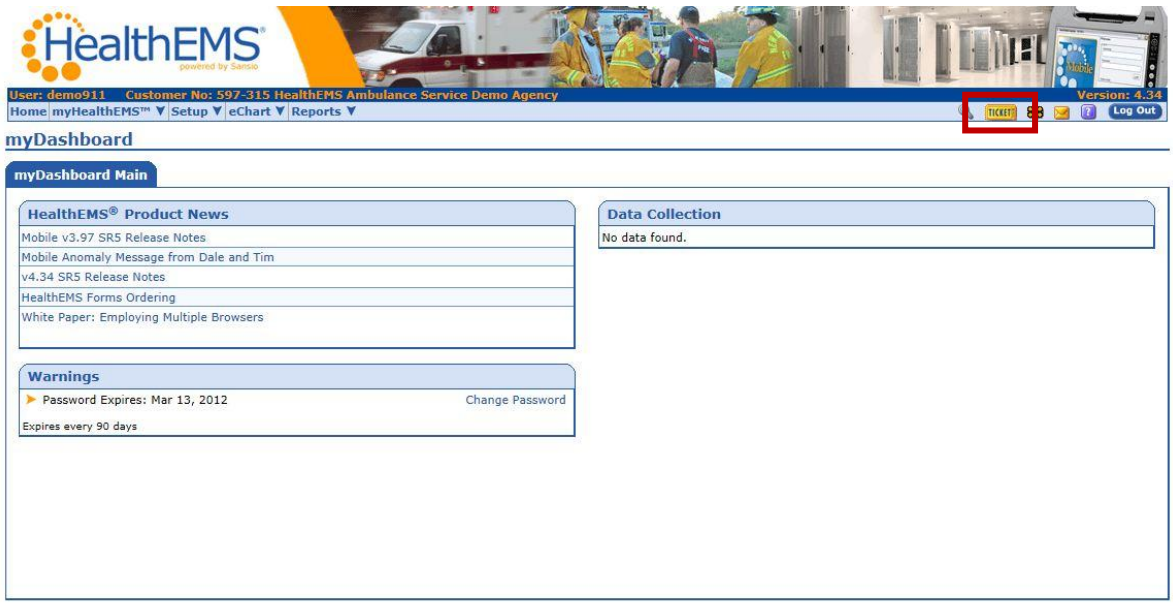
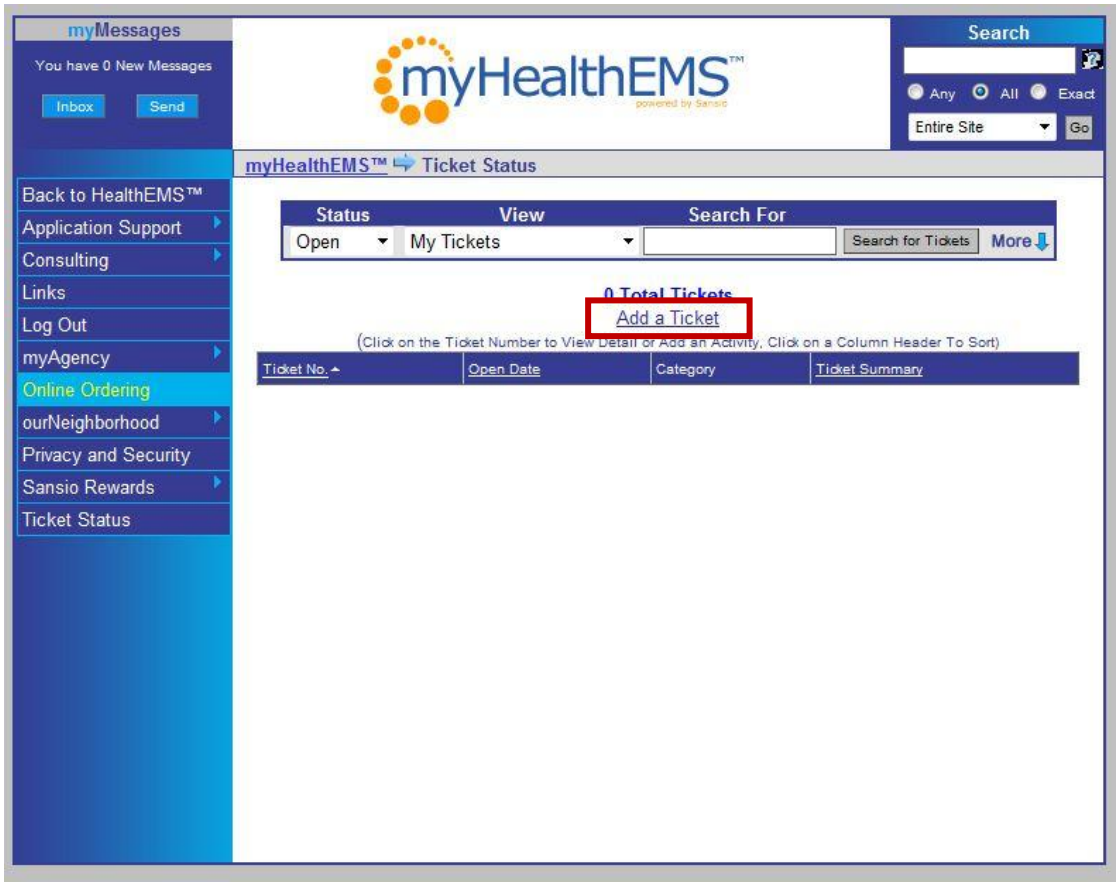
Create an online support Ticket

