



## RELEASE NOTES

# Login – Contact Support Brief

## What is it?

The Updates to the login page that will allow users to have more options when needing support.

## Why is it useful?

A robust support system gives users a faster, more efficient, and more convenient way to get past issues. Adding the ability to view a knowledgebase allows users to possibly solve the issue on their own and adding another avenue to contact support by submitting a ticket improves service quality and response time.

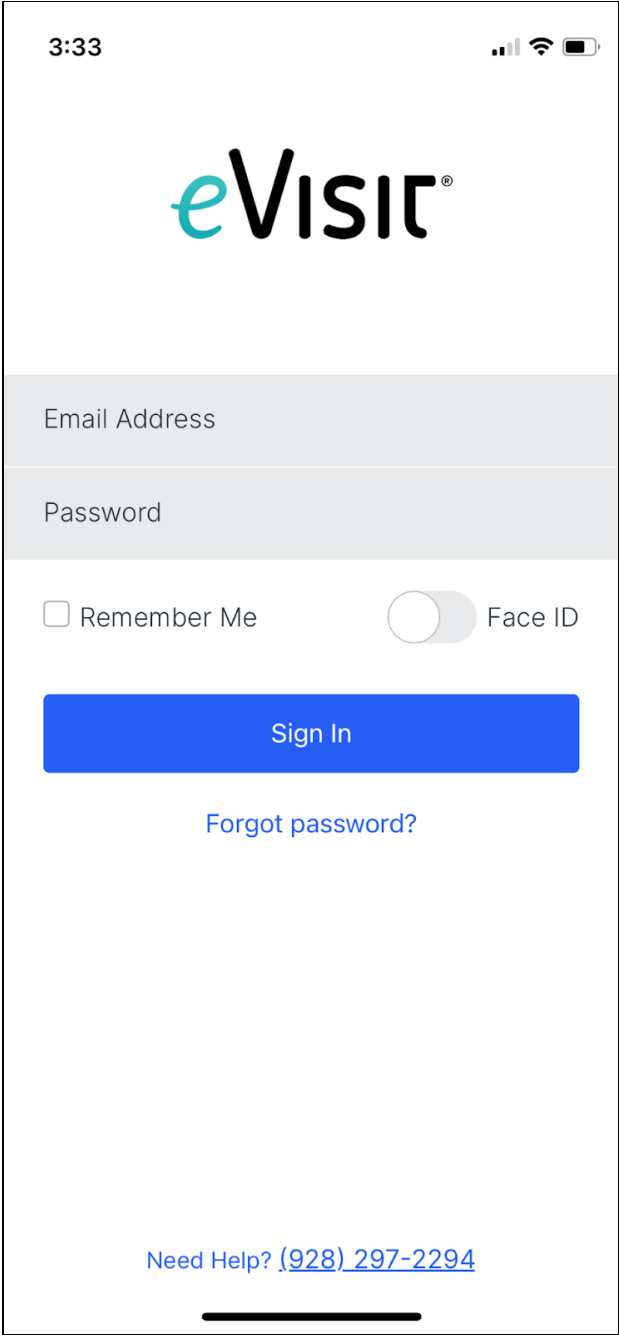
## Who should use it and when?

Patients when they are struggling with creating an account or logging in and any clinical user that may need some further assistance logging in.

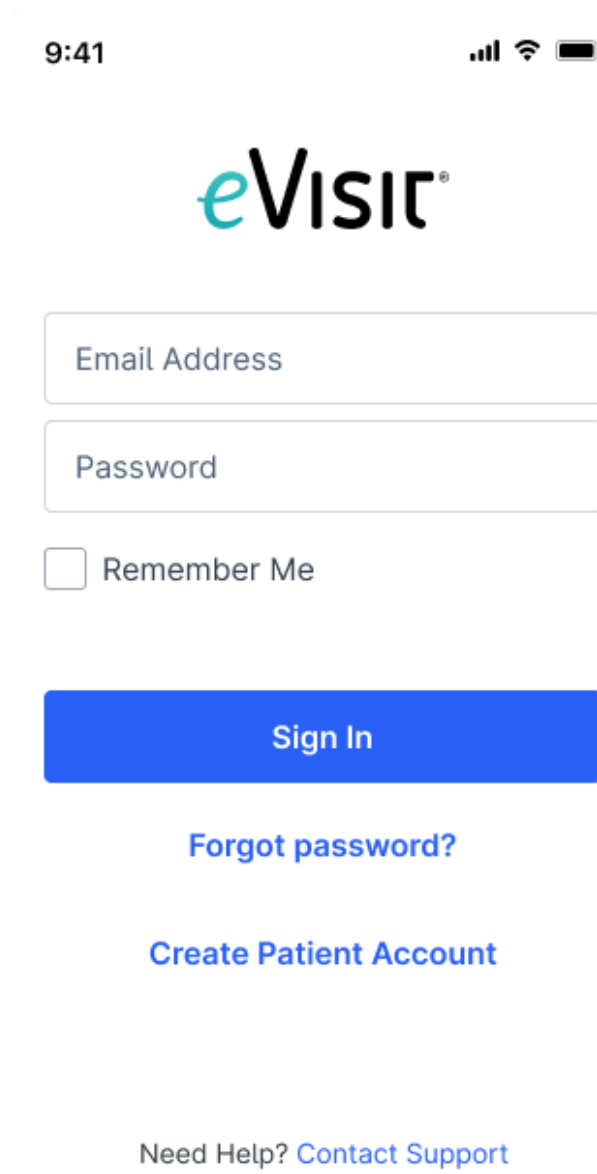
# How does it work?

