This will describe the process of registering your work email address for a Vital Dynamix support account which will enable you to submit support tickets for Vial EVV as well browse our growing knowledge base article library.

A representative from the Vital Dynamix team will add your organizations domain to the help desk ticket system after which point you will be entitled to proceed in signing up for a Vital Dynamix help center account.

Follow the steps below to begin this process!

- Visit the following URL in your web browser (Microsoft Edge, Firefox, Chrome)
  - https://vitalevv.atlassian.net/servicedesk/customer/user/signup
- After the entering the URL, you'll be presented with the "Sign up" page shown below:
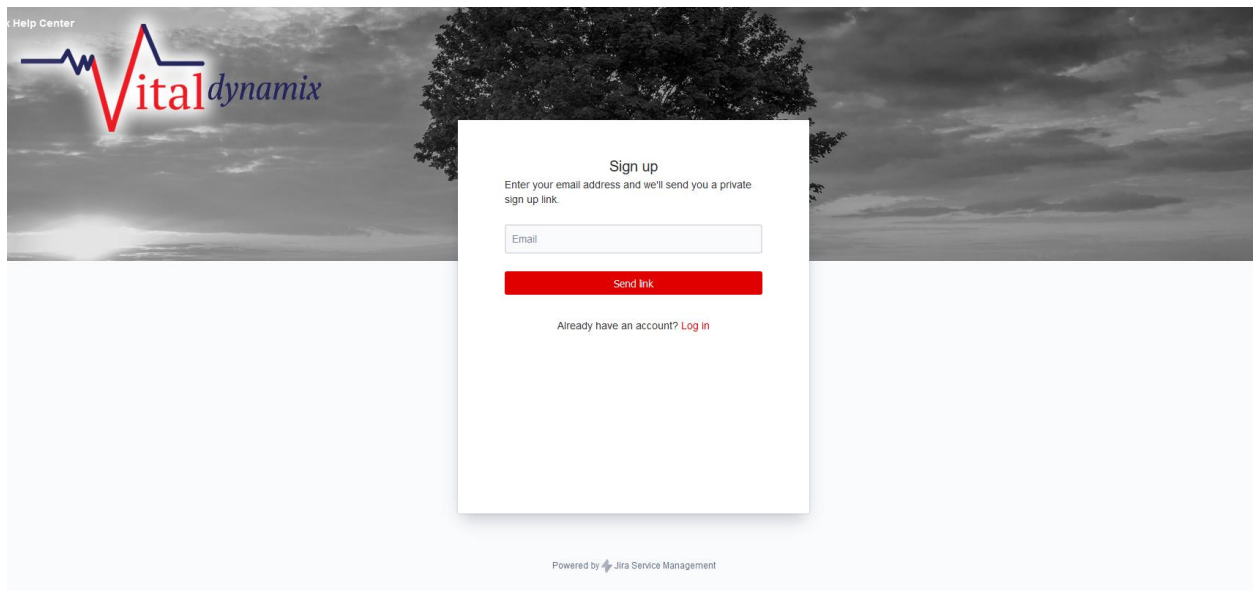
- On the sign up page in the email field you'll need to enter the email address you have been assigned by your organization (work email). It is important that you type your email address correctly as this will be where your invitation link will sent. Double check that it has been typed correctly and click on the button that says "Send Link".
- After clicking the "Send Link" button you'll be presented with a message asking you to check your email. Proceed to your work email so that you can retrieve the invite email that was sent from Vital Dynamix.
- In your email inbox you should receive the invite email with the following subject as shown in the screenshot below:

- This email content should appear similar to the screenshot below:

- When you have opened the email simply click on the sign-up button and you'll be directed to the Vital Dynamix portal account sign up page where you'll be able to complete the process. On the account sign up page you'll be required to type your first and last name as well as specifying a password as shown in the screenshot below:

