

PatientCare 360 Support

Job Aid

How to contact support

You have the option to reach out to our support team either via email or phone.

Help Desk Phone: **702.285.3277**

Email: helpdesk@contexture.org

Access your Help Desk user portal account here:

<https://helpdesk.corhio.org/logins/corhiologin.htm>

What should be included in your request

Access Help Desk admin user portal:

<https://helpdesk.corhio.org/logins/corhiologin.htm>

Non-Help Desk User email: helpdesk@contexture.org

Please provide documentation and/or screenshots of errors. The more information you provide, the faster we can assist with your request. Place PHI in the PHI section of the ticket.

What to expect when you contact support

- You can expect a triage depending on the case.
- Help desk will create a ticket case number for you to track your case.
- Help desk will then receive the ticket request and assign it to the appropriate representative or escalate/triage to another department based on the case type.
- Expected resolution time can be from 24 hours to 5 days.

Examples of priority tickets and response time

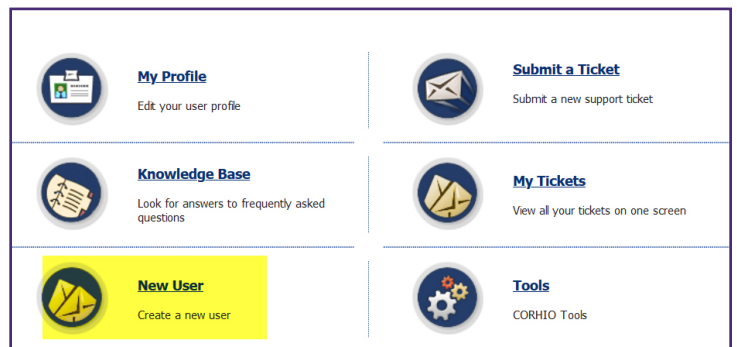
Critical Service Request	Critical	1 hour from receipt of request
User Deactivation	High	24 hours from receipt
Contact Sheets	Medium	2 - 5 business days from receipt
Manual Opt Outs	Low	5 - 10 business days from assignment

What to expect if your ticket is escalated to another team

A Help Desk Representative will escalate the ticket to the appropriate team. If you reply to an email regarding your ticket, the escalation team will receive the response.

How to add new users to the portal

Once you have received your Help Desk login credentials, you will need to access your account and click on the icon labeled "New User".



How to submit other ticket requests

When creating a ticket, make sure you fill out all the mandatory fields before saving the request.

