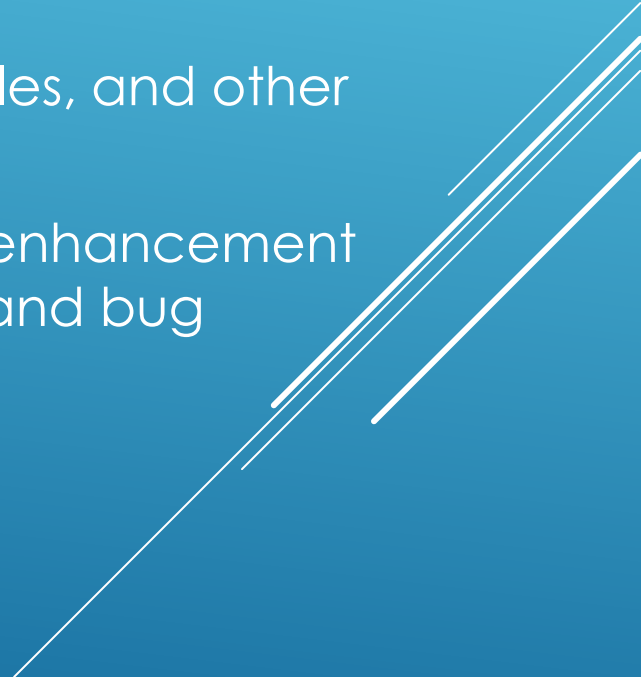# HELP CENTER OVERVIEW

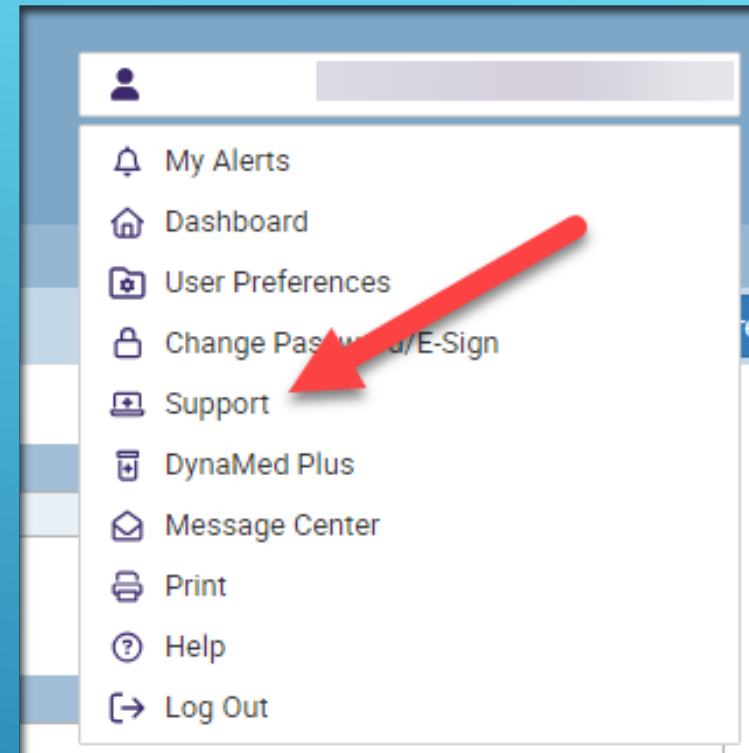EHR Support Center Walk Through

PURPOSE

- ▶ The EHR Support Center will enable you to create and manage support tickets.

- ▶ Stay up to date on system updates and outages (IE CareLogic).

- ▶ Access forms, knowledge articles, and other downloadable content.

- ▶ Engage in Community topics, enhancement suggestions, feature requests, and bug reports.

1. Go to https://voaohin.deskpro.com

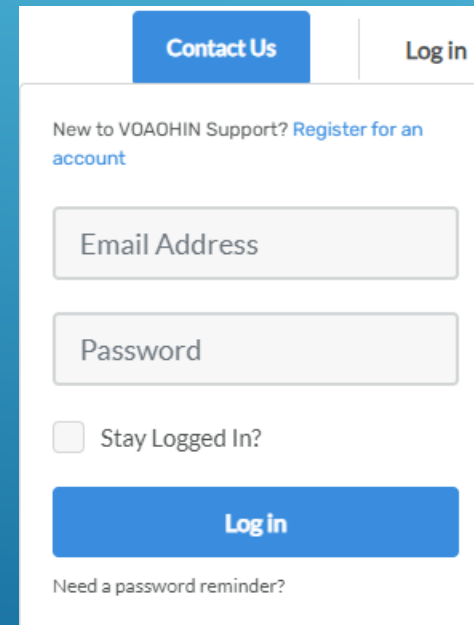2. Access "Support" button within CareLogic.

HOW TO ACCESS THE HELP CENTER

▸ Click the dropdown menu in the top right corner within CareLogic and select "Support"

TO ACCESS HELP CENTER VIA CARELOGIC

- If already existing user simply select login and enter credentials.

- First time users will receive an email with a temporary password and will select Log in > Register for an account.

- Enter given email and temporary password and follow on screen instructions.