Sign up

Email address
johndoe@nlchha.org
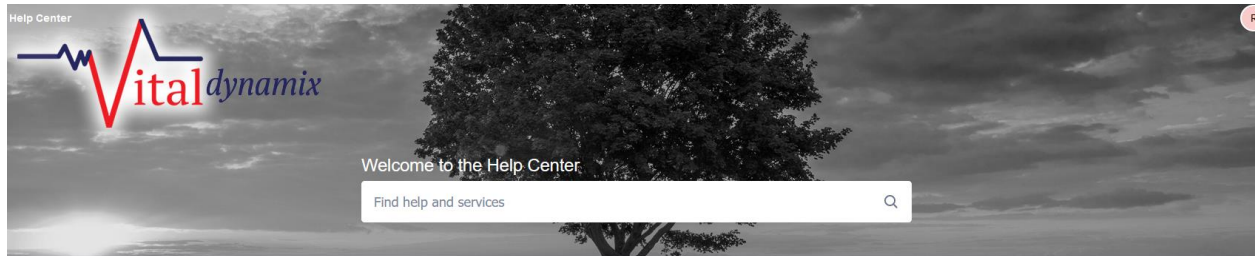
Full name

John Doe

Choose a password

●●●●●●●●●●●●●●●●●●

Very strong

By clicking *Sign up*, you agree to the Privacy Policy and
this Notice and Disclaimer.

Sign up

Powered by ⚡ Jira Service Management

- After filling in the required fields click on the "Sign Up" button to register your account after which you'll be logged in and redirected to the Vital EVV help portal as shown below:

