

Introduction

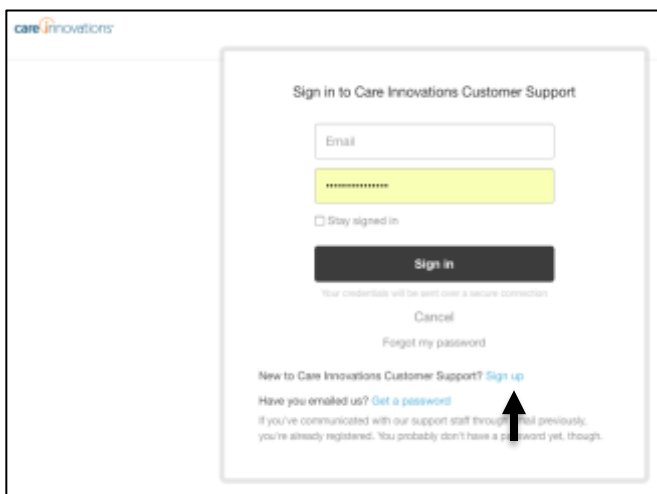
Welcome to Care Innovations Customer Support website, Zendesk®. This website makes it easy for clinicians and other customer personnel to tell Care Innovations about issues that need attention. You can also use it to keep track of issues you logged earlier and follow their progress toward being solved. If needed, you can add follow-up information. You can even access issues logged by other people in your organization.

In addition to using the support website, you can contact Care Innovations via phone or email (support@careinnovations.com).

Getting Started

To get started using the Care Innovations customer support website, access <http://support.careinnovations.com>.

REGISTER AS A NEW USER



Sign in to Care Innovations Customer Support

Email

Stay signed in

Sign in

Your credentials will be sent over a secure connection.

Cancel

Forgot my password

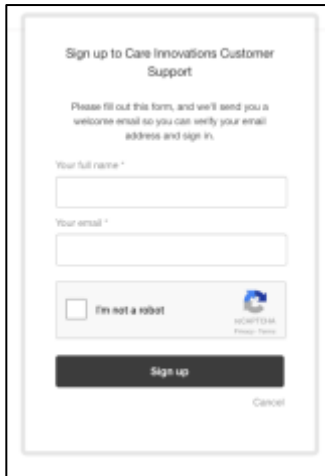
New to Care Innovations Customer Support? [Sign up](#)

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.



If you're completely new to Care Innovations Customer Support, click the **Sign up** link.




Sign up to Care Innovations Customer Support

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

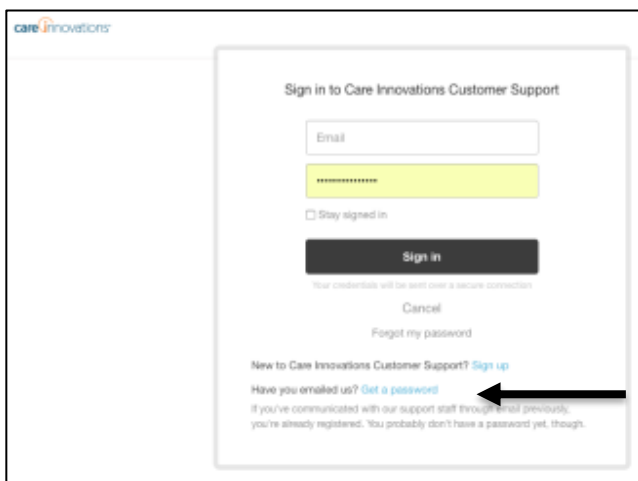
I'm not a robot 

Sign up Cancel

Enter your full name and email address. Then check the **I'm not a robot** checkbox, and click **Sign up**.

Care Innovations will email you with instructions on how to proceed.

GET A NEW PASSWORD



care innovations

Sign in to Care Innovations Customer Support

Email

Stay signed in

Sign in

Your credentials will be sent over a secure connection.

