

Submitting Support Cases to EHR Integration Services

Revised June 1, 2018

EHR Integration Services uses the online *ehris.BlueCamroo* issue tracking tool to receive, triage, communicate and resolve your issues in the most efficient manner.

This service allows you to submit Support Cases to EHRis and to update and track the progress of your Organization's Cases with EHRis.

To request *ehris.BlueCamroo* login credentials, please contact to Connie Sheets, EHRis Support Manager, at connie.sheets@ehr-integration.com.

NOTE: To ensure your Organization's email server accepts notifications from the *ehris.bluecamroo.com* domain, please add *ehris.bluecamroo.com* as a Trusted Source in your browser.

Accessing the Client Portal

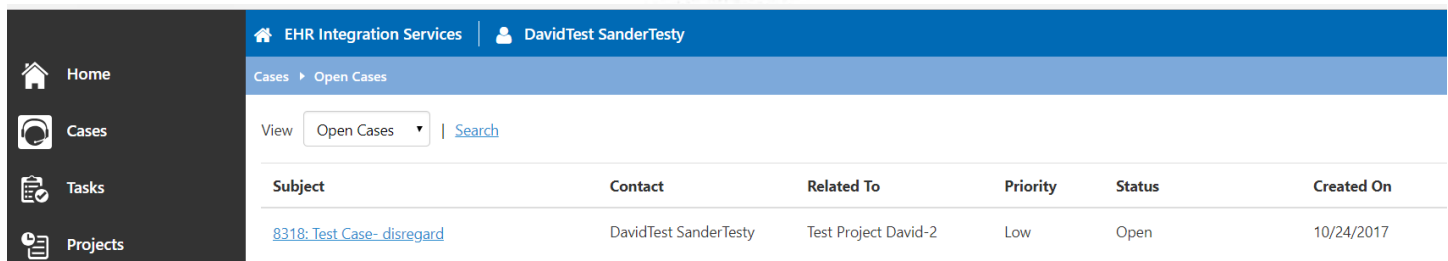
1. Go to www.ehr-integration.com and click on the **Client Center** button located in the upper right corner
2. Click on the **EHRis Client Portal** link located on the right side of the *Client Center* page
3. Log into the **Client Portal** using your unique username/password

EHR Support Users

[Click here to log into the EHRis Client Portal](#)

Submitting a New Case

Select *Cases* on the navigation panel to see your Organization's Open Support Cases.



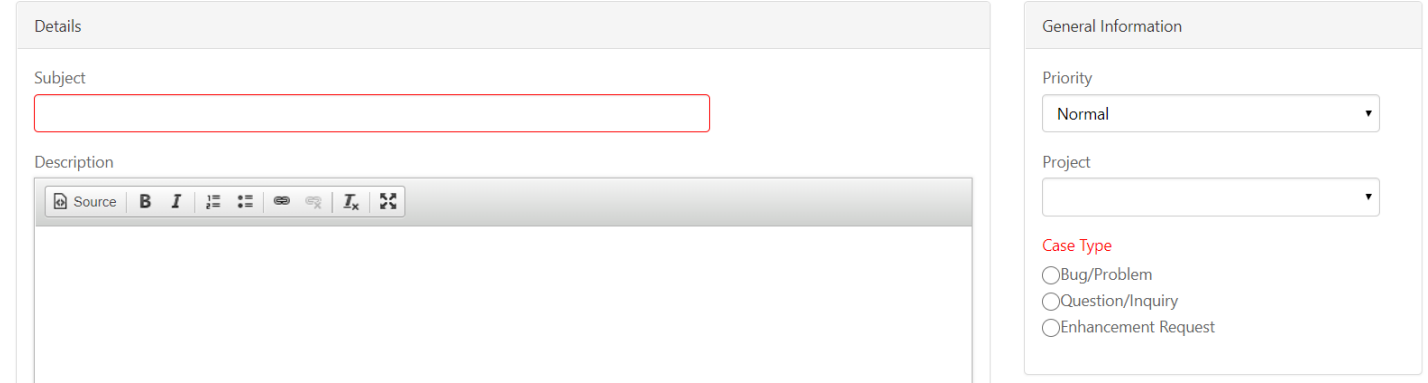
The screenshot shows the EHR Integration Services client portal interface. On the left is a dark navigation menu with icons for Home, Cases, Tasks, and Projects. The main content area has a blue header with 'EHR Integration Services' and a user profile 'DavidTest SanderTesty'. Below the header, there's a 'Cases' section with a dropdown menu set to 'Open Cases' and a search box. A table displays the following data:

Subject	Contact	Related To	Priority	Status	Created On
8318: Test Case- disregard	DavidTest SanderTesty	Test Project David-2	Low	Open	10/24/2017

To submit a new Support Case, click on the + **Add New** button in the footer of the *Cases* screen.