- From the Vital EVV help portal you'll be able to browse existing help articles, submit a support request or use the search form to find help content on the topic your experiencing issues with.
- For example if you click on the "Accounts" category directly below learn more about you'll be presented with a pop up window containing all of the help articles related to this topic. See screenshot below for an example:
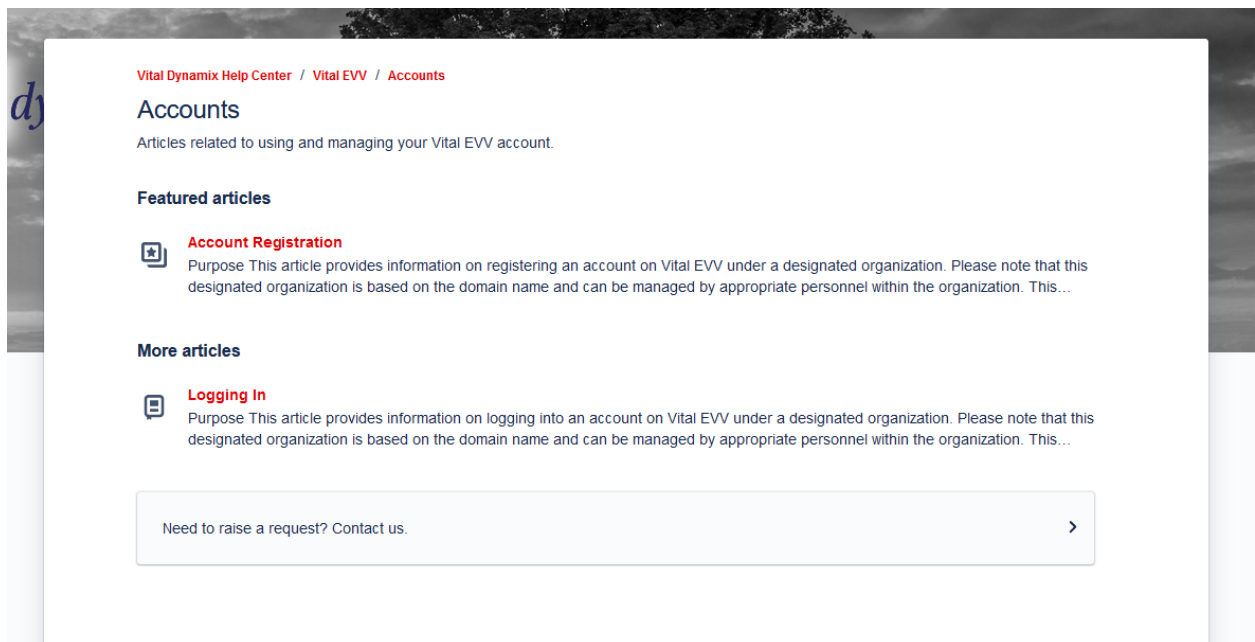
- From this screen you can always return back to the previous dashboard screen by clicking on the link in the top corner titled "Vital Dynamix Help Center" as shown below:
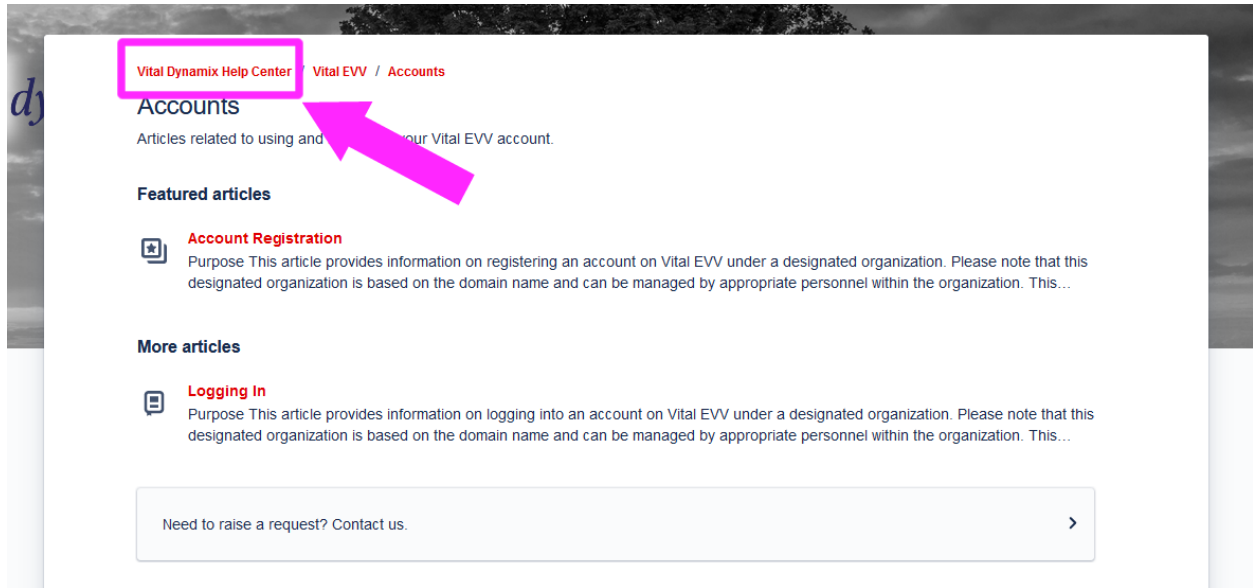
Submitting A Helpdesk Ticket

