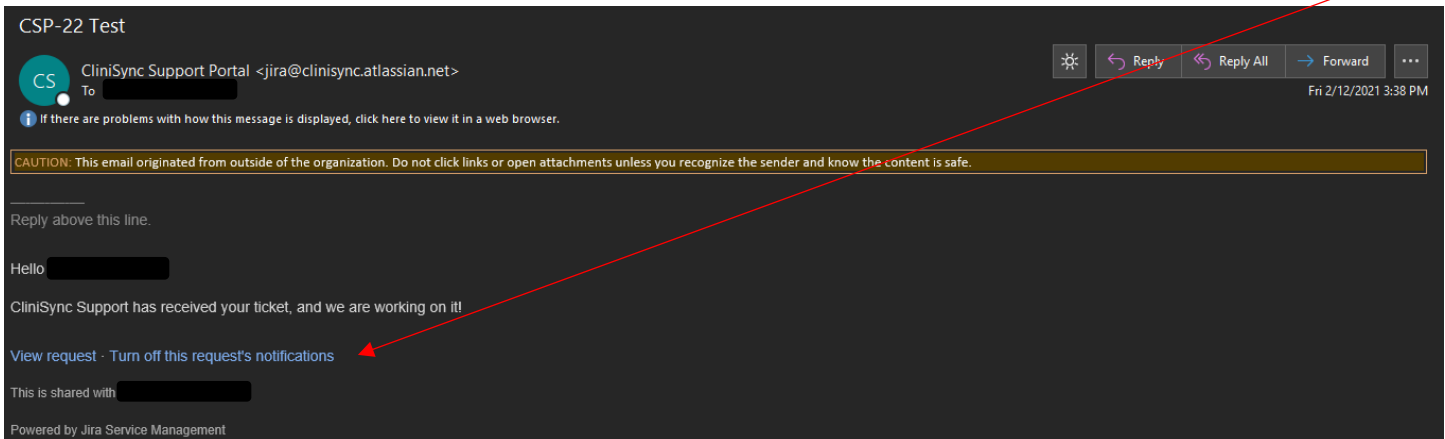
After your ticket is submitted, you will see the details of your ticket displayed. You will also be able to share by inviting any additional team members via email.
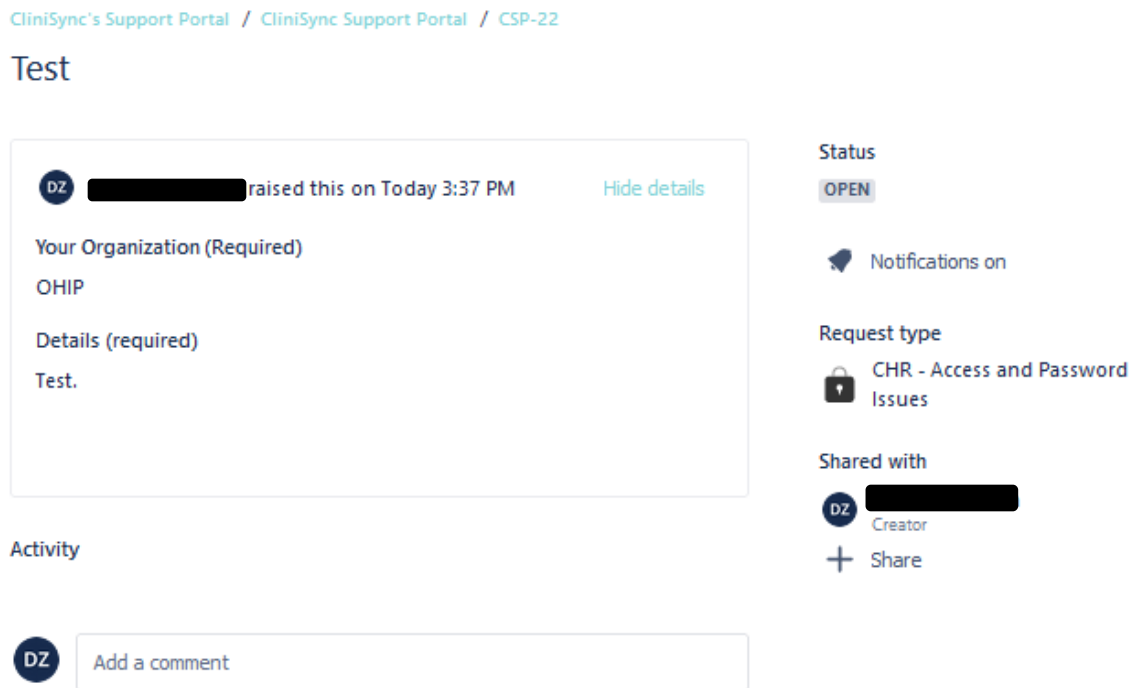
After your ticket has been submitted, you will see an adjustment to the number that appears in the top toolbar next to the "**Requests**" button to include your new ticket count. Users will also be able to see the other active ticket that were submitted from their organization and be able to search for other users within their organizations to share the ticket with.
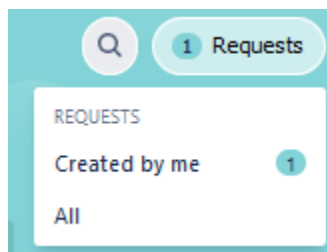
Now that your ticket has been submitted, you can also view the timeline of the ticket activity and add any additional information or attachments.

