

Working with Service Requests

This guide gives an overview of the basic procedures, and should be used as a reminder of how to perform functions.

Viewing a Service Request

1. In the *Service Requests* group on the *iSupport Home* page, click the **Request Number** for the service request you wish to view.
2. The service request opens with the *Overview* information displayed, scroll down the page to see Customer, General Information, Attachment, Solutions, and Progress information.
3. Click **Home** to return to the Home page.

Updating a Service Request

1. View the service request.
2. Scroll to the *Add a Note* section.
3. Enter any additional information that you want to send to the service representative in the *Note* field.
4. Click **Update**. A confirmation message, *Service Request has been updated successfully*, is displayed and the status is changed to *Updated by Customer*.

Submitting a Service Request

1. In the *How can we Help you* group on the *iSupport Home* page, click the **Create Service Request** link.
2. Click the *Dragon Medical Search* link. The *Details* page displays.
3. Enter your mobile device and operating system version.
4. Type your question or issue in the *Request Summary* field. This is a required field, and is limited to 80 characters.
5. You can add additional details in the *Additional Details* box.
6. In the *Attachments* section, click the **Add Attachment** button if you would like to add a file to this request. Refer to the *Adding Attachments to a Service Request* heading.
7. Your contact information is populated under the *Primary Contact* group.
8. Click the **Next** button.
9. Search results showing possible solutions are displayed.
10. Select a solution to review and/or click the **Submit** button to continue.
11. A confirmation page shows
12. An email notification is sent to you confirming that the Service Request was created.

Adding Attachments to a Service Request

1. Click **Add Attachment**. A new *Add Attachment* window opens.

2. Click **Browse**.
3. Browse to the directory where the file to attach is located. Select the file and click **Open**. The full path and file name will appear in the *Attachment* field.
4. Enter a description of this file in the *Description* Field.
5. Click **Attach**. The Add Attachment window closes and the file and description appears in the Attachments section.
6. Continue creating or updating the service request.

Closing a Service Request

1. View the Service Request
2. Click **Close Request**. A *Close Request* page opens with a field to enter *Additional Information*.
3. Enter the reason that you want to close the request or what you did to resolve the issue in the *Additional Information* field, and then click **Close Request**.

FAQs for Service Requests

1. Q. Why can I not close a request through iSupport?
 - A. If an agent has an open task on a request (because they are still working on a resolution), the request cannot be closed. Update the request with a note to indicate to the agent that the request can be closed and give a reason (The problem has been resolved by performing...).
2. Q. How can I print the service request information? The right side gets cut off.
 - A. In order to print all of the information shown on the service request, it must be printed in the landscape mode. This can be done either by changing the Page Setup in the browser (found under the File menu) or by changing printer the setting from the Print window. Another alternative is to email the request to yourself using the *Email to Me* button.