

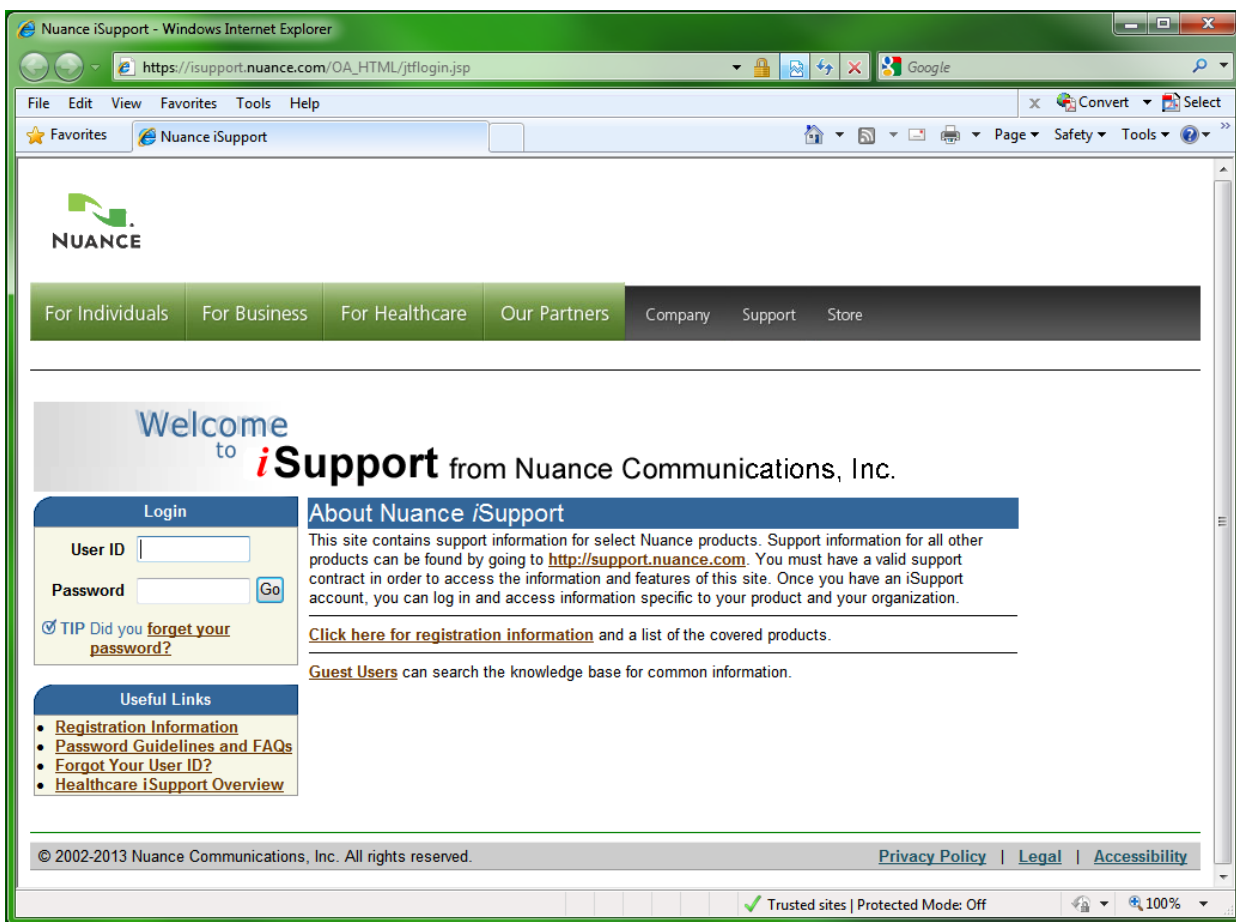


iSupport from Nuance Healthcare

Web Support for Healthcare Products

<https://isupport.nuance.com>

User Guide



This document changes frequently. Check iSupport Solution #12552 for the latest version.

https://isupport.nuance.com/OA_HTML/csksxvm.jsp?nSetNumber=12552

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Overview

iSupport is an Internet-based support website for Nuance customers. The portal gives Nuance customers a view into specific information for their organization as well as access to a searchable knowledge base that uses a Natural Language Search engine. Guest users have limited access to the knowledge base through the portal.

iSupport is an integrated part of the Oracle E-Business Suite used by Nuance. This ensures that the data that customers see relative to their organization is the same as that used by employees. Registered users can take advantage of some or all of the following features, depending upon their profile:

- Secure SSL login
 - Ability to open new or update current service requests
 - Ability to view service requests whether submitted via iSupport or by telephone
 - * Ability to view all of the service requests for an organization
 - * Create a service request template containing common and frequently used information to aid in the creation of service requests
 - * Access to service request history
 - * View the organization's install base (a listing of the equipment at the facility)
 - * Access to a Technical Library that allows viewing and printing of User Guides, Quick Reference documents, and Release Notes
 - Set-up e-mail notification for any knowledge base solution that gets updated
 - * Local management of iSupport users (only users with the Healthcare User profile) for a facility (once a local administrator is registered and approved)
 - Personalized home page and customized searches on other pages
 - Bookmark knowledge base solutions and service requests for quick access from the home page
 - View Frequently Used Solutions and Recommended Solutions
- * These features vary depending upon the user type (profile) that you choose when you register. Refer to the addendums for information on the various user types and the available features.

