

Submitting Cases to EHR Integration Services

Revised August 1, 2015

This document describes the process you can use to log all your questions, requests and support cases via EHR's Bluecamroo support tracking tool. This tool allows us to receive, triage, assign and resolve your Cases in the most efficient manner.

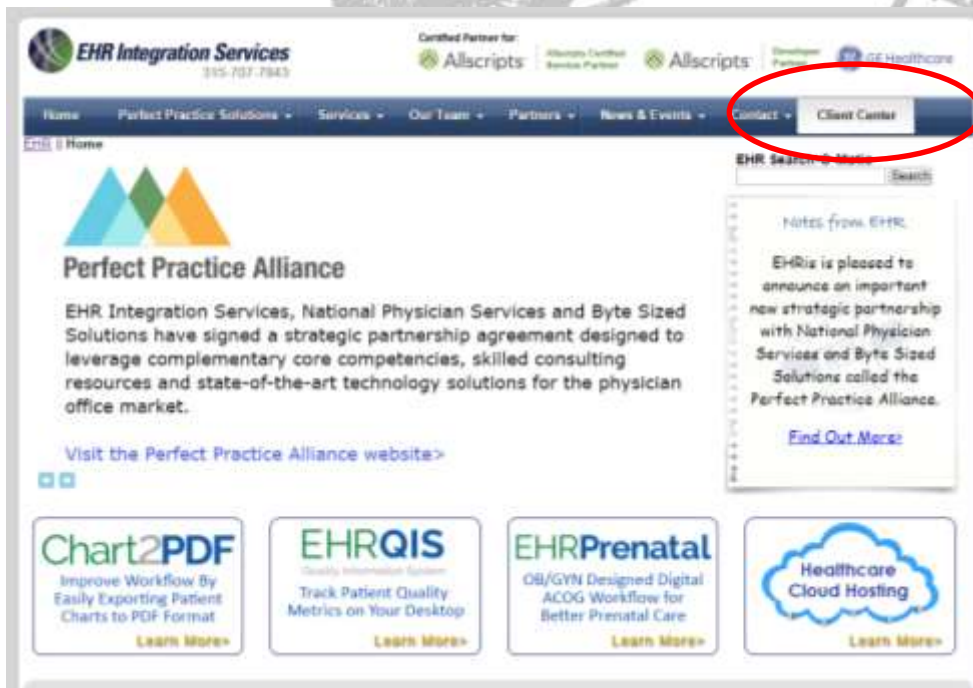
You can access our Bluecamroo Client Portal through the EHR Integration Services website, Client Center, (www.ehr-integration.com). Using your own Bluecamroo login credentials, you have the ability to add a new Case, as well as track the progress of all Cases posted by anyone within your organization.

If you do not yet have login credentials, please email connie.sheets@ehr-integration.com and she will be happy to set you up as a Client user.

For every new case you submit, as well as ALL updates made to your existing cases, you will receive automatic email notifications.

Logging into Bluecamroo

1. Go to www.ehr-integration.com
2. Click on the **Client Center** button located on the top Menu of the Home Page
3. Click on the **EHR Support Users** box in the upper right corner
4. This takes you to the **Bluecamroo Sign On** screen
5. Sign on using your unique username/password