Cancel

Forgot my password

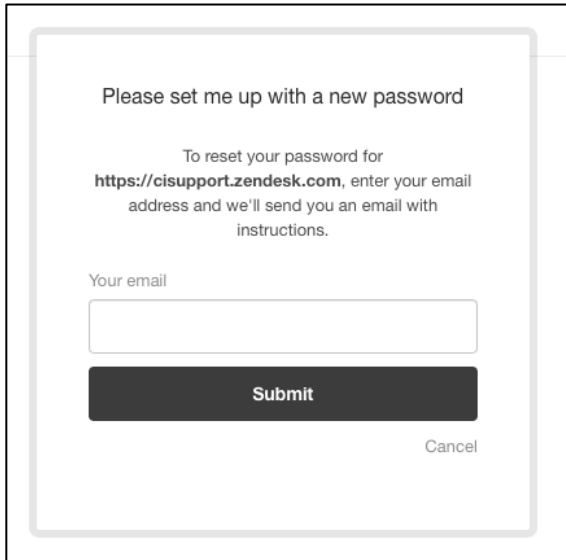
New to Care Innovations Customer Support? [Sign up](#)

Have you emailed us? [Get a password](#) ←

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

If you've emailed Care Innovations previously, you are known to the system, but you still need to get a password. Click the **Get a password** link.





Please set me up with a new password

To reset your password for <https://cisupport.zendesk.com>, enter your email address and we'll send you an email with instructions.

Your email

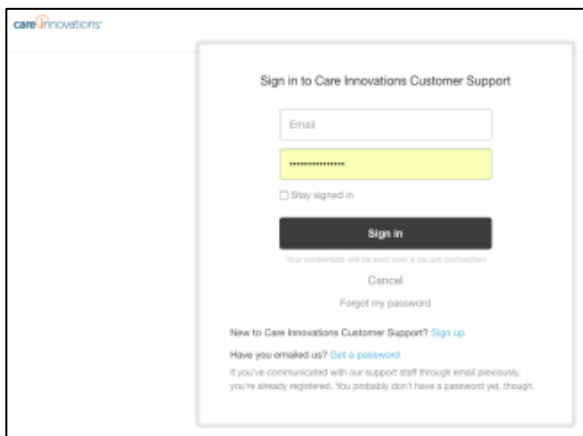
Submit

Cancel

Enter your email address and click **Submit**. Care Innovations will email you with instructions on how to proceed.

LOGGING IN

If you are set up already, log in to <http://support.careinnovations.com>.



care innovations

Sign in to Care Innovations Customer Support

 Stay signed in

Sign in

Your credentials will be sent over a secure connection.

Cancel

[Forgot my password](#)

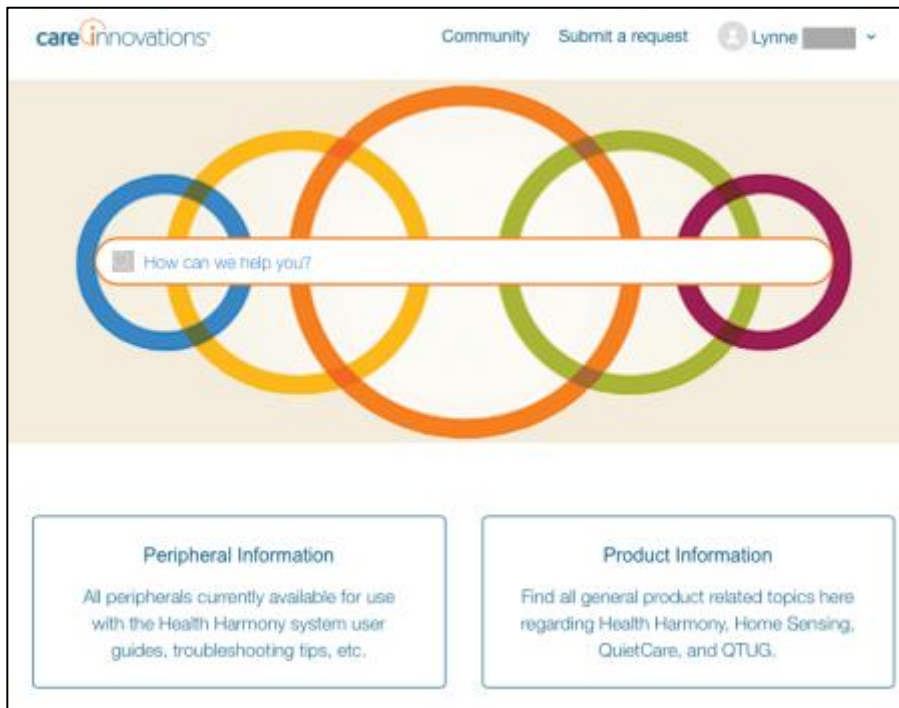
New to Care Innovations Customer Support? [Sign up](#)

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Care Innovations Support Website



Here you can explore the Knowledge Base or submit a service request.