The following are instructions on how to register with iSupport, log in and use the features included in iSupport, and additional instructions on features available to iSupport users who have administrative privileges.

Before you can Register for iSupport

You have to have your customer number (it is sometimes referred to as your organization or party number). You can use your account number only if it begins with a "D". Your account number is generally used when you call the help desk for support. If you do not have your customer number, Refer to the next heading for whom to contact..

Whom to Contact

To find your customer number for Clintegrity 360 (formerly Quantim) products call your support number: for government accounts (VA or DoD) call 1 -800-257-0512; for Quality Management Solutions (formerly COPE) call 1-877-805-5904; and for Clintegrity 360 commercial products call 1-800-892-5049. For all other Healthcare products, email isupport.admin@nuance.com.

To change or remove information about your company, such as an address or telephone number, call the **Service Support Center** at **1-800-228-1210**.

For general questions about the web site, e-mail the **Nuance iSupport Administrator** at isupport.admin@nuance.com.

Getting Started

To use iSupport, you first need to register and then be approved by an administrator. Once you have registered, you receive an email notification confirming that you have registered. Then, you receive a second email notification confirming that the administrator has approved your registration.

Register to become an iSupport user

The majority of Healthcare users can self-register. Use the following descriptions to determine which profile to choose:

- **Healthcare User** – Select this for any combination of PowerScribe 360, RadWhere, Dictaphone Enterprise Speech System, Dragon Medical 360 products (If you only have a Dragon Medical 360 product, select the Dragon Medical User/Partner below.), Clintegrity 360 | CAPD, or Clintegrity | 360 Quality Analytics.
- **Healthcare Dragon Medical User/Partner** – Select this if you only have Dragon Medical 360 products. If you have other products as well, select one of the other profiles that include Dragon Medical 360 products.
Notes:
 1. If you have one of the Dragon Medical 360 products and another product (such as Dictaphone Enterprise Speech System or PowerScribe 360), you should be selecting a *Healthcare User* profile.
 2. This profile is for users and partners located in North America only. If you are located in Europe, the Middle East, or Africa (EMEA) or Latin America regions, please refer to the EMEA and Latin America instructions in *Solution #13974 Registration Information*.
- **Clintegrity 360 HIM User** – Select this for Clintegrity 360 HIM (commercial) products (except for Clintegrity 360 | CAPD and Clintegrity | 360 Quality Analytics) and legacy Quantim HIM products.
- **Clintegrity 360 Hosted User** – Select this for Clintegrity 360 hosted products and legacy Quantim hosted (COPE) products.
- **Clintegrity 360 Government (VA or DoD) User** – Select this for Clintegrity 360 government products and legacy Quantim government products.
- **Healthcare Local Administrator** – Select this to administer *Healthcare Users* on this site who are members of your organization. This is only for the products listed under the Healthcare User profile.

Please Note: There are other profiles that have to be set-up by a Nuance iSupport Administrator. These will be pre-approved and notified with access information directly.