Step 1. Click the icon to be redirected to https://healthems.com and log in with a valid user credential.

Step 2. Click the Ticket icon at the top right of the home page.



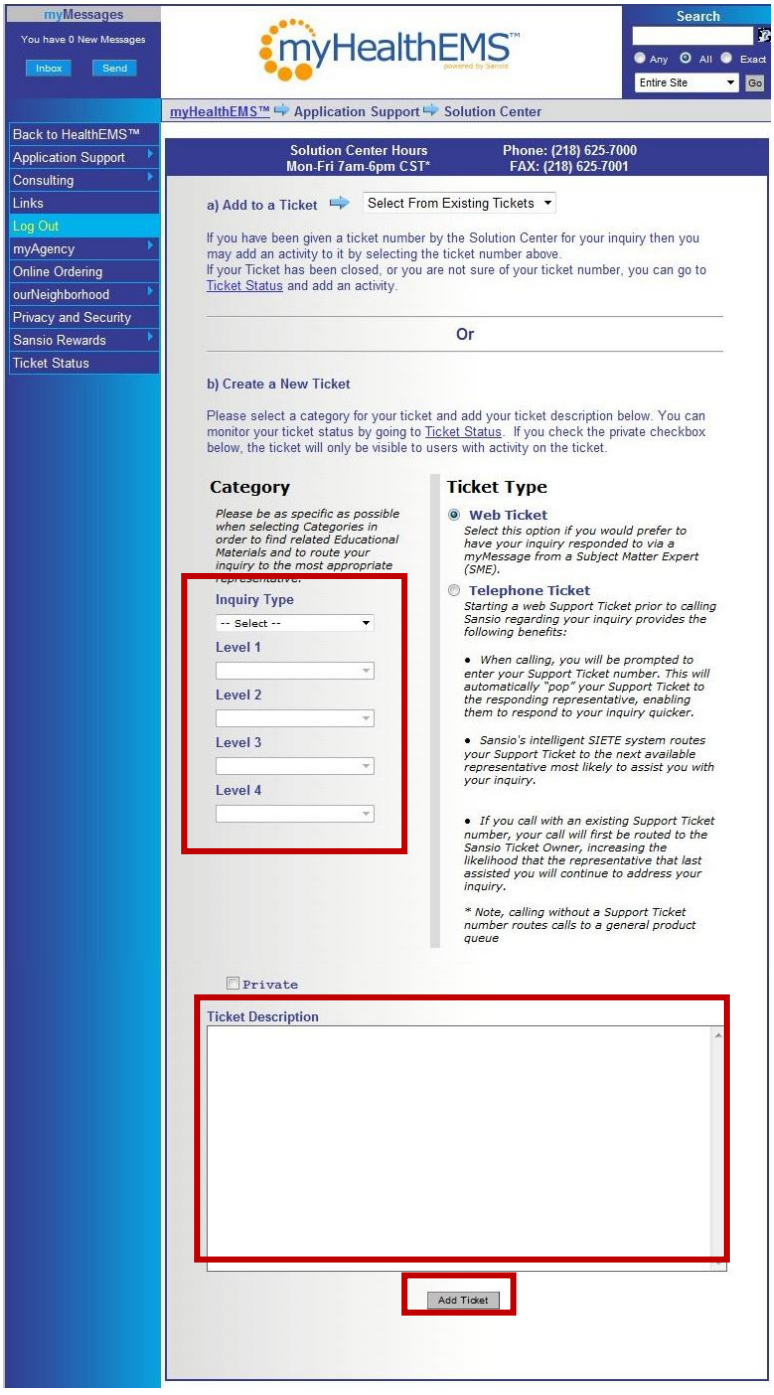
Step 3. Click the "Add a Ticket" link to create a new Ticket.



