

Community vs. Care Center

Learn the differences between our two customer resource outlets to find what you need fast.

COMMUNITY

Resource Hub

Knowledge base managed by our Customer Success Department



Available Customer Resources:

- Corporate communications
- Customer newsletters
- Support communications
- Customer events
- Learning resources
- Product/services information

Community Members Include:

- Executives
- Clinical
- Compliance
- Reporting
- EHR Admins in charge of maintenance & decision making
- Billing/RCM
- Other customer contacts

CARE CENTER

Support System

Case (ticket) system managed by our Customer Support Department



Primary Purposes Include:

- Submit and track status of support cases (tickets)
- Call or chat with our Customer Support Team
- Search solution articles

Care Center Access Limited to:

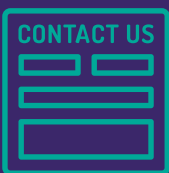
- Identified customer case submitters
- Up to 5 Users

NEED MORE HELP?

Community
Access Questions



Community
Content Questions



Care Center
Questions