1. Navigate to the iSupport website <https://isupport.nuance.com>. The *iSupport Welcome* page will display

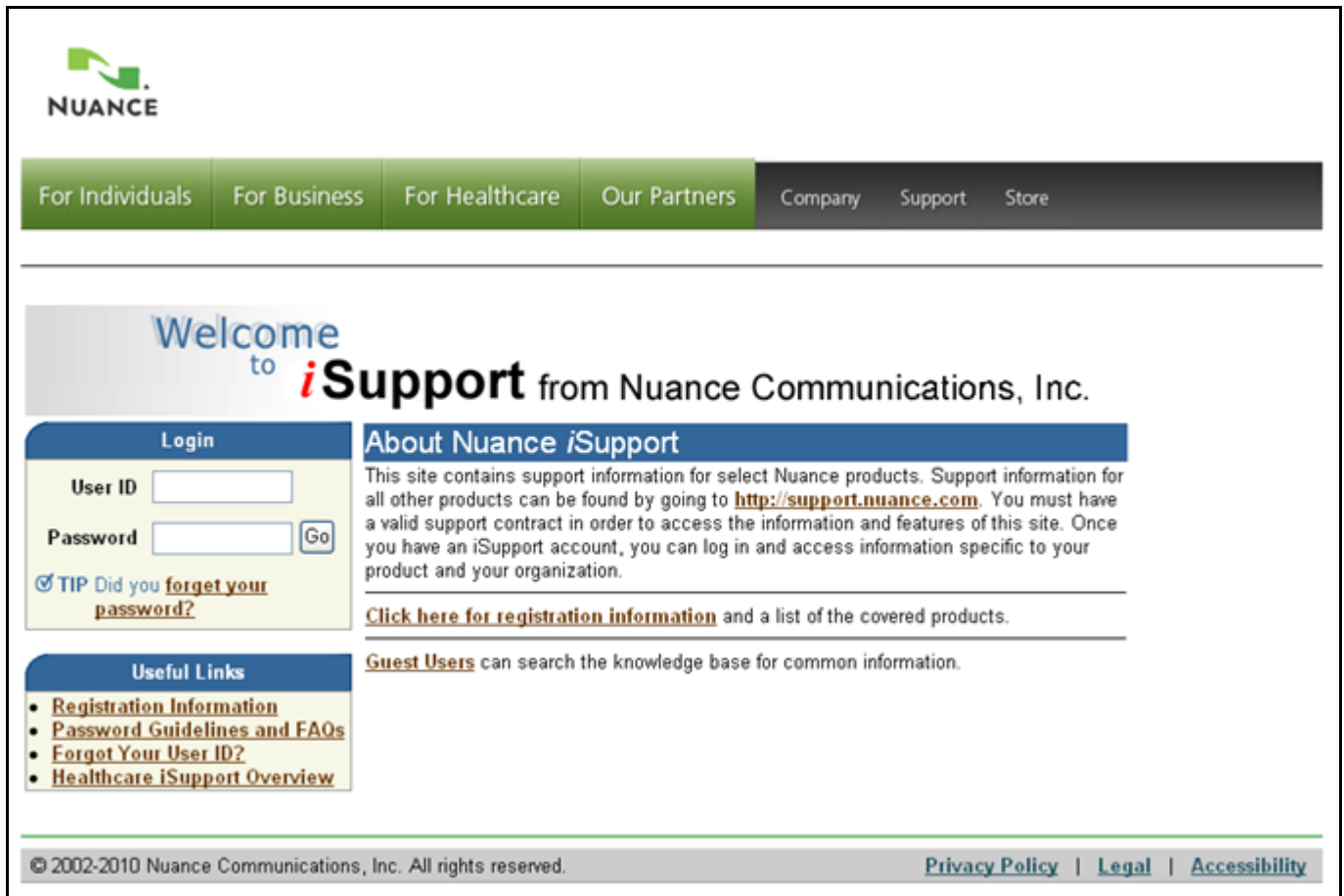


Figure 1 iSupport Welcome Page

- Click the **Click here for registration information** link and the *Registration Information* page will display.
Tip: if the following error message appears, please refresh your browser:

✘ Error
You may not have permission to view this Solution. Please try to refresh the page. If you still cannot view the Solution, please login and search for the Solution.

- Select the correct method of registration based on your product or organization.
- If you can self-register, click the **Register Here** button; otherwise send an email request to the email address provided. If you send an email request, your account will be set-up by a Nuance employee.
- In the *Start Here: Choose Your Profile* section, select the appropriate radio button.
- Click the **Next** button to continue to the *Details: Enter your organization information* section,
- Enter your **Company Number**. This is sometimes referred to as your organization or party number.
Tip: This field is case sensitive. If your number starts with a D, it must be entered as a capital D.
- Click the **Next** button to continue to the *Details: Enter Your Personal Information* section.
- Enter the new user's **First Name, Last Name, User Name, Password**, etc.
Tip: Passwords must contain at least one letter and one number. They must be at least 6 characters long and they cannot contain consecutive numbers or letters that are the same.
- Click the **Next** button to continue to the *Confirmation: User Registration Summary* section.

11. Click the **Continue** button to submit this registration request and return to the *Welcome* page.

Important: You cannot log into iSupport until you are approved. You will receive a second email indicating your approval.

Accessing and Logging into iSupport

Once you have completed the registration process and have been approved by your iSupport administrator, you may access the iSupport website and login with your User ID. The following describes how to access iSupport, login and sign-out.

1. Access iSupport by clicking the link in your approval email or by opening your Internet browser and navigate to <https://isupport.nuance.com>. The *iSupport Welcome* page will display.
2. To log into iSupport, enter your **User ID** and **Password**.
3. Click the **Go** button to continue to the *iSupport Home* page.
4. To log out of iSupport, click the **Sign Out** link, which is located at the top or bottom right side of the *iSupport Home* page.

Password Guidelines

Passwords must contain at least one letter and one number. They must be at least 6 characters long and they cannot contain consecutive numbers or letters that are the same. For example, *welcome11* is not acceptable, but *welcome10* is. *Jeffrey23* is not acceptable, but *Jefrey23* is. The password cannot be the same as or contain your User ID. Passwords are not case sensitive and cannot be longer than 30 characters.

You cannot reuse a password. Once you have entered a password and then change it. You cannot change it back to your original password.

