

# How to Submit an Efficient Online Support Request

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To create a successful support case, complete the required fields on the online form and click send. NOTE: Be as specific as possible. The more detailed the information you provide, the faster our support team can resolve the issue.



## Provide Account & Contact Information

medent Account Number | Practice Name | Your Name | Your Title (e.g. Nurse) | Preferred Phone Number | Practice Phone Number | E-Mail Address



## Select Area of System

Select the area of medent that is experiencing an issue (e.g. EMR > EMR Reports)



## List Providers Affected

List the names of the providers affected or check the box next to "Not Provider Specific."



## List Patients Affected

Select whether the issue is affecting a single patient, multiple patients or every patient. Provide up to 5 patient account numbers or check the box next to "Not Patient Related."



## Add Subject, Description & Attachments

Remember, the more detailed your description of the issue, the quicker our support team can resolve it! A specific description ensures your request is sent to the correct department and allows us to begin testing the issue prior to a callback.

And don't forget, our online support form uses a secure connection, so you can safely include Patient Health Information and account numbers in your request.