KNOWLEDGE BASE

The Knowledge Base is like a library of documents. You can search the Knowledge Base by entering a search term in the **How can we help you?** field or by clicking different categories and sections.

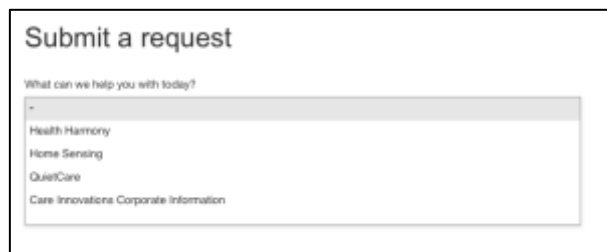


SUBMIT A SERVICE REQUEST VIA WEBSITE

You can also use the website to submit a customer support ticket.



Click **Submit a request**.



The screenshot shows the 'Submit a request' form. It has a title 'Submit a request' and a question 'What can we help you with today?'. Below the question is a dropdown menu with the following options: Health Harmony, Home Sensing, QuietCare, and Care Innovations Corporate Information.

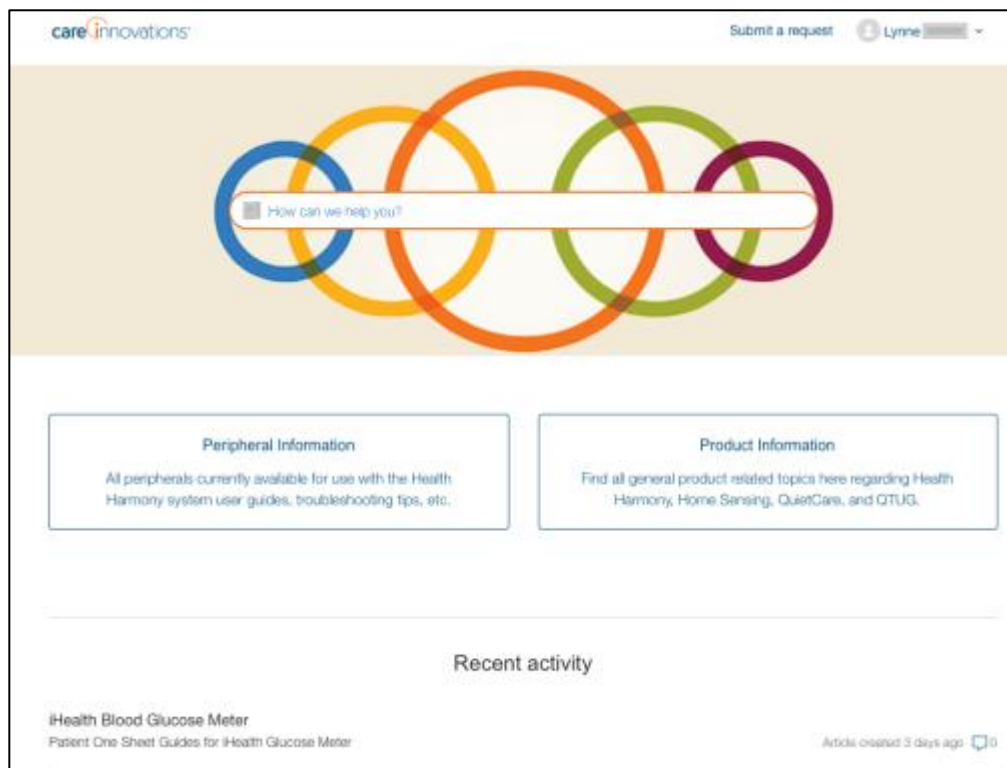
At the top of the Submit a Request form, choose an answer to the question "What can we help you with today?"