On the login page, we used to just display our support phone number (as shown in the before photos below) but now users will have three choices when desiring assistance. The two additional options include submitting a ticket and viewing the knowledgebase.

## Mobile Before



## Mobile After



9:41

eVISIT<sup>®</sup>

Email Address

Password

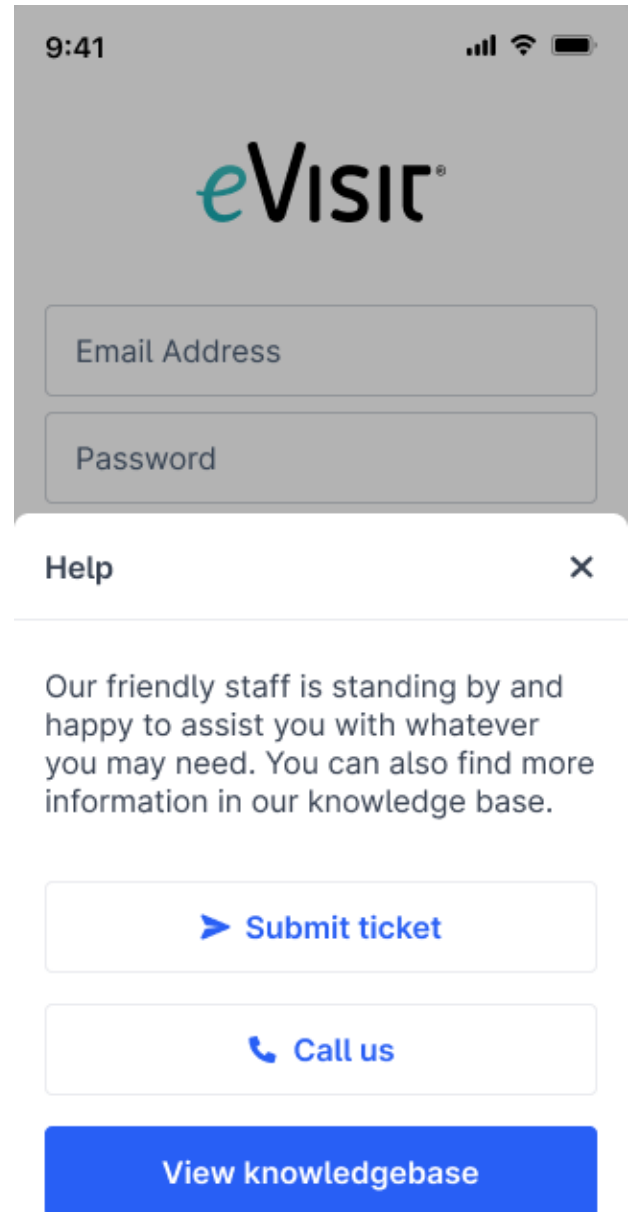
Remember Me

**Sign In**

[Forgot password?](#)

[Create Patient Account](#)

Need Help? [Contact Support](#)