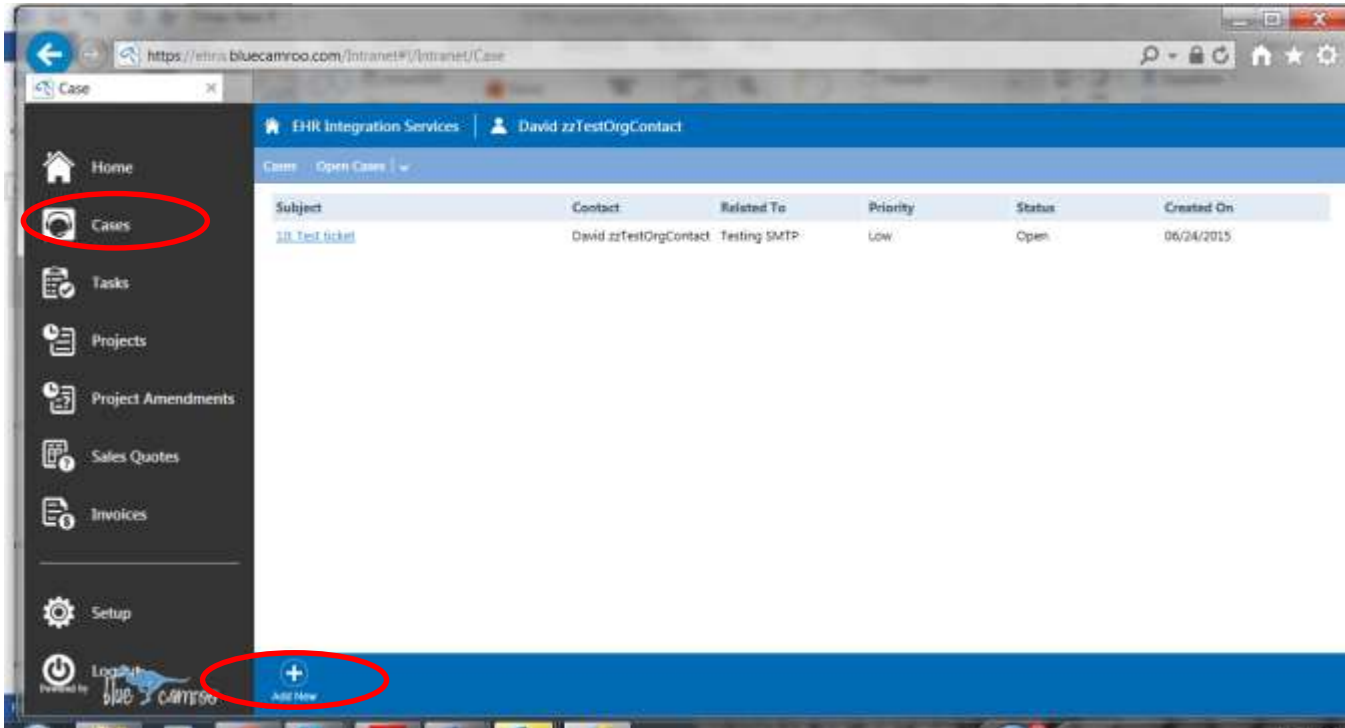
Your Home Page

Your Client Portal Home Page allows you to easily view Cases already submitted specifically by you, as well as those submitted by anyone from your organization.

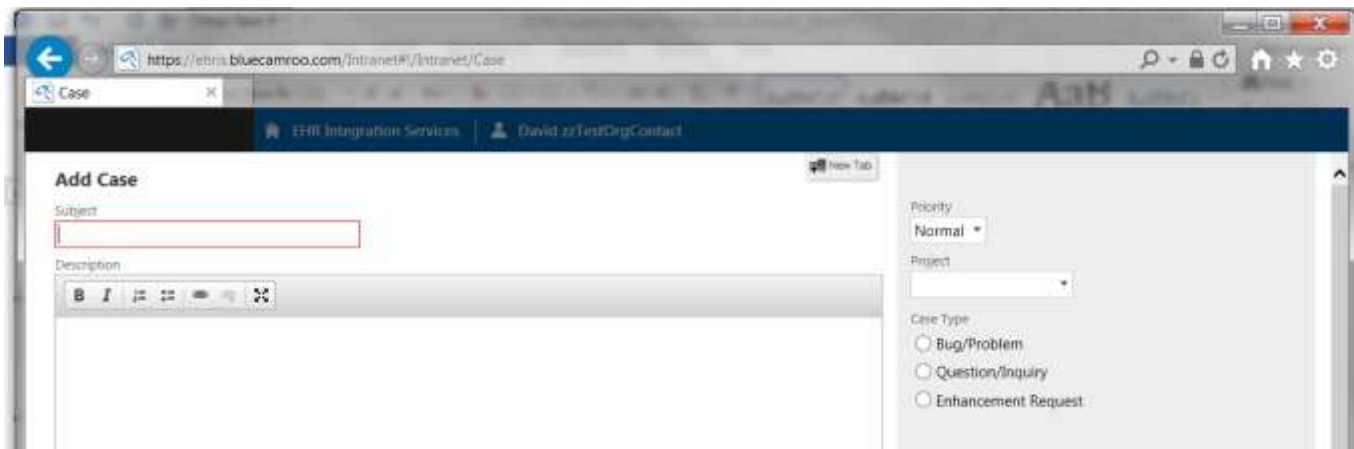
Submitting a New Case

To ADD a Case, click on the **Cases** button on the horizontal menu of your Home Page.

Then, click on the + **Add New** button at the bottom of the screen.



In the **Add Case** layout, enter your Case information.



Choose the *Priority* based on the following criteria:

HIGH Priority:

- This means your system is **DOWN**, and it is critical that it come back up as soon as possible, and you are requesting immediate attention
- **EHRis Support Team resolution time: less than 4 hours**

NORMAL Priority:

- This means you need our attention and expect us to get back to you soon, but you are not in a downtime situation
- **EHRis Support Team resolution time: within one business day**

LOW Priority:

- This means your issue is not urgent, but you expect a timely response
- **EHRis Support Team resolution time: within 3-5 business days**

Please choose the *Project* in the drop-down selection that your Case is related to.

Once you click the **Save** button, your Case is added, and you will immediately receive an email confirmation notification from ehris.bluecamroo.com,

Updating an existing Case

You may communicate any changes or updates to your Case, including a request to close the Case, via this Client Portal, or by simply replying to the Case's email notification.

Any email replies or postings to the *Status Update* section of the Case will be communicated to the EHRis Agent assigned to the Case.

