

Note: If you encounter any issues with accessing the Support Portal or submitting a ticket, please contact our support line at +1 877-708-9075 (6:00 a.m. to 7:00 p.m. Pacific time, Monday through Friday)

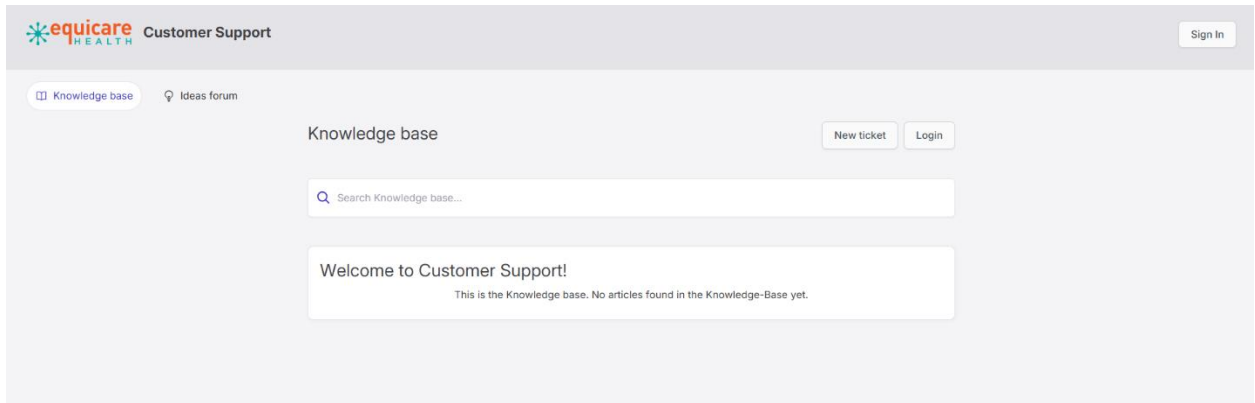
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Restricted

1. How to get to the Support Portal?

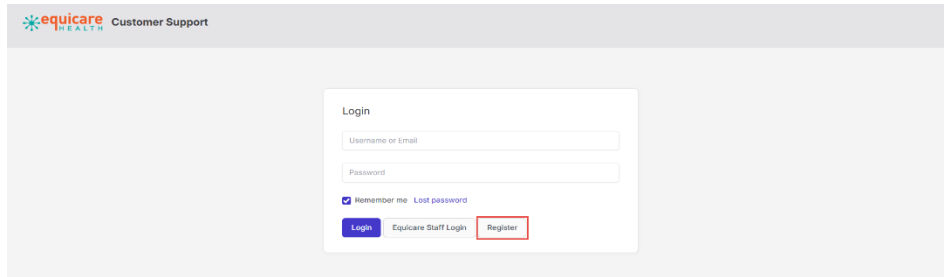
The Equicare Health Support Portal is available at: <https://customerservice.equicarehealth.com/>



** We recommend adding the Support Portal URL to your browser's favorites for quick and easy access.

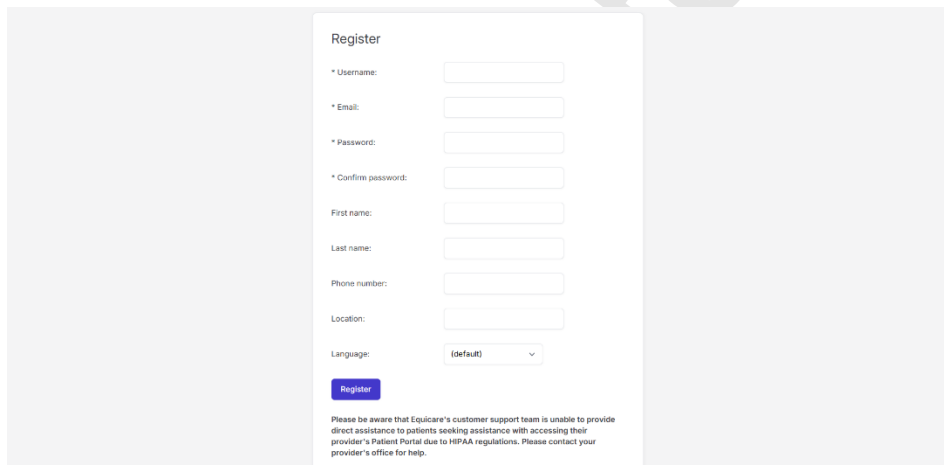
2. How to Create an Account?