Step 4. Categorize the ticket with an Inquiry Type, Level 1, Level 2, etc. to route the ticket to a Sansio subject matter expert.

Step 5. Compose a message in the Ticket Description. Be as descriptive as possible.

Step 6. Click the "Add Ticket" button to send the ticket to Sansio.

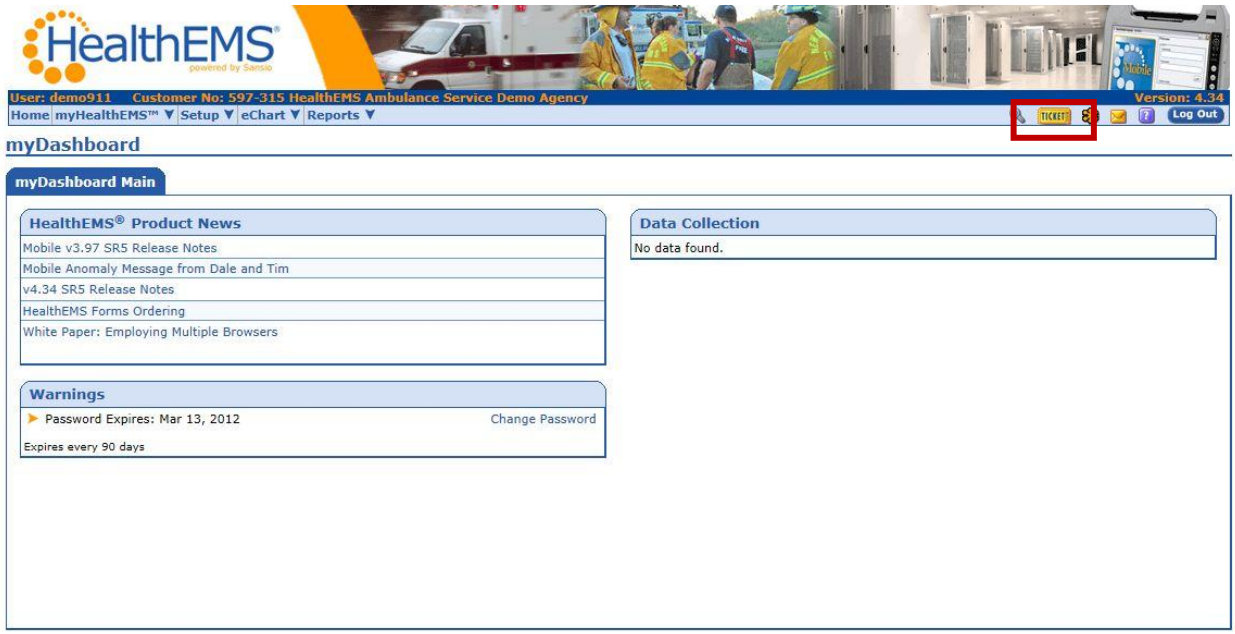


Step 7. The ticket is successfully submitted when the ticket number is displayed. Please reference this number when calling the Solution Center after a ticket has been created for related inquiries.