- Submitting a ticket for Vital EVV is a very simple process and is encouraged as it will provide an opportunity for the Vital Dynamix technical support team to address your issue quicker.
- To submit a ticket for Vital EVV from the main dashboard click the button at the bottom of the dialog box that says "Need to raise a request? Contact Us." As shown in the screenshot below:
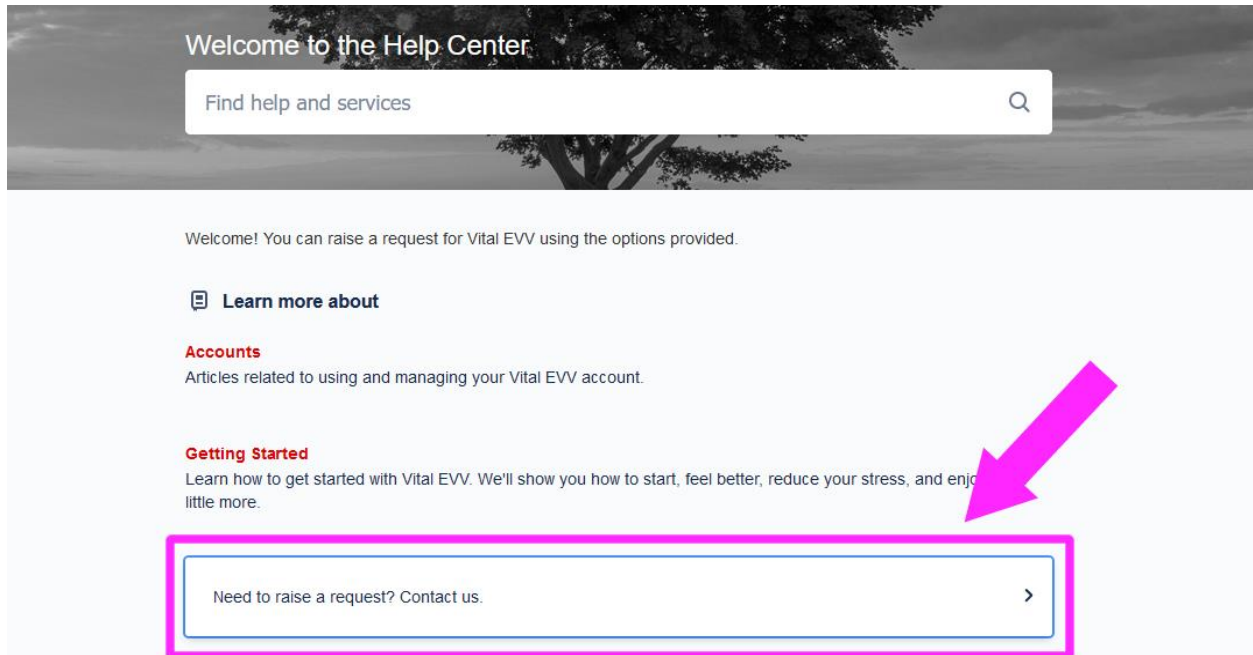
- Clicking on the "Need to raise a request? Contact us." Button will open a new dialog box as shown below:

- The request page is broken down into four distinct categories. "Common Requests", "Logins and Accounts", "Applications", and "Servers and Infrastructure".
  - **Common Requests** are likely to be used most of the time. These types of requests might include an issue with your visits not showing on your dashboard for example.
  - **Logins and Accounts** are requests related to having difficulty logging into Vital EVV or other account type questions.
  - **Applications** are typically used by your organizations IT department to report a more widespread issue with Vital EVV. However, the application category can also be used to submit a change request for us! If it's a feature that we think would help improve Vital EVV we would love to hear it!
  - **Servers and Infrastructure** is almost exclusively intended to be used by your organizations IT department.