To add information to your incident, use the "**_Add a comment_**" box.

Activity

DZ | Add a comment

To upload an attachment, add a link, or any other embedded coding, select an item from the 🔗 🖼 ＋ˇ tool bar in the comment box.
This will prompt you to choose an attachment from the files on your computer.
- *Please note that you can **NOT** attach any patient health information.*

CliniSync's Support Portal / CliniSync Support Portal / CSP-22

Test

DZ ▮▮▮▮▮▮ raised this on Today 3:37 PM   Hide details

Your Organization (Required)
OHIP

Details (required)
Test.

Activity

DZ | Aaˇ B *I* ⋯ **A**ˇ ≣ˇ 🔗 🖼 ＋ˇ

Test

Save

Once you have finished adding the necessary information, click [Save] to complete.

Resetting Your Password

If you forget your login credentials for the Support Web Portal, you can reset your password by clicking the "***Forgot your password?***" button on the login screen which will show up after you include the email address tied to your account.

After choosing to reset your password, you will receive a notice letting you know that a link has been sent to your email address with instructions on how to reset your password.

The email that you will receive will contain a link to follow where you will reset your password.

- *If you are unable to reset your password, please contact CliniSync Support 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, users can click on the link at the top of the Support Web Portal, or go to https://status.clinisync.org/
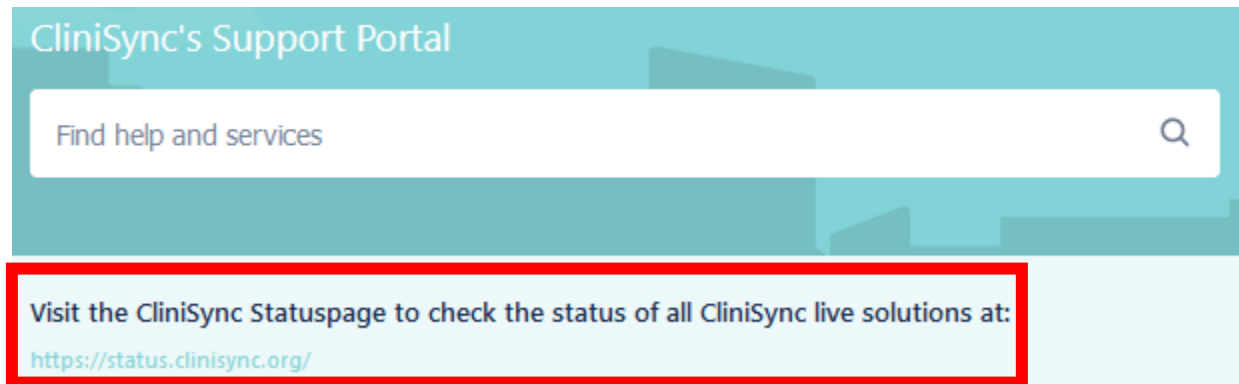
The Statuspage homepage displays the current status of all CliniSync live solutions. When all solutions are running properly, clients will see "Operational" listed
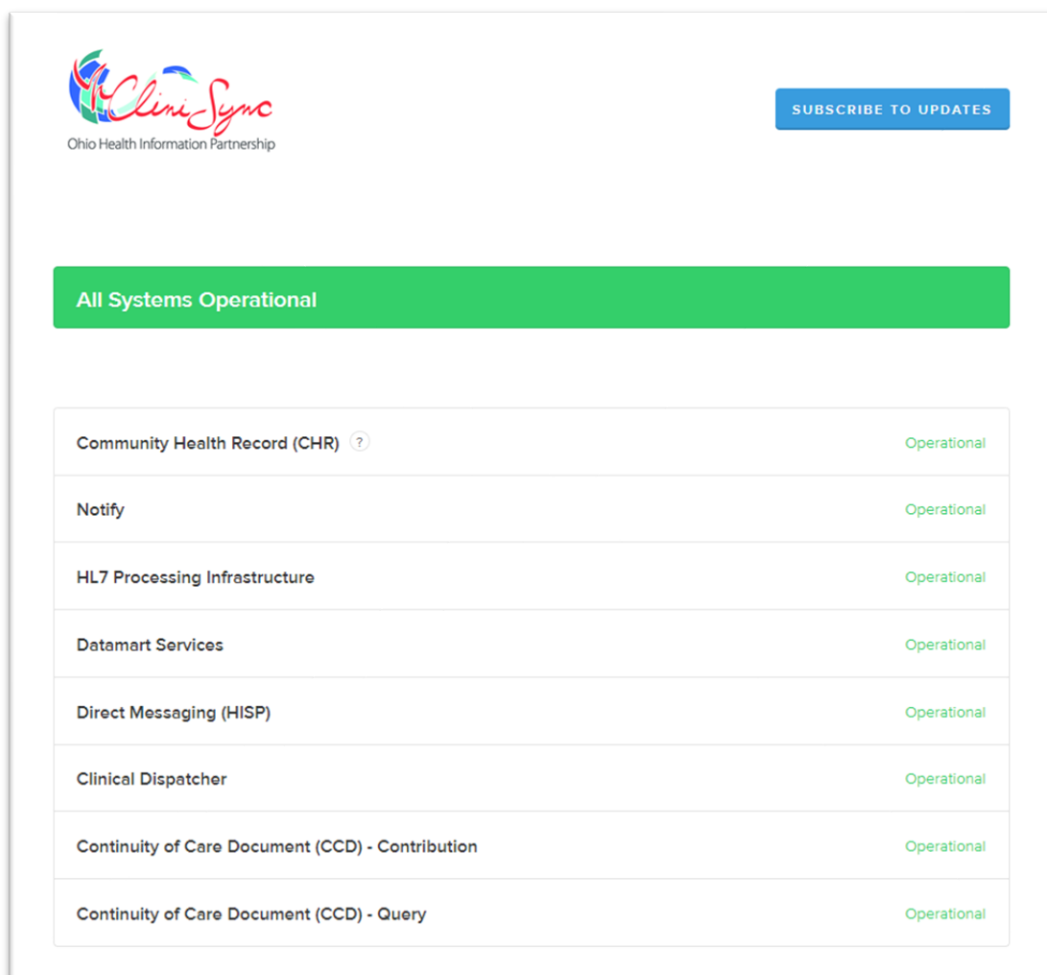
Subscription Management

