


## 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.



### Log In to HealthEMS®

Username:

Password:

[Log In](#)

[Did you forget your password?](#)





NEMSiS  
Compliant  
Software

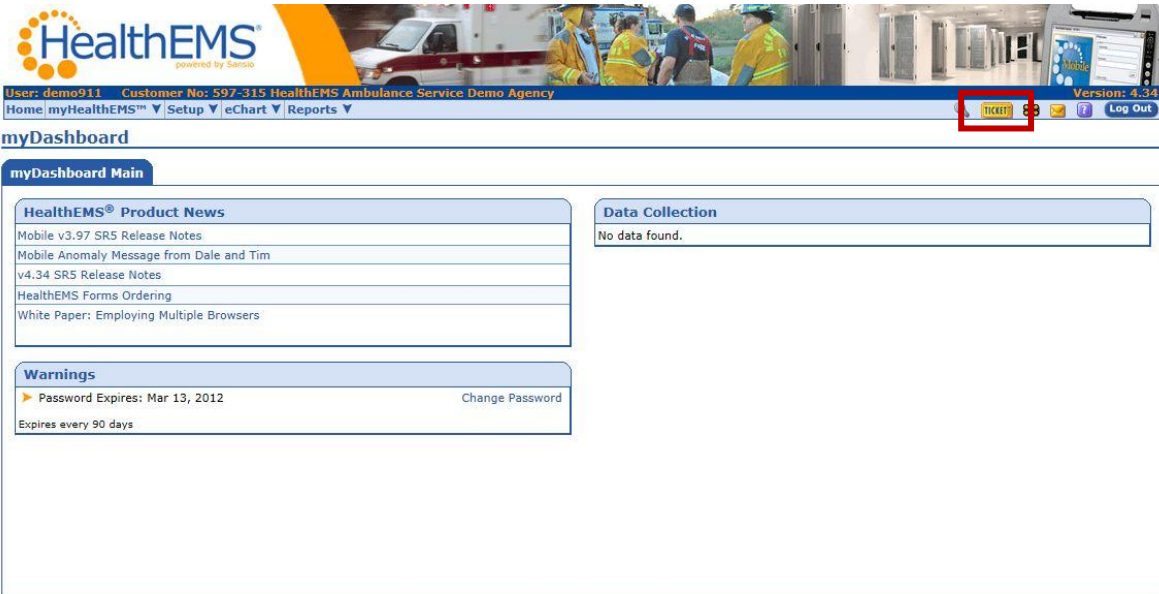
NEMSiS Gold  
Compliant Software

### Welcome to HealthEMS®

Access to HealthEMS® is for Sansio customers only. To access this site you must have session cookies enabled.

**Sansio serves as a Business Associate to organizations and uses stringent administrative, physical and technical safeguards to protect the confidentiality, integrity and availability of ePHI in accordance with the HIPAA Security Rule. [HERE](#) are the key customer responsibilities for User Based Access Control.**

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.

myMessages  
You have 0 New Messages  
Inbox Send

myHealthEMS™ Application Support Solution Center

Search  
Any All Exact  
Entire Site Go

myHealthEMS™ Application Support Solution Center

Back to HealthEMS™  
Application Support  
Consulting  
Links  
Log Out  
myAgency  
Online Ordering  
ourNeighborhood  
Privacy and Security  
Sansio Rewards  
Ticket Status

Solution Center Hours  
Mon-Fri 7am-6pm CST\*  
Phone: (218) 625-7000  
FAX: (218) 625-7001

a) Add to a Ticket

If you have been given a ticket number by the Solution Center for your inquiry then you may add an activity to it by selecting the ticket number above.  
If your Ticket has been closed, or you are not sure of your ticket number, you can go to [Ticket Status](#) and add an activity.

Or

b) Create a New Ticket

Please select a category for your ticket and add your ticket description below. You can monitor your ticket status by going to [Ticket Status](#). If you check the private checkbox below, the ticket will only be visible to users with activity on the ticket.

**Category**  
*Please be as specific as possible when selecting Categories in order to find related Educational Materials and to route your inquiry to the most appropriate representative.*

**Inquiry Type**  
-- Select --  
Level 1  
Level 2  
Level 3  
Level 4

**Ticket Type**

**Web Ticket**  
*Select this option if you would prefer to have your inquiry responded to via a myMessage from a Subject Matter Expert (SME).*

**Telephone Ticket**  
*Starting a web Support Ticket prior to calling Sansio regarding your inquiry provides the following benefits:*

- When calling, you will be prompted to enter your Support Ticket number. This will automatically "pop" your Support Ticket to the responding representative, enabling them to respond to your inquiry quicker.
- Sansio's intelligent SIETE system routes your Support Ticket to the next available representative most likely to assist you with your inquiry.
- If you call with an existing Support Ticket number, your call will first be routed to the Sansio Ticket Owner, increasing the likelihood that the representative that last assisted you will continue to address your inquiry.

\* Note, calling without a Support Ticket number routes calls to a general product queue


Private

Ticket Description

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.