- [Health Harmony](#)
- [Home Sensing](#)
- [QuietCare](#)
- [Care Innovations Corporate Information](#)



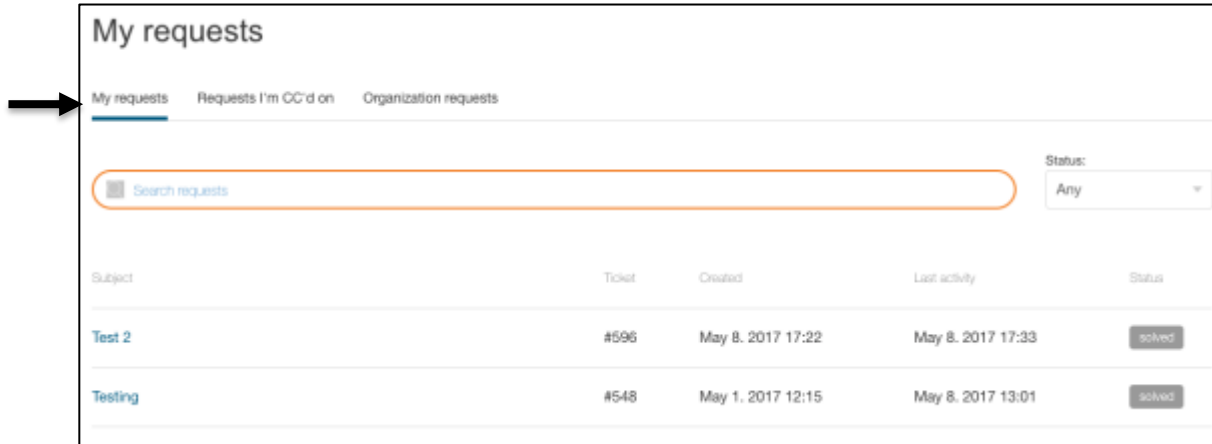
About Support Tickets

When you open a support ticket to Care Innovations, whether via email, phone, or the website, you are emailed information so you can view the progress of that ticket using the website. You will be able to ask and respond to follow-up questions, and you will be able to see when the ticket is resolved.



Click your name in the upper right corner and choose **My Activities** from the drop-down list.





A new page displays a list of requests you've made –you're looking at the My Requests tab.

MY REQUESTS

Use the **Search requests** field to help you find the request you need. If you want to see requests that have a specific status, use the drop-down under Status. To access ticket details, click the Subject of the ticket.

In My Requests, for each request listed, you will see:

- Ticket number for reference
- Date and time it was created
- Date and time of most recent activity for the request
- Status

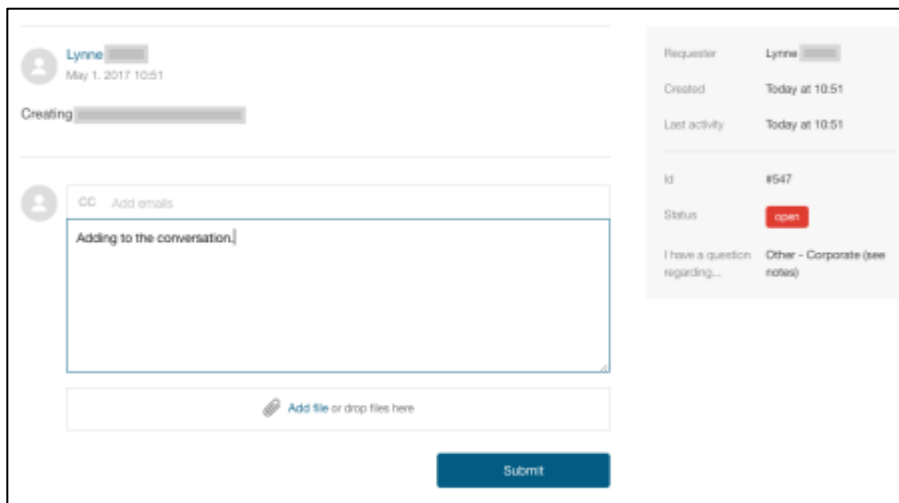
Status may be Open, Awaiting Your Reply, or Solved.

- Open tickets are in process at Care Innovations.



- “Awaiting Your Reply” tickets require attention from you, the end-user. You may need to provide additional information.
- Solved tickets have been completed. You or Care Innovations can reopen Solved tickets if a reply is submitted within seven days of the ticket being solved. If it has been more than seven days, Care innovations can create a follow-up ticket.

If you click the Subject of a ticket on the My Requests tab, it will open.



The screenshot shows a ticket creation interface. On the left, there is a header with a user profile for 'Lynne' and a timestamp 'May 1, 2017 10:51'. Below this is a 'Creating' field. A large text area is labeled 'Adding to the conversation,' with a 'CC Add emails' link above it. Below the text area is a file upload section with the text 'Add file or drop files here' and a 'Submit' button. On the right side, there is a metadata panel showing 'Requester: Lynne', 'Created: Today at 10:51', 'Last activity: Today at 10:51', 'Id: #547', and 'Status: open' (indicated by a red button). At the bottom of the metadata panel, there is a link 'I have a question regarding...' and a note 'Other - Corporate (see notes)'.