1. Click on either 'Login' or 'Sign In' buttons on the home page, then click on 'Register'.

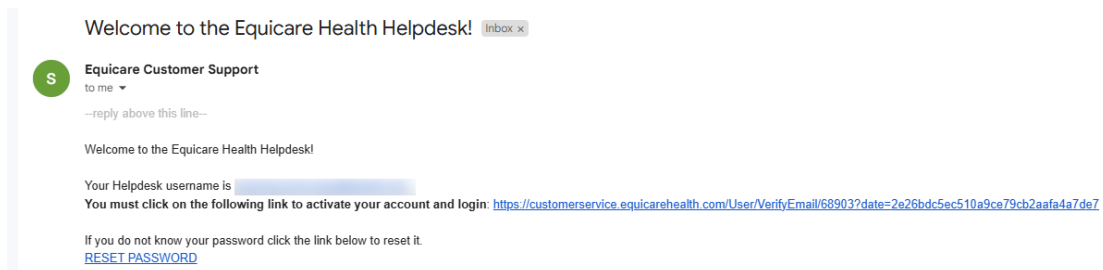


2. To register as a support portal user, please complete the following:

- Username - enter the desired username.
- Email - enter your email.
- Password - choose a password.
- Confirm password - verify your password.
- First/Last names



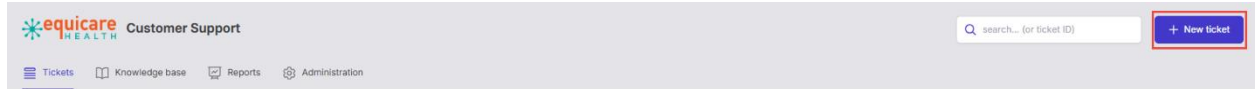
3. Click 'Register'
4. You will receive an account activation email with the subject line 'Welcome to the Helpdesk!' from Equicare Customer Support (support@equicarehealth.com).
5. Please click the link in the email to activate your account. (The link expires after 3 days)



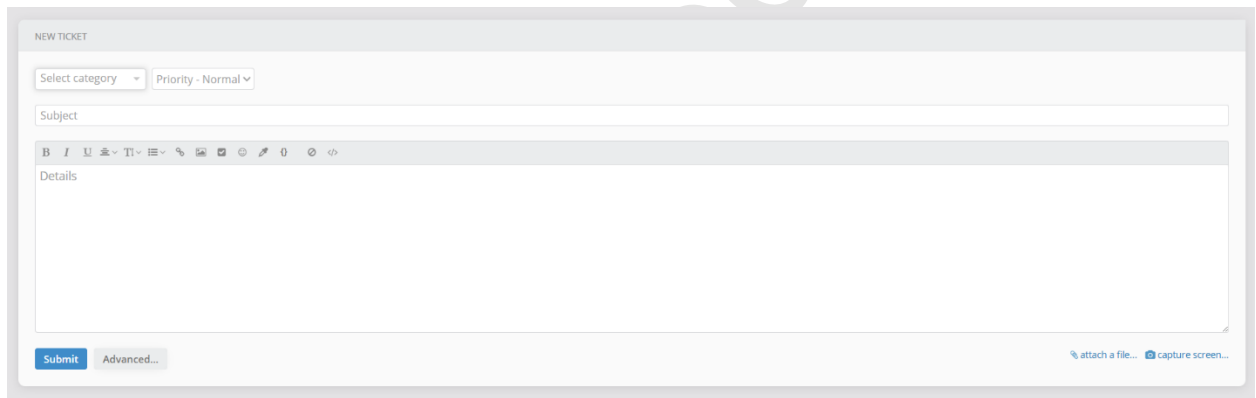
IMPORTANT NOTE: Account activation is required to submit/view tickets. If you cannot find the email, please check your junk mail folder and IT quarantine.

3. How to Submit a New Ticket?

1. After logging in, click on '**New Ticket**' at the top right corner of the screen.



2. Use this page to submit a new ticket to the help desk system:
 - a. Choose a category that your ticket fits best,
 - b. Fill in the "subject"
 - c. Fill in the "text" fields
3. Click "**Submit**".
4. You can optionally set the ticket priority and attach files or screenshots to it. You can also add subscribers to the newly created ticket using the "Add subscribers" field on this page - 'subscribers' are users who follow the ticket and get all updates from it.