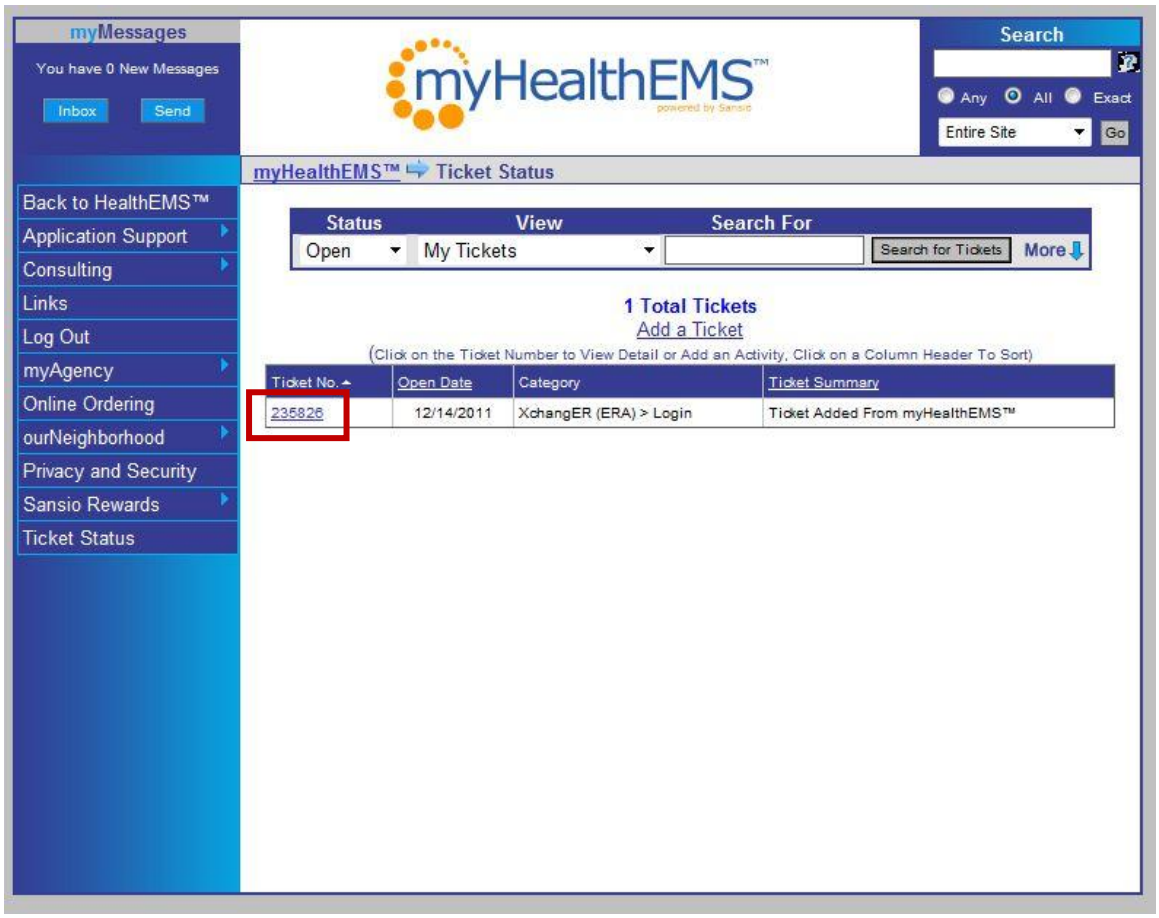
Add an Activity to an Existing Ticket

Step 1. Click the icon to be redirected to https://healthems.com and log in with a valid user credential.

Step 2. Click the Ticket icon at the top right of the home page.