To provide more information in an Open ticket, type in the “Add to conversation” field.

If you need to attach a computer file, click the **Add File** link and choose the file. (Maximum file size is 20MB.) When the file is added, click **Submit**.



Care Innovations LLC > My activities

[Redacted] DH has an offline appliance sensor. Ga...

Keith [Redacted]
March 23, 2017 16:29

[Redacted] DH has an offline appliance sensor. Gateway [Redacted]

Keith [Redacted]
March 27, 2017 11:28

This participant is disenrolling from the study, and has disconnected their system. So, no call is needed. [Redacted] will coordinate the collection/return of hardware.

This request is closed for comments. You can [create a follow-up](#).

Requester	Keith [Redacted]
Created	March 23, 2017 16:29
Last activity	April 03, 2017 15:01
ID	#158
Status	SOLVED
Patent ID	30
Gateway ID	46260404



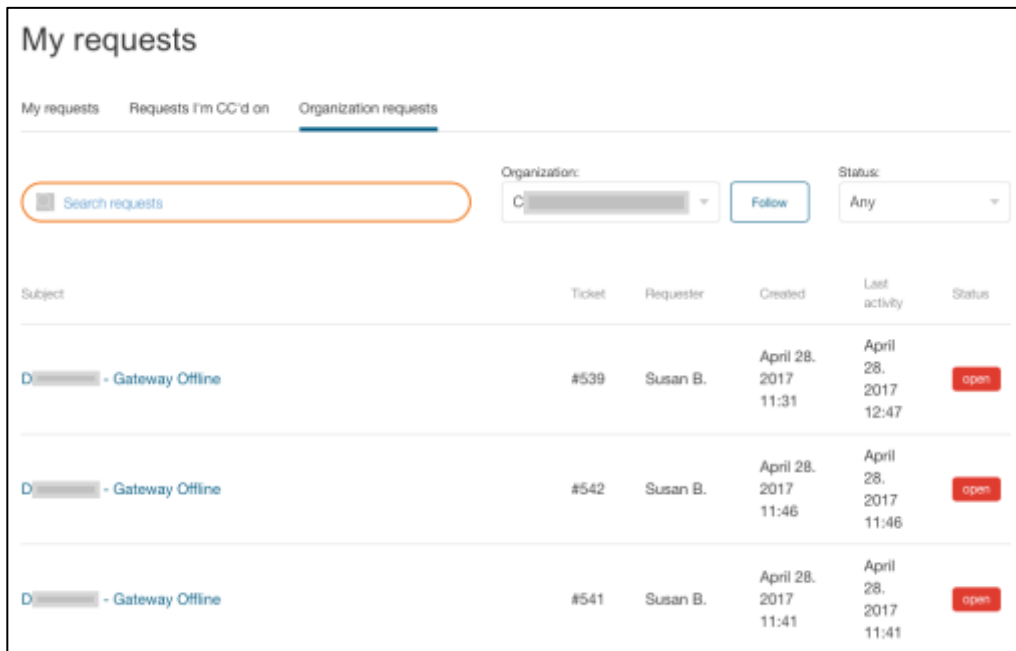
If you access a Solved ticket and need to make a follow-up request, click the **create a follow-up** link.



REQUESTS I'M CC'D ON

Click **Requests I'm CC'd on** to follow the progress of relevant tickets.

ORGANIZATION REQUESTS



My requests

My requests Requests I'm CC'd on **Organization requests**

Search requests

Organization: C [dropdown] Follow Status: Any [dropdown]

Subject	Ticket	Requester	Created	Last activity	Status
D [redacted] - Gateway Offline	#539	Susan B.	April 28, 2017 11:31	April 28, 2017 12:47	open
D [redacted] - Gateway Offline	#542	Susan B.	April 28, 2017 11:46	April 28, 2017 11:46	open
D [redacted] - Gateway Offline	#541	Susan B.	April 28, 2017 11:41	April 28, 2017 11:41	open

Click the **Organization Requests** tab to see requests made by everyone in your organization (including yourself). Use the **Search Requests** field to help you find what you need. If you want to control which status of requests you see, use the drop-down under Status. Click the Subject of a request to open it and view details.