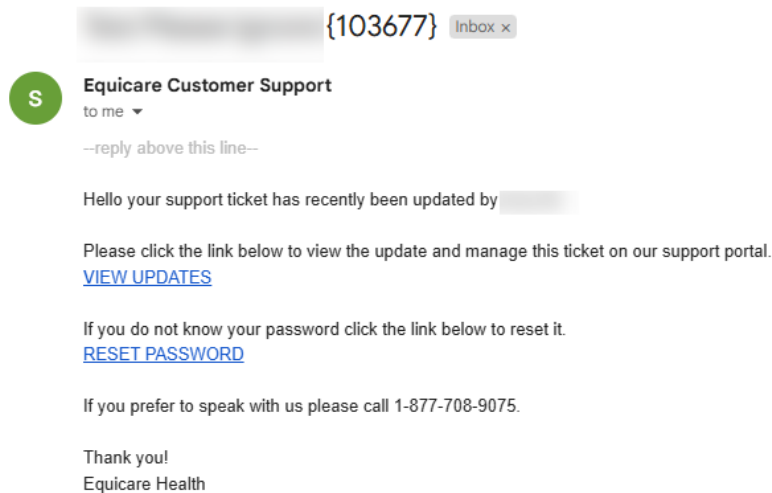


5. You will receive a confirmation email once your ticket has been successfully submitted.
If you cannot find the email, please check your junk mail folder and IT quarantine.

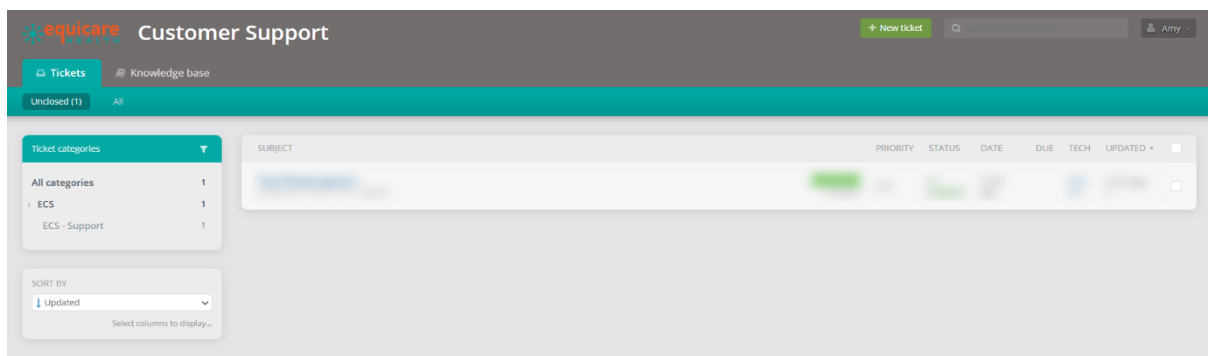
4. How to View Updates to Tickets?

- You can view ticket updates directly through the support portal.
 - Unclosed tickets - this tab shows all active (unclosed) tickets, you have permission to see and is the recommended way to view tickets.
 - ALL tickets - this tab shows ALL tickets you have permissions to view, including the closed ones
- You will receive an email notification whenever your ticket is updated. The updates will not be visible in the email and must be accessed through the 'View Ticket' link.

Due to HIPAA regulations, certain support tickets may contain protected health information (PHI) or personally identifiable information (PII). For security and privacy, detailed information can only be accessed through the support portal.



- You can also search for tickets you have access to through the search bar in the top right corner. Searches can be based on ticket number, subject, or key phrases within the ticket itself.



Signature Manifest

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All dates and times are in Pacific Time.

Equicare Health Support Portal User Guide

Change Request

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	13 Mar 2025, 03:19:30 PM	Approved

Departmental Approval

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	14 Mar 2025, 09:44:10 AM	Approved

Author Approval

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	14 Mar 2025, 09:45:03 AM	Approved
Andrew Laveaux (ANDREW.LAVEAUX)	System Administrator	14 Mar 2025, 09:45:18 AM	Approved

Quality Approval

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	14 Mar 2025, 01:43:57 PM	Approved

Set Date

Name/Signature	Title	Date	Meaning/Reason
Warren Pon (WARREN.PON)	Director of Operations	14 Mar 2025, 01:44:30 PM	Approved