If you enter your password incorrectly 5 times, your account will be locked out. It must be reset before you can access iSupport. You have three ways to get your password reset: using the *Did you forget your password* link, contacting your local iSupport Administrator, or by contacting the Nuance iSupport Administrator.

Using the *Did you forget your password Link*

If you have forgotten your password or if your account is locked out because you entered your password incorrectly 5 times or more, you can use the *Did you forget your password* link to reset it. After submitting your user ID, you will receive an email entitled *Password reset requires approval*. You must respond to this email by clicking either the **Accept** link or the **Reject** link in the email.

Tip: If you did not request a password reset, use the *Reject* link.

The links will open a reply message window in your email application. Do not change any of the information in the reply, simply click the send button. This will send a response back to the system. If you clicked the **Accept** link, you will receive a second email entitled *Your password has been reset*. This email will contain a temporary password that you can use to access iSupport. You are required to change your password as soon as you log in.

Tip: If you do not respond within 4 hours to the first email or change your password within 4 hours after receiving the second email, your password will remain unchanged.

Forgot Your User ID

If your do not know your user ID send an email to isupport.admin@nuance.com. Include the following information in your email:

- Organization Name

- Organization Number (or Account Number)
- Your Name
- A brief message requesting your user ID

Typical iSupport Home Page

The following describes the features available on a typical (Healthcare User) *iSupport Home* page. Home page content varies depending upon your profile. There are six main sections or groups on the *iSupport Home* page including: How can we Help you, iSupport Maintenance Alerts, Healthcare iSupport News & Info, Technical Library, Quick Links, and Service Requests. Detailed instructions on how to use each feature is described in the related section. Your home page is unique to you and can be personalized to meet your needs. Refer to the heading [Personalizing Your Home Page](#) for more details.

NUANCE iSupport - Entitled User Profile Sign Out

For Individuals | For Business | For Healthcare | Our Partners | Company | Support | Store

Home | Account | Support

Quick Find: Service Requests

Welcome Dictaphone Test, 15-SEP-2010

Personalize: - [Content Layout](#)

How can we Help you

- [Find a Solution](#)
- [Frequently Used Solutions](#)
- [Create Service Request](#)

iSupport Maintenance Alerts Edit
No items are currently available.

Healthcare iSupport News & Info Edit

[Documentation & Tutorial](#)

- [Refer to Solution #12552](#)

[What's New on iSupport](#)

- [What's New - 6/26/09](#)

Technical Library Edit

[User & Courseware Guides](#)

- [RadSuite List - revised 9/14/10](#)

[What's New Documentation](#)

- [Veriphy What is New? - revised 8/27/10](#)

[Legacy User Guides](#)

- [Installation Guide, Boomerang and Trans/Net USB Foot Control Adapter \(for XP & VISTA\), L-2574-002](#)

[HIPAA Documentation](#)

- [HIPAA Compliance for PowerScribe for Radiology 5.0](#)

[More](#)

Quick Links Edit

No.	Description
No Solutions Quick Link found.	

Service Requests Edit

Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On
100903360	test - Branding changes from internal site	EXText	Solved	02-SEP-2010	02-SEP-2010
100903358	Test Branding changes	Dragon Medical	Solved	02-SEP-2010	02-SEP-2010
100902446	testing VERIPHY CALL TYPE FOR GO LIVE	Veriphy	Solved	31-AUG-2010	31-AUG-2010
100880694	Test from an iPhone	Dragon Medical	Solved	12-JUL-2010	12-JUL-2010
100830940	Testing Status - testing problem/resolution code	PowerScribe	Solved	15-MAR-2010	25-AUG-2010

[More](#)

[Home](#) | [Account](#) | [Support](#) | [Profile](#) | [Sign Out](#)

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Figure 2 Sample iSupport Personal Home Page

Tip: Content on your Home page may vary depending upon your user profile (selected when you registered) or your *Personalize* settings.

How can we Help you

In this group you will find links to the following:

- **Find a Solution** – This link will take you to the *Knowledge Base (Ask Me)* page where you can search for solutions to problems, view and print user guides, release notes and quick reference documents.
- **Frequently Used Solutions** – This link will take you to the *Top Solutions* page where you can view a list of most commonly used solutions over a period of time as well as recommended solutions.
- **Create a Service Request** – This link will take you to the *Create Service Request* page where you can submit a service request to Support.

iSupport Maintenance Alerts

This area will display information about planned maintenance for iSupport. It will indicate when the system will be down and approximately how long the outage will last.

Healthcare iSupport News & Info

In this group you will find links to important news and announcements about iSupport as well as a link to documentation and the on-line tutorial. Refer to the heading [Healthcare iSupport News & Info](#) in the *Personalizing Your Home Page* section.

Technical Library

This group provides quick links to information such as user documentation, what's new (release notes) documents, etc. The library name and content is dependent upon your profile.