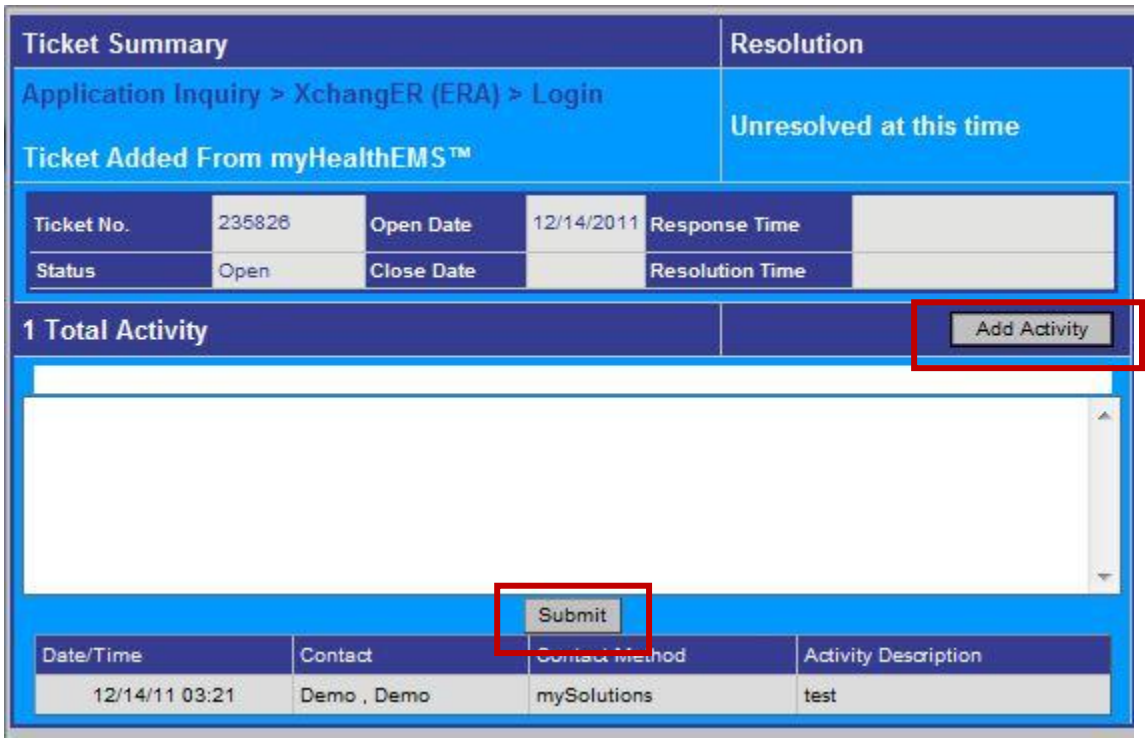


Step 3. Click the ticket number to display the details of an existing ticket.



Step 4. Click the "Add an Activity" button to compose a message. Be as descriptive as possible.

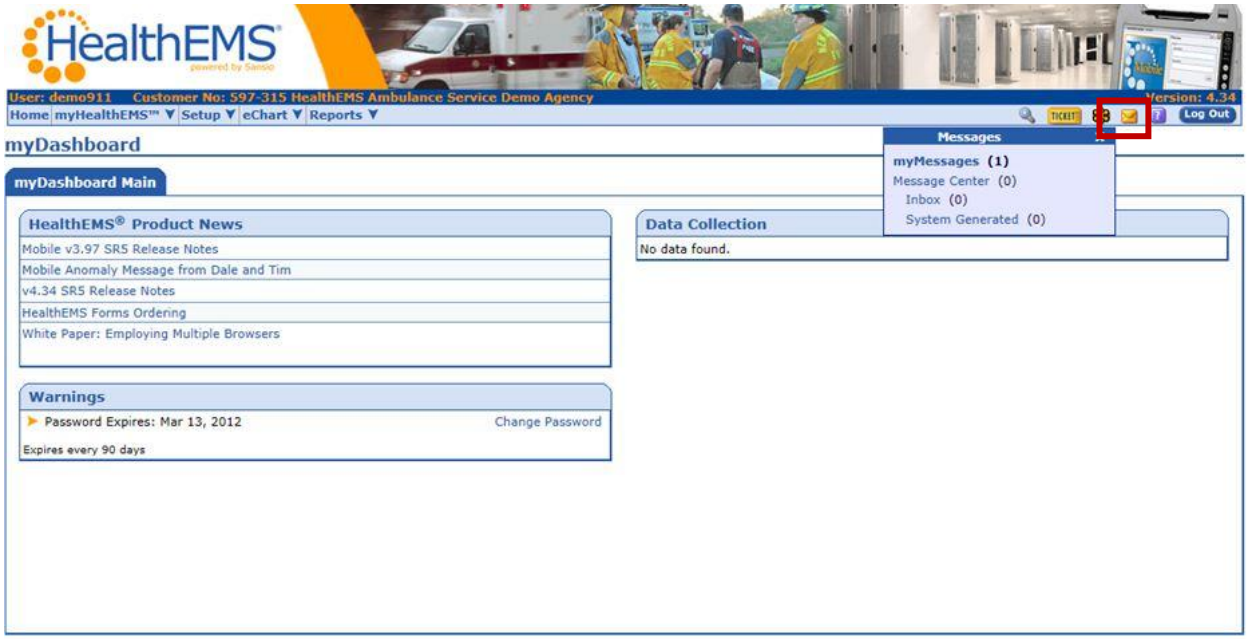
Step 5. Click the Submit button to send the Ticket Activity to Sansio.