The screenshot displays the myHealthEMS user interface. At the top left, there is a 'myMessages' section with the text 'You have 0 New Messages' and buttons for 'Inbox' and 'Send'. The main header features the 'myHealthEMS' logo, which includes a stylized orange sun icon and the text 'powered by Sansio'. To the right of the logo is a search bar with the label 'Search', a search input field, and radio buttons for 'Any', 'All', and 'Exact'. Below the search bar is a dropdown menu set to 'Entire Site' and a 'Go' button. A navigation bar below the header contains the text 'myHealthEMS™' followed by a blue arrow icon and the text 'Add Ticket/Activity'. On the left side, there is a vertical menu with the following items: 'Back to HealthEMS™', 'Application Support', 'Consulting', 'Links', 'Log Out', 'myAgency', 'Online Ordering', 'ourNeighborhood', 'Privacy and Security', 'Sansio Rewards', and 'Ticket Status'. The main content area of the page displays a confirmation message: 'Ticket: 235826 Created' enclosed in a red rectangular border, with a blue underlined link below it that reads 'Click here for Ticket Status'.

## 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.



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[About HealthEMS®](#) | [Terms of Service](#) | [Privacy Policy](#)  
Unauthorized access is prohibited. Usage will be monitored.  
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Step 2. Click the Ticket icon at the top right of the home page.

HealthEMS<sup>®</sup> powered by Sansio

User: demo911 Customer No: 597-315 HealthEMS Ambulance Service Demo Agency Version: 4.34

Home myHealthEMS™ Setup cChart Reports

**myDashboard**

**myDashboard Main**

**HealthEMS<sup>®</sup> Product News**

- Mobile v3.97 SR5 Release Notes
- Mobile Anomaly Message from Dale and Tim
- v4.34 SR5 Release Notes
- HealthEMS Forms Ordering
- White Paper: Employing Multiple Browsers

**Data Collection**

No data found.

**Warnings**

- ▶ Password Expires: Mar 13, 2012 [Change Password](#)

Expires every 90 days

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

myMessages

You have 0 New Messages

[Inbox](#) [Send](#)

Search

Any All Exact

Entire Site [Go](#)

myHealthEMS™ Ticket Status

Status: Open View: My Tickets Search For:  [Search for Tickets](#) [More](#)

**1 Total Tickets**

[Add a Ticket](#)

(Click on the Ticket Number to View Detail or Add an Activity, Click on a Column Header To Sort)

Ticket No.	Open Date	Category	Ticket Summary
<a href="#">235828</a>	12/14/2011	XchangER (ERA) > Login	Ticket Added From myHealthEMS™

Back to HealthEMS™


- Application Support
- Consulting
- Links
- Log Out
- myAgency
- Online Ordering
- ourNeighborhood
- Privacy and Security
- Sansio Rewards
- Ticket Status

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.

Ticket Summary				Resolution	
Application Inquiry > XchangER (ERA) > Login				Unresolved at this time	
Ticket Added From myHealthEMS™					
Ticket No.	235826	Open Date	12/14/2011	Response Time	
Status	Open	Close Date		Resolution Time	
1 Total Activity				<input type="button" value="Add Activity"/>	
<div style="border: 1px solid gray; height: 100px;"></div>					
<input type="button" value="Submit"/>					
Date/Time	Contact	Contact Method	Activity Description		
12/14/11 03:21	Demo , Demo	mySolutions	test		

## 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

The screenshot displays the myHealthEMS myMessages inbox. At the top left, there is a 'myMessages' header with a '1 New Message' notification and 'Inbox' and 'Send' buttons. The main header features the myHealthEMS logo and a search bar with radio buttons for 'Any', 'All', and 'Exact', and a dropdown menu for 'Entire Site' with a 'Go' button. Below the header, the page title is 'myHealthEMS™ myMessages Inbox'. A navigation menu on the left includes links like 'Back to HealthEMS™', 'Application Support', 'Consulting', 'Links', 'Log Out', 'myAgency', 'Online Ordering', 'ourNeighborhood', 'Privacy and Security', 'Sansio Rewards', and 'Ticket Status'. The main content area contains a 'Send New' button, a checkbox for 'Send Email Notification When a myMessage is Received', a 'Mark Selected as Read' dropdown, and an 'Update' button. Below this is a table with columns 'From', 'Subject', and 'Date Sent'. A single message is listed with the subject '235827: Ticket Added From myHealthEMS™' highlighted by a red box. At the bottom of the table, it shows '1 Total Messages' and '1 Unread'.

From	Subject	Date Sent
Sansio Solution Center	235827: Ticket Added From myHealthEMS™	12/14/2011

1 Total Messages    1 Unread

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

The screenshot displays the myHealthEMS myMessages interface. At the top left, it says "myMessages" and "You have 0 New Messages" with "Inbox" and "Send" buttons. The main header features the myHealthEMS logo (powered by Sansio) and a search bar with "Any", "All", and "Exact" filters, and a "Go" button. Below the header, a breadcrumb trail reads "myHealthEMS™ > myMessages > Read Messages". A left sidebar contains navigation links: "Back to HealthEMS™", "Application Support", "Consulting", "Links", "Log Out", "myAgency", "Online Ordering", "ourNeighborhood", "Privacy and Security", "Sansio Rewards", and "Ticket Status". The main content area shows a message table with the following data:

From	Subject	Date Sent
Sansio Solution Center	235827: Ticket Added From myHealthEMS™	12/14/2011

Below the table, the message content reads "test myMessage response.". At the bottom of the message area, three buttons are highlighted with a red box: "Reply to Message", "Forward Message", and "Delete Message".