Quick Links

This group provides links to your favorite solutions that you have chosen to add to this list. If any solution that appears in this group is updated by Nuance, you will automatically receive an email notification informing you that the solution has been updated. Refer to the heading [Setup Email Notification](#) under *Working with the Knowledge Base* to learn how to use this feature. If you have more links in the list than can be displayed on the Home page, a More link appears at the bottom of the list.

Service Requests

This group provides you with links to your open service requests and service request history. This includes service requests submitted by telephone or by using iSupport. You can check the status of an open service request, correspond with the Nuance Technical Support Analyst, and view solved requests. Refer to the [Working with Service Requests](#) heading for more information about service requests.

Quick Find

You can do a quick search for information in other areas of iSupport using *Quick Find*. The areas that you can search are dependent upon your profile. Refer to [Quick Find](#) under the *iSupport Search Methods* for more detailed instructions.

Tabs

Depending upon your profile, there are up to 3 tabs on each page: Home, Account, and Support. The *Home* tab brings you back to the Home Page from other areas of iSupport. The *Account* tab is where you find information about the products that you own. Refer to the [Working with Information under the Account Tab](#) heading. The *Support* tab is where you find support information such as: Service Requests, the Knowledge Base, the Library, and Top Solutions. Refer to [Working with Information under the Support Tab](#).

Navigation Bars

Links in the green and black bars near the top and the grey bar at the bottom of the page take you to other areas of the Nuance Corporate web site.

Optional Content

Your Home page is broken down into different areas or groups. These groups can be mandatory, which means that you cannot close them or change their position, or optional. You can choose to display or hide optional content and you can choose where on your Home page the optional content appears.

Samples of mandatory content include the groups discussed above. Refer to the heading [Optional Content \(the Personalize: Content Link\)](#) in the *Personalizing Your Home Page* section. The types of Optional Content available are: *Service Request Bookmarks* and *Search for a Solution*.

Working with the Knowledge Base

Depending upon your profile, you can use the Knowledge Base to search for solutions related to questions you ask. For example; typing the question, "How do I print a list of users?" will result in a list of solutions that include information on how to print a list of users.

The following will guide you through searching the knowledge base to find solutions and setup email notifications on solutions of interest.

Tip: There are three other ways of searching the knowledge base without actually going to the search page. You can use *Quick Find* on any iSupport page, the optional *Search for a Solution* box on the Home page, or the *Solve a Problem* box on the *Service Requests* page. Refer to the [Quick Find](#), [Search for a Solution](#) or [Solve a Problem Search](#) heading in the *iSupport Search Methods* section for instructions,

Searching the Knowledge Base

1. In the *Support Resources* group on the *Home* page, click the **Find a Solution** link or click the **Support** tab located near the top right side of the page.
2. On the *Knowledge Base* page, perform one of the following:
 - a. Select a *Solution Category* to narrow the search down to a single product. Continue with step B.
 - b. Type a question or key words in the *Search Solutions* box.
TIP: Use % (percent sign) as a wildcard. Asterisk (*) does not work.
3. Select the drop-down box related to **Using** to have the search criteria match *Any of the words*, *All of the words*, or *Exact Phrase*.
4. Click the **Go** button to begin the search. The list of solutions will appear beneath the search filter in the *Search Results for Solutions* section.
5. Click the **Title** of a solution to open and view.

TIP: When entering search criteria, you can click the **Solution Advanced Search** button to further define your criteria.

Setup Email Notification

When viewing a solution of interest, you have an option to request that an email notification be sent to you when the solution is updated. Solutions that appear in the *Quick Links* group on your iSupport home page are automatically setup for email notifications. A notification will be sent when a Nuance employee updates the solution. The following describes how to place a solution in the *Quick Links* group..

1. Search for a solution in the knowledge base and open it for viewing.
2. Scroll to the top or bottom of the solution and click the **Add to Quick Links** button.
3. A confirmation message will appear on the page stating, *Solution "#####" is added to Quick Links*.
4. Click the **Home** link to return to your Home page.
5. Verify that the solution is listed in the *Quick Links* section.

Remove an Email Notification

The following describes how to remove an email notification on a solution.

1. In the *Quick Links* group on the Home page, click the **Solution Number** to open the solution.
2. On the right top side of the solution, click the **Remove from Quick Links** button.
3. A confirmation message appears stating, *Solution "#####" is removed from Quick Links*.

- Click the **Home** link, to return the *iSupport Home* page.

Alternate Method of Removing an Email Notification

If you want to remove a group of solutions from the *Quick Links* list or if the *Remove from Quick Links* button does not appear in a solution, you can remove them by using the **More** link at the bottom of the list. This brings you to a page where you can remove solutions without viewing each of them.

Tip: If the *More* link does not appear at the bottom of the list, reduce the number of rows displayed in the list until it does appear. Refer to the [Quick Links](#) heading in the *Personalizing Your Home Page* section.