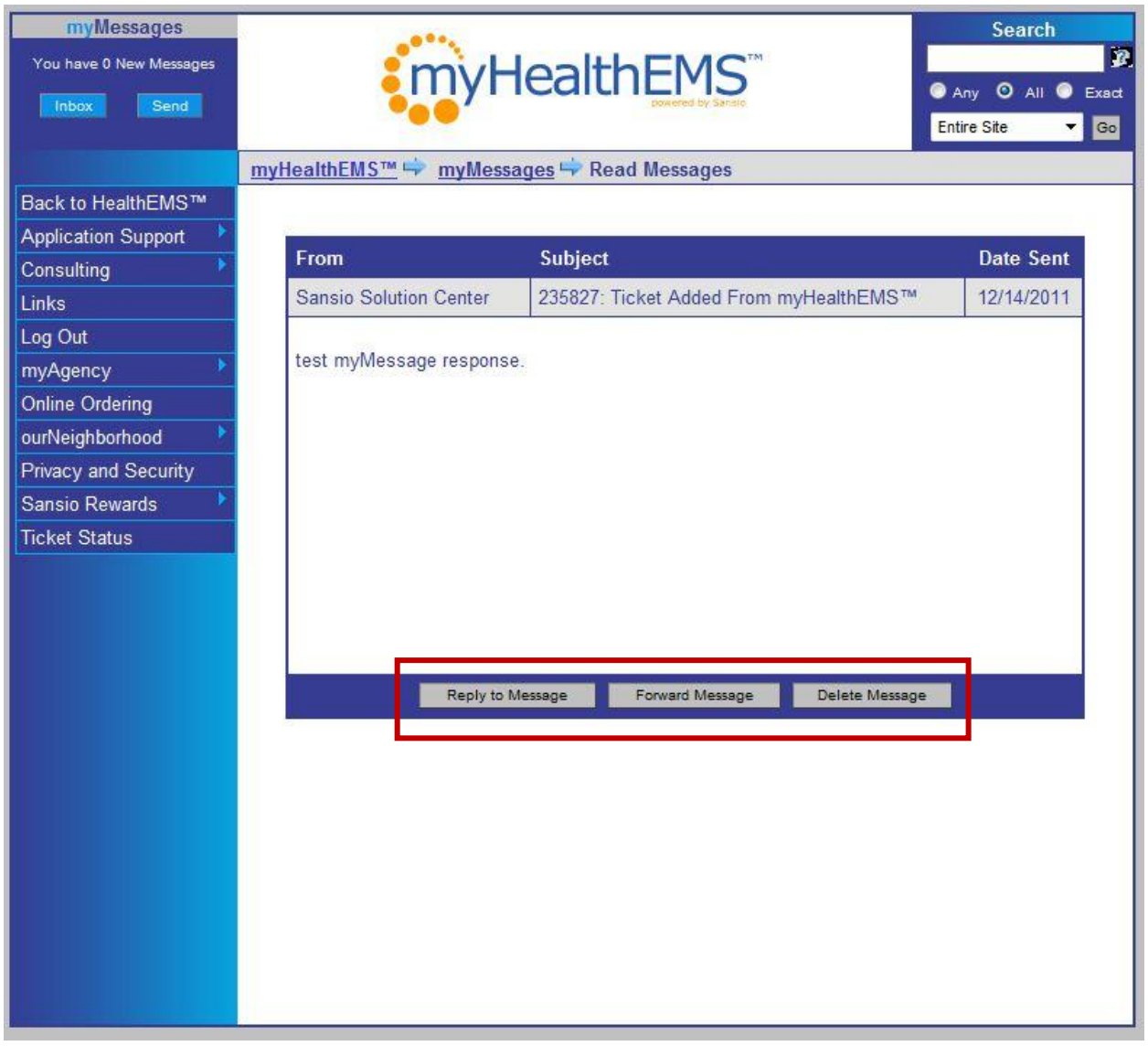


Viewing and replying to myMessages

Step 1. Click the icon to be redirected to https://healthems.com and log in with a valid user credential.

Step 2. Hover the mouse over the Envelope icon at the top right of the home page. Next, click on myMessages link to view messages from the Sansio Solution Center.



Step 3. Click on the Subject line to view the myMessage

Step 4. Choose to Reply, Forward or Delete the myMessage as appropriate.