9:41

eVISIT<sup>®</sup>

Email Address

Password

**Help** ×

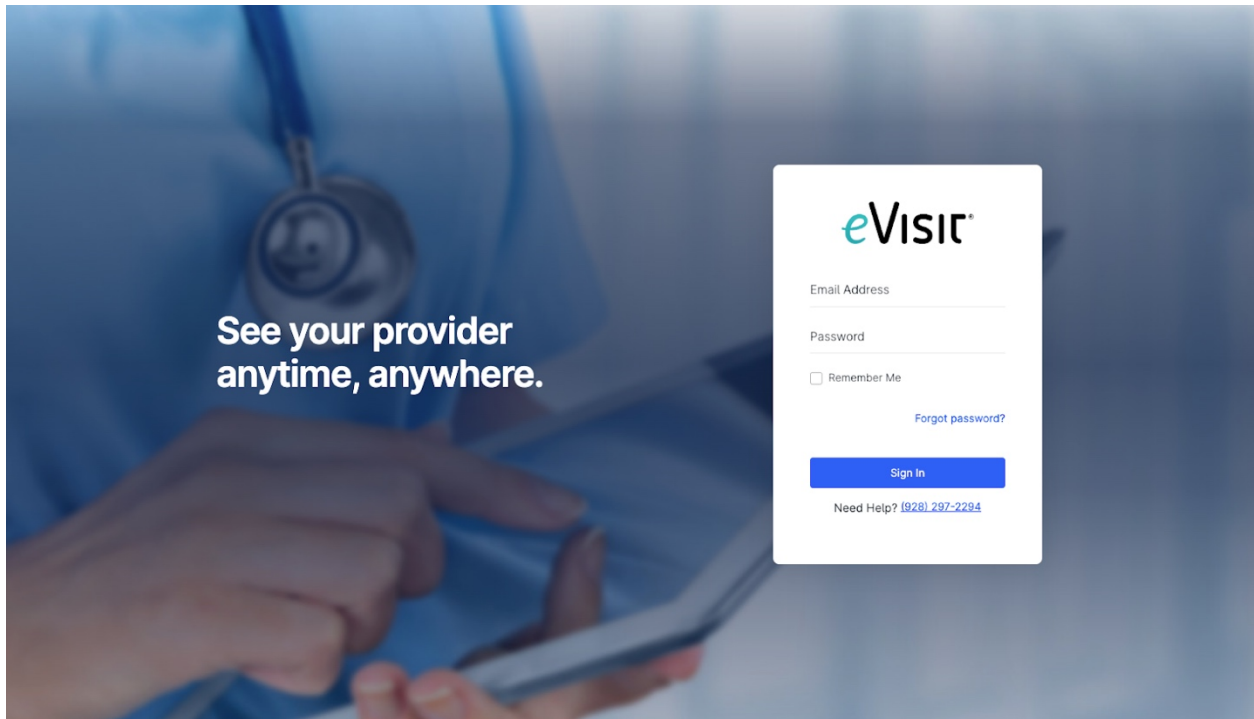
Our friendly staff is standing by and happy to assist you with whatever you may need. You can also find more information in our knowledge base.

[▶ Submit ticket](#)

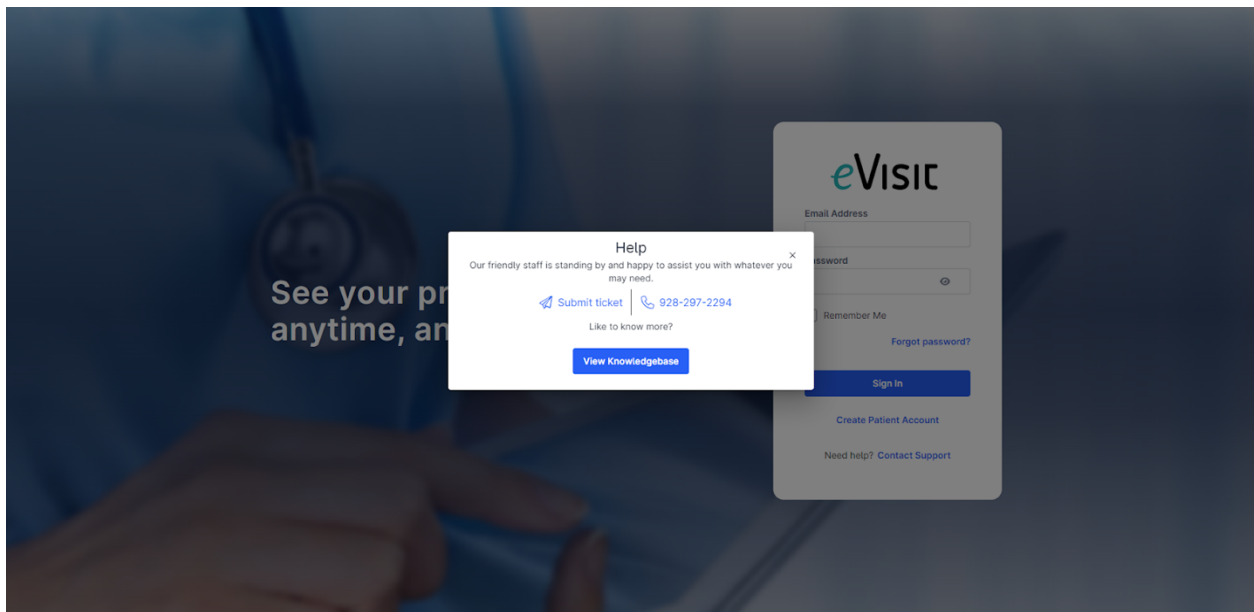
[☎ Call us](#)

**View knowledgebase**

## Web Before



## Web After



## How do I get started?

This feature will be available to all customers automatically.

## Additional Information

This information is customizable and will continue to stay customizable. It can be accessed and changed in ActiveAdmin.

This improvement will also be present on CBAs.