Quick Links		Edit
No.	Description	
Solution 12103	What is Dictaphone software compatible with?	
Solution 12300	What Microsoft Security Bulletins Impact Dictaphone Equipment?	
Solution 12380	Recommendations for Doing the Second Training Set in EWS and PWS v4.6	
Solution 10241	JAVA DST Update for Enterprise Workstation (EWS)	
Solution 12303	Enterprise Express Event Codes for SOS	
		More

Figure 3 Quick Links Section More Link

- Click **More**. The *Quick Links* page opens.


Quick Links		
Remove	Quick Links	Description
	Solution 12103	What is Dictaphone software compatible with?
	Solution 12300	What Microsoft Security Bulletins Impact Dictaphone Equipment?
	Solution 12380	Recommendations for Doing the Second Training Set in EWS and PWS v4.6

Figure 4 The Quick Links Page

- Click the **Remove** icon to remove the solution from the list.

Browsing the Categories

When you click a category name, you see a list of the solutions associated to that category. The resulting list is sorted by the Date column and has the newest solution or the most recently updated solution on the top. Refer to the heading [Sorting the Search Result List or Browse List](#) to learn how to change the sort criteria.

The View Setting for the Browse List

The solutions shown in the Browse list are governed by the *View* setting. The View setting works in conjunction with the *Last Updated* date. By default, the Browse list contains all of the solutions that have been published or updated. The time frame can be changed by selecting a different value from the View drop-down list.



Figure 5 View Setting

1. Select a value from the drop-down list.
2. Click **Go**. The Browse list is updated.

Narrowing Your Search by Browsing First

By selecting a category first, you can limit your search to only the solutions within that category and its sub categories. So, if you only wanted to search for solutions that apply to the EXText category, select EXText first before entering your criteria.

Tip: If you want to search in multiple categories, you can use the *Solution Advanced Search* feature.

Sorting the Search Result List or Browse List

By default, the search result list is sorted by Score and the Browse list is sorted by Date. Both lists can be sorted by any of the columns available. The currently selected sort column is indicated by either the Up or Down arrow icon appearing next to the column name. To choose which column to sort by, click the column name link. To change the sort order of a column, click the arrow icon. The Down Arrow indicates that the list is sorted in descending order, i.e. with the newest date on top, the highest number on top, or in reverse alphabetical order. The Up Arrow indicates that the list is sorted in ascending order, i.e. with the oldest date on top, the lowest number on top, or in alphabetical order.

The next figure shows the columns sorted in descending order by the *Last Updated* column. Note the position of the Down Arrow icon.

Title	Number	Last Updated ▼
What Microsoft Security Bulletins Impact Dictaphone Equipment?	12300	05-JUL-2007
User Group Information	12288	21-JUN-2007

Figure 6 Sort Order

Setting the Number of Rows Displayed

You can set the number of rows that are displayed in the result list or browse list. By default 15 rows are displayed. Refer to the [Table Display](#) heading in the *Working with Your Profile* section.

Solution Advanced Search Feature

Under Construction.

Top Solutions

There are two types of top solutions: *Frequently Used* and *Recommended*. You can view both types of solutions by clicking the *Frequently Used Solutions* link in the *How can we Help* you section of the home page or by clicking the *Support* tab, and then clicking *Top Solutions* in the bar. Both methods get you to the *Top Solutions* page.

The screenshot shows the 'Top Solutions' page with a navigation bar at the top containing 'Home', 'Account', and 'Support' tabs. Below the navigation bar is a search bar with 'Service Requests' selected in a dropdown menu and a 'Go' button. The main content area is titled 'Top Solutions' and is divided into two sections: 'Frequently Used Solutions' and 'Recommended Solutions'.

Frequently Used Solutions

View Solutions Used:

Problem Description	Number of times used	Creation Date
What Microsoft Security Bulletins Impact PowerScribe and Dictaphone Enterprise Express Software?	25	12-NOV-2008
Connexions Telephone Operator Manuals	5	25-APR-2007
Minimum PC Requirements for Trans/Net	3	26-APR-2007
Setting roaming user options via network installation	3	11-SEP-2007
Boomerang Enterprise Edition Software Release, Version 3.0.85	3	15-MAY-2007

First | Previous 1 - 5 of 41 [Next](#) | [Last](#)

Recommended Solutions

Description
What Microsoft Security Bulletins Impact PowerScribe and Dictaphone Enterprise Express Software?
iSupport On-Line Training and Documentation

First | Previous 1 - 2 of 2 [Next](#) | [Last](#)

Figure 7 The Top Solutions Page

You can set the number of rows that are displayed in both lists. By default 15 rows are displayed. Refer to the [Table Display](#) heading in the *Working with Your Profile* section.

Frequently Used Solutions

The Frequently Used Solutions list is system generated and is based upon input from people using the knowledge base. At the bottom of each solution is a survey question asking: *Is this solution useful in resolving your question or problem?* Answering yes to this question increases the used count for the solution and adds it to the list. The solution's position in the list is dependent upon the number of times that the yes button is clicked.