FIRST TIME USE

How can we help you today?

Help Center

Community

Knowledgebase

News

Files

Contact Us

Welcome to the Volunteers of America Ohio and Indiana Help Center!

We are thrilled to welcome you to the online help center. Please take advantage of our Knowledgebase, stay updated with our latest News, and engage with our vibrant Community Resources. Should you encounter any support issues or have insightful product ideas and suggestions, we encourage you to contribute to our Community platform. Additionally, for any inquiries or assistance, please don't hesitate to reach out to us via email at ehrsupport@voaohin.org. Alternatively, you can select the 'Contact Us' option to submit a help center ticket, and someone will promptly attend to your request.

▶ Once logged in you will be greeted by several tools
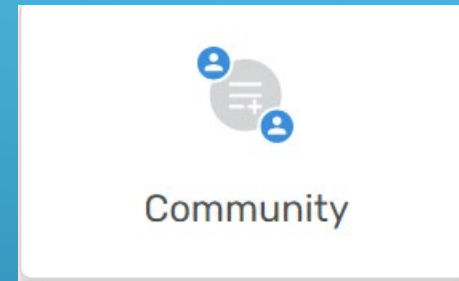
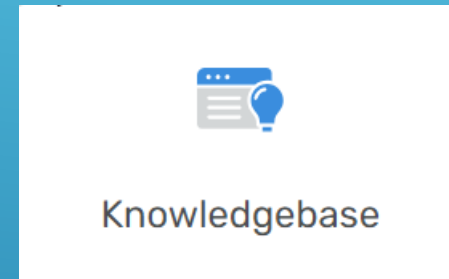Community   Knowledgebase   News   Files   Contact Us

SITE NAVIGATION

COMMUNITY

- Community box allows for offering of suggestions, feature requests, and bug reports.

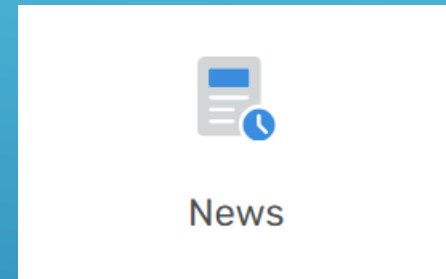- Suggestions/Feature requests will be taken into consideration depending on priority and capability.

KNOWLEDGE BASE

- Knowledge Base contains various Knowledge tools and guides.

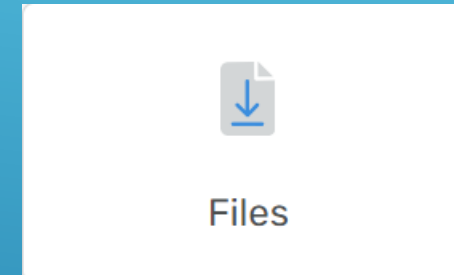- This will be updated periodically with new guides and documents as they are developed.

Knowledgebase

NEWS

- News section contains information regarding system outages and updates.

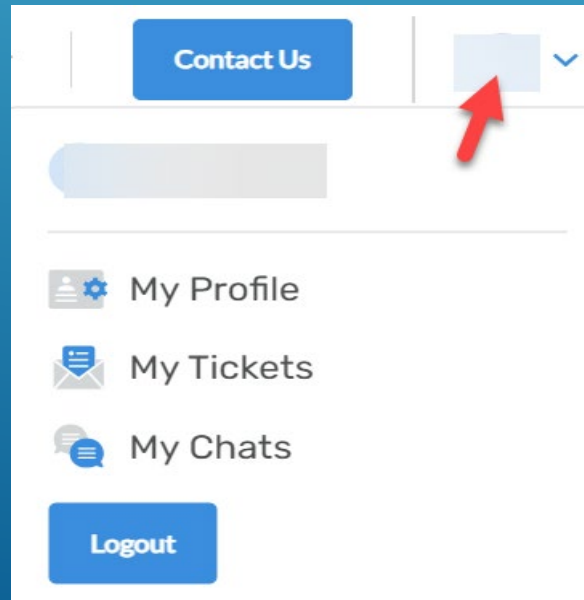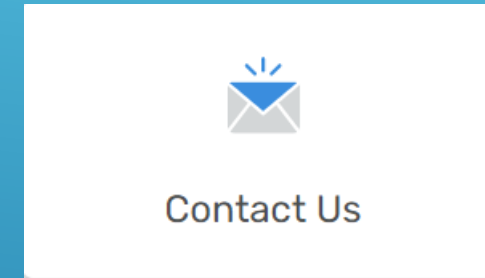- News is also displayed on the main splash page upon login.

FILES

▶ Files provides access to various documents from user access request forms and other content that can be downloaded and shared.

Files

CONTACT US

- Contact us allows the user to create a helpdesk ticket.

- These will be reviewed and responded to in a timely manner.

- Tickets can also be reviewed and tracked by selecting your profile in top right corner of your browser.

QUESTIONS/LOGIN ISSUES

For any issues with login or accessibility please email ehrsupport@voaohin.org

Please submit all user requests to this email address for access to help center and CareLogic