- In the following example we will illustrate how to submit a common request and what you can expect from us during this process.
- To begin the process, click on "Common Requests" as shown in the screenshot below:
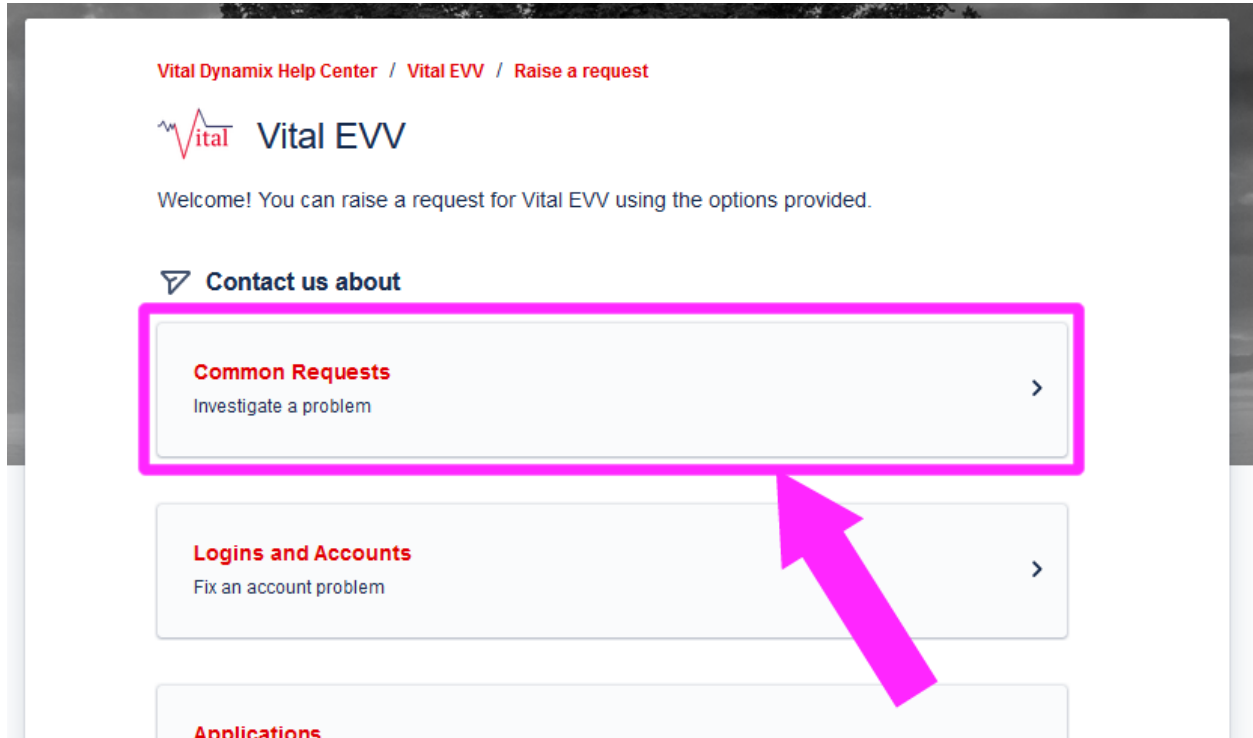
- After clicking on the Common Requests section you'll be presented with a new pop up window asking what can we help you with? As shown in the screenshot below:

Vital Dynamix Help Center / **Vital EVV** / **Raise a request**

Vital EVV

Welcome! You can raise a request for Vital EVV using the options provided.

Contact us about

Common Requests

What can we help you with?

Investigate a problem
Create a problem to track the cause of one or more incidents.

- Click on "Investigate a problem" and you'll be presented with a form which you'll be able to complete detailing the issue you are experiencing as shown in the screenshot below:

- Please be sure to provide as much detail as possible so that Vital Dynamix technical staff can assess and solve the issue as quickly as possible. After you have finished filling out the form click on the send button.
- The ticket has now been created and Vital Dynamix technical support will be notified of the issue. You'll be presented with a summary screen as shown in the screenshot below:

- If you would like to return to the starting screen you can click on the link at the top of the summary screen titled "Vital Dynamix Help Center" as shown in the screenshot below:

- After submitting a ticket to the Vital Dynamix Help Center you will receive an email confirming that the support request has been received as shown in the screenshot below:
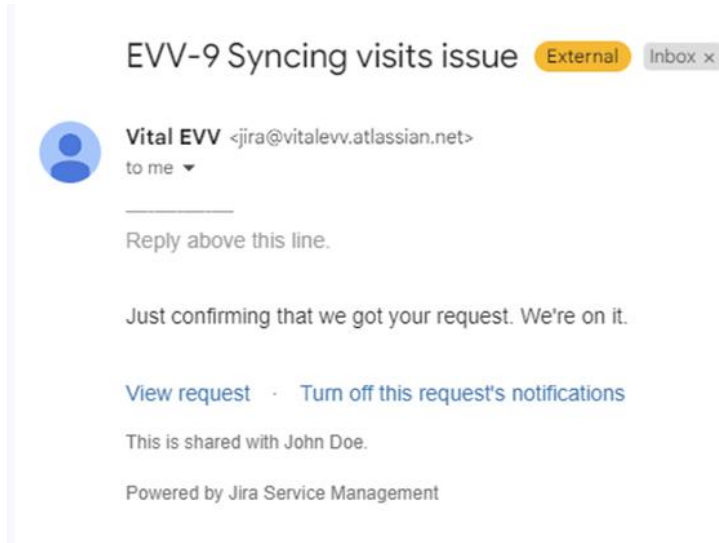
- In addition to receiving the confirmation email you can always check the status of your submitted support request by logging into the Vital Dynamix Help Center and clicking on the button in the upper right corner titled "Requests". If you have open support requests you'll notice the button will indicate number which corresponds with the number of open support requests you have as shown in the screenshot below:
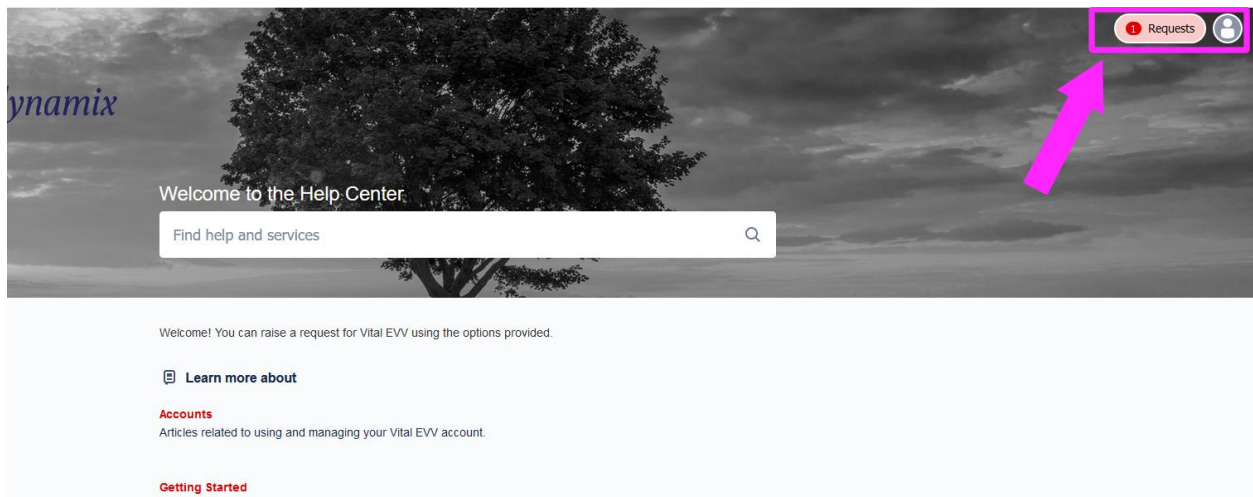
- Vital Dynamix technical support will keep you informed of the status via email if they have questions as shown in the screenshot below. You'll also notice that the status of the ticket was changed to Under Review by Dan Johnson:

Dan Johnson <jira@vitalevv.atlassian.net>
to me ▼

Reply above this line.

Dan Johnson commented:

Hello, I am looking into your support request now. Please confirm for me the patient ID you are having trouble seeing on your dashboard.

Dan Johnson changed the status to Under review.

View request · Turn off this request's notifications

This is shared with John Doe.

Powered by Jira Service Management

- You will receive a final email from Vital Dynamix technical team when the issue has been resolved as shown in the screenshot below, you'll also have the opportunity to provide immediate feedback by choosing a star on the support you received:

Dan Johnson <jira@vitalevv.atlassian.net>   3:49 PM (2 minutes ago)
to me ▼

Reply above this line.

Dan Johnson commented:

The syncing issue is now fixed. Please confirm that you are able to see your patients as expected. Thank you!

Dan Johnson resolved this as Done.

Dan Johnson changed the status to Completed.

How was our service for this request?

☆   ☆   ☆   ☆   ☆
Very poor   Poor   Average   Good   Very good

View request · Turn off this request's notifications

This is shared with John Doe.

Powered by Jira Service Management

This concludes the tutorial on setting up your Vital Dynamix Help Portal account and submitting and using the ticket system.