By default, all rated solutions are displayed in the list. You can choose the time frame to view by selecting from the *View Solutions Used* drop-down list. The list will automatically update when you make a selection.

Recommended Solutions

Recommended solutions are selected by the knowledge base administrator. They contain timely information or information that may have special interest to you.

Working with Service Requests

If you are unable to find an answer in the knowledge base, you can submit a question to the support team. You can view service requests submitted using iSupport as well as calls placed to Support. The following describes the steps to view a request, update a request, and submit a service request.

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.

Tip: By default, your most recent Service Requests are displayed on your home page. You can see more requests by clicking the *More* link at the bottom of the list. Refer to the heading *Finding a Service Request* for additional information on searching for Service Requests and about personalizing what you see in the Service Requests group.

Tip: Another method to get to your service request is using the *Support* tab. Click the *Service Requests* link in the tab bar to display a list of service requests. You can also search for a request from this page.

2. The service request opens with the *Overview* information displayed, scroll down the page to see Customer, General, Product, and Progress information.
3. Click the **Contact** link to view to the *Contact Information*. This area shows information on who submitted the service request and their contact information. Also, if other contacts were added, they appear as well.

Tip: Refer to the heading [Understanding and Finding Information on the Service Request](#) to see what is included in the service request information and where to find it.

4. Click **Home** to return to the Home page.

Updating a Service Request

You can update any open service request, whether you opened it through iSupport or if you called Support. The exceptions to this are if an agent is working on the request and has not saved the changes, the request has a status of *Solved*, or the request has a status of *Closed/Costed*.

If the service request type is set to *On Site Repair*, it means that a service representative is going to visit your site to work the issue.

If an agent is working on your request and has unsaved changes and you try to update the request, you get the following error message after clicking the *Update* button.

An error message box with a light green background and a red border. It contains a red 'x' icon followed by the word 'Error' in bold red text.

✘ Error

This service request cannot be updated at this time. Please call customer support for assistance.

Figure 8 Error Message When Trying to Update a Service Request

This message indicates that your changes have not been saved or sent to the agent. You can either call Support to speak to the agent working on your request or you can wait until they save the changes that they have made. You receive an email notification when the agent saves the changes.

The ability to update a service request is also dependent upon the status. Certain statuses prevent you from updating the request, refer to the heading [Definition of Service Request Statuses](#) for a list. The following is an example of the error message that is displayed if you are not able to update a request due to status:

✖ Error

API Programming Error (CS_ServiceRequest_UTIL.Validate_Updated_Status): The value "115" for parameter p_status_id is invalid.

Figure 9 Error Message when Status Prevents SR Update

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

Please refer to the [Submitting a Depot Service Request](#) instructions, in the next section, if you intend to open a Depot Service Request. Submitting a Service Request for Dragon Medical Users is different; refer to [Creating a Service Request](#) in Addendum C.

Perform the following steps to create and submit a service request to Support. Some steps and fields may not appear because they can vary depending upon the service request type.

1. In the *How can we Help you* group on the *iSupport Home* page, click the **Create Service Request** link.
Tip: A *Create a Service Request* button appears on many pages in iSupport, including on knowledge base solutions. You can create a service request by clicking the button any time that it appears.
2. Click the link specific to the *Service Request Type*. The *Identify Problem* page displays.
Tip: By selecting the proper type, your request will go to the proper support team queue rather than to a general queue. This ensures that your request will be handled in a timely manner.
3. Your contact information is populated under the *Primary Contact* group. If the **Add Contacts** button is present, you can add additional contacts to this request by clicking the **Add Contacts** button. Refer to the [Adding Contacts to a Service Request](#) heading.
Tip: If you have multiple contact points, you can change the contact point for this request by choosing another point from the *Contact By* drop-down list.
Tip: If present, the *Account Number* field should default to your account number. There is only one selection in the list, so you can leave the default. If your *Account Number* field shows as **<Select One>**, and there are no other values in the list, there is a problem with the set-up of your account. Contact your local administrator or the Nuance iSupport Administrator for assistance.
4. Select your local **Time Zone**. This will show your local time to the agent that is working your request. You can leave the default, Eastern Time, if you wish.
Tip: You can have this default to your local time zone by setting it in the [Display Preferences](#) section under the *Profile* link.
5. If present, your organization address is pre-populated into the *Product Location Address* group. You can modify this information or set-up your account to pre-populate the group with your contact address. Refer to the [Selecting a Product Location Address](#) heading for more details.
Tip: You can have this default to your contact address by setting it in the [Addresses](#) section under the *Profile* link.
Tip: Do not type in your address if you can select it from the list of values. Creating a [One-Time Address](#), by typing it in, when it appears in the list bypasses some system automation, which may delay service on your product.

Tip: A way to pre-populate the address and serial number information fields is to start the request from the install base. Refer to [Creating a Service Request from the Installed Base](#) in the *Working with the Information Under the Account Tab* section.

