

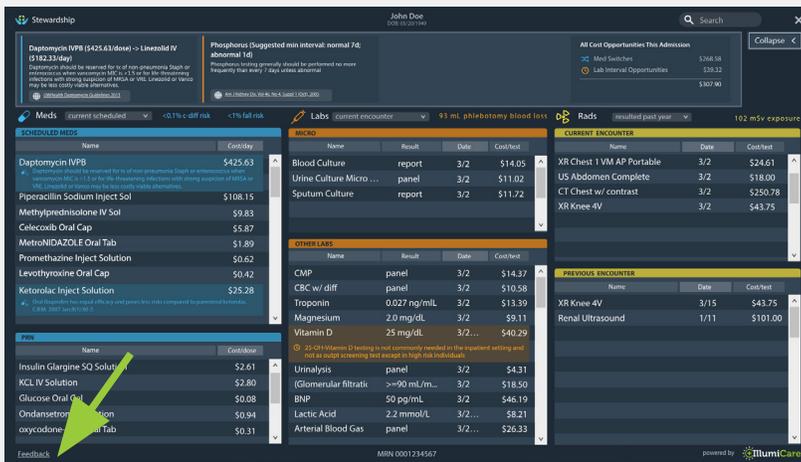


IllumiCare Smart Ribbon & Stewardship App Support Process

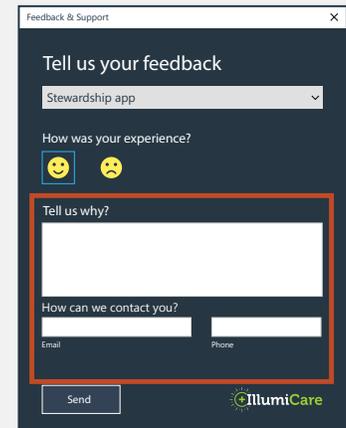
IllumiCare is taking care of all User support that may be required by the practices that are using the Smart Ribbon. Once live, Users at the can request support in a few ways. Immediate support is available 0800 to 1700 CST but IllumiCare monitors all issues as they are brought up and will respond within 24 hours no matter the day of the week.

1) Feedback & Support can be launched from within the Gaps screen.

There is a link in the bottom left corner of any app screen called "Feedback". The User can click that link and the Feedback & Support dialogue box will appear. By initiating support from here, the system automatically sends the IllumiCare Support Team some "in app/session" information that is helpful. The User fills in the form, supplies some details and the request automatically generates a ticket that notifies IllumiCare Support.



Fill in the form



2) Feedback & Support can also be driven through the Smart Ribbon help menu.

The Help menu is accessed by clicking on the light bulb image in the Smart Ribbon (see Step One below). Once the dialogue box appears, the User should click Feedback & Support (see Step Two below). Requesting support through the help menu automatically generates a ticket that notifies IllumiCare Support. When a ticket is entered, a member of the IllumiCare Support Team will reach out to the User (or a designee) to assist.



3) Support can also be requested by emailing Support@IllumiCare.com