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 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

CliniSync - Scheduled Downtime for Server Update

Scheduled for Jan 16, 17:00 EST - Jan 17, 01:00 EST

SUBSCRIBE TO UPDATES

Update	We will be undergoing scheduled maintenance during this time. Posted 1 minute ago. Jan 15, 2020 - 13:24 EST
Update	We will be undergoing scheduled maintenance during this time. Posted 13 minutes ago. Jan 15, 2020 - 13:11 EST
Scheduled	Hello, Our technology vendor, HCI, has alerted us that scheduled maintenance will be conducted on CliniSync's SQL server on Thursday, January 16th, 2020. This standard maintenance will begin at 5:00PM EST and result in a 8-hour downtime for the Community Health Record (CHR). During this downtime, clients will also see intermittent connectivity relating to CCD query and contribution. We apologize for any inconvenience this may cause. Posted 15 minutes ago. Jan 15, 2020 - 13:10 EST

This scheduled maintenance affects. Community Health Record (CHR), Continuity of Care Document (CCD) - Contribution, and Continuity of Care Document (CCD) - Query.

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.

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 vendor 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 (HISP) 🟡 Clinical Dispatcher

🔴 Community Interchange (CCD) - CCD Data Inbound

🔴 Community Interchange (CCD) - CCD Query

RESOLVED

Hello,

Our technology vendor, HCI, 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 HCI is still in the process of fixing the CCD query functionality completely.

🟢 Notify 🟢 Community Health Record (CHR) 🟢 HL7 Processing Infrastructure

🟢 Datamart Services 🟢 Direct Messaging (HISP) 🟢 Clinical Dispatcher

🔵 Community Interchange (CCD) - CCD Data Inbound

🔵 Community Interchange (CCD) - CCD Query