In the **Add Case** template, enter your *Case Subject* and *Description*.

Add Case



Select the *Priority* level based on the following criteria:

HIGH:

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

NORMAL:

- This means your issue is important and needs our attention, but you are not in a downtime situation
- **EHRis Support Team resolution time: within one business day**

LOW:

- This means your issue does not need immediate attention
- **EHRis Support Team resolution time: within 3-5 business days**

Select the *Project* your Case is related to in the drop-down menu.

Indicate the *Case Type* to help with the Agent assignment.

Click the Save button in the footer to submit your Case. You will immediately receive an email confirmation from [ehris.bluecamroo.com](mailto:ehris@bluecamroo.com).

NOTE: Please add *ehris.bluecamroo.com* as a Trusted Source in your browser to ensure your Organization's email server accepts your Case email notifications.

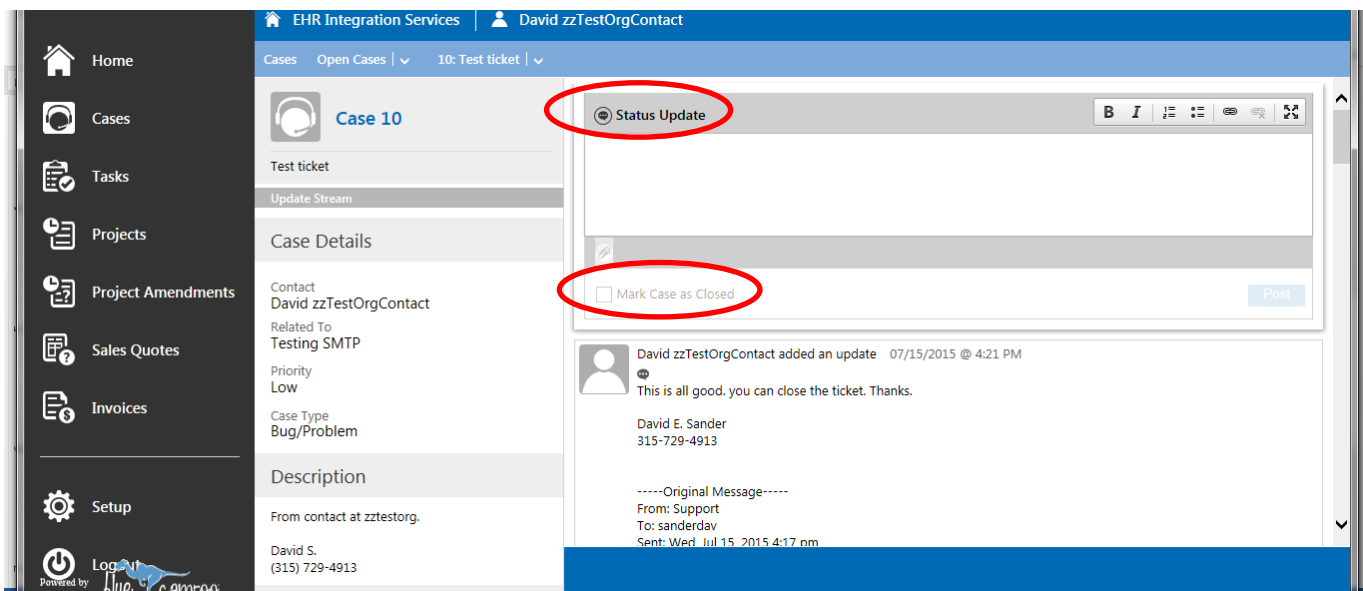
Updating a Case

Post all your *Status Updates* and immediately communicate with your Case Agent in one of two ways:

- by posting *Status Updates* directly into the Case via the Client Portal
- by replying to your Case's email notifications.

Closing a Case

Close a Case in the *Client Portal* by posting a *Status Update* and checking the 'Mark Case as Closed' box.



The screenshot displays the EHR Integration Services Client Portal interface. The left sidebar contains navigation icons for Home, Cases, Tasks, Projects, Project Amendments, Sales Quotes, Invoices, Setup, and Logout. The main content area shows a case titled 'Case 10' with a 'Status Update' button circled in red. Below the update form, there is a 'Mark Case as Closed' checkbox, also circled in red. The case details include contact information for David zzTestOrgContact, related to 'Testing SMTP', with a priority of 'Low' and case type of 'Bug/Problem'. The description mentions 'From contact at zztestorg.' and 'David S. (315) 729-4913'. A recent update from David zzTestOrgContact is shown, dated 07/15/2015 at 4:21 PM, with the message: 'This is all good, you can close the ticket. Thanks.' Below this, an original message is visible, dated Wed Jul 15 2015 4:17 pm.

For additional information or help regarding the EHRis Support Process, please contact Connie Sheets, EHRis Support Manager, at connie.sheets@ehr-integration.com.