6. If present, you can use the *Identify Product* group to enter the Serial Number of the product that you need help with. Use either the *Serial Number* field to enter or search for the serial number or select the serial number and description from the *Serial Number – Description* field.

Tip: The *Serial Number* field is not a free text field. If you enter a value in the field, it must match a value in the list of values (LOV) for that field. For this reason, it may be easier to use the *Serial Number – Description* field. To learn how to search the LOV for the *Serial Number* field, refer to the heading [Searching in a List of Values \(Flashlight Icon\)](#) under *iSupport Search Methods*.

Note: Customers who do not have a serial number, such as Dragon Medical customers, should leave the *Serial Number* field blank. Customers who do not have entries in the Installed Base and try to enter a value in the *Serial Number* field will receive an error message.

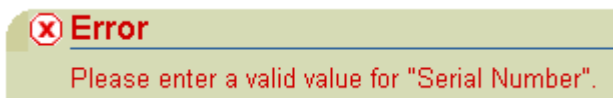


Figure 10 Error Message for an Invalid Entry in the Serial Number Field

7. Type your question or issue in the *Problem Summary* field. This is a required field.

Tip: The *Problem Summary* field is limited to 80 characters Use the *Problem Details* field to add additional information.

Tip: For some service request types information in the *Problem Summary* field is used to search the knowledge base on the next page. For this reason, you should enter any specific error message or code at the beginning of this field before entering a concise description of your question or problem.
8. Additional information about your request can be entered in the *Problem Details* field. You can also attach a file with more details, screen shots or log files (see the next step).
9. 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.
10. Click the **Next** button.
11. Search results showing possible solutions are displayed.
12. Select a solution to review and/or click the **Next** button to continue.
13. The *Review* page is presented, review the information and then click the **Submit** button.

Tip: If you need to change any of the information, use the **Previous** button to move back to the page that needs correcting. Do not use the browser *Back* button as this will cause errors and result in lost information.
14. A confirmation page shows
15. An email notification is sent to you confirming that the Service Request was created.

Submitting a Depot Service Request

A Depot Service Request (not available to all user profiles) is similar to the other requests, but it has additional fields to help identify additional products and information. You can use one request to return multiple units.

1. From the *iSupport Home* page, click the **Create Service Request** link.
2. Click the **Depot** link. The *Identify Problem* page displays.
3. The *Primary Contact* section should be populated, if you would like to add additional contacts, click the **Add Contacts** button and select an additional contact. Refer to the [Adding Contacts to a Service Request](#) heading.

Tip: If you have multiple contact points, you can change the contact point for this request by choosing another point from the *Contact By* drop-down list.

Tip: The *Account Number* field should default to your account number. There is only one selection in the list, so you can leave the default. If your *Account Number* field shows as **<Select One>**, and there are no other values in the list, there is a problem with the set-up of your account. Contact your local administrator or the Nuance iSupport Administrator for assistance.

4. Select your local **Time Zone**. This will show your local time to the agent that is working your request. You can leave the default, Eastern Time, if you wish.

Tip: You can have this default to your local time zone by setting it in the [Display Preferences](#) section under the *Profile* link.

5. Your organization address is pre-populated into the *Product Location Address* group. You can modify this information or set-up your account to pre-populate the group with your contact address. Refer to the [Selecting a Product Location Address](#) heading for more details.

Tip: You can have this default to your contact address by setting it in the [Addresses](#) section under the *Profile* link.

Tip: Do not type in your address if you can select it from the list of values. Creating a [One-Time Address](#), by typing it in, when it appears in the list bypasses some system automation, which may delay service on your product.

Tip: A way to pre-populate the address and serial number information fields is to start the request from the install base. Refer to [Creating a Service Request from the Installed Base](#) in the *Working with the Information Under the Account Tab* section.

6. You can use the *Identify Product* group to enter the Serial Number for the product that you are sending to the Depot Repair Center. Use either the *Serial Number* field to enter or search for the serial number or select the serial number and description from the *Serial Number – Description* field.

Tip: The *Serial Number* field is not a free text field. If you enter a value in the field, it must match a value in the list of values (LOV) for that field. For this reason, it may be easier to use the *Serial Number – Description* field. To learn how to search the LOV for the *Serial Number* field, refer to the heading [Searching in a List of Values \(Flashlight Icon\)](#) under *iSupport Search Methods*.

Tip: If you are returning more than one product on this request, enter additional serial numbers on the next page in the field provided.

7. Type a brief summary of the problem for the product identified in step 6 in the *Problem Summary* box. This is a required field.

Tip: The *Problem Summary* field is limited to 80 characters Use the *Additional Comments* field on the next page to add additional information.

8. 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](#).

9. Click the **Next** button. The *Problem Details* page displays.

10. In the *Problem Details* section, you can add additional serial numbers; add a description of the product, if you don't know the serial number; or add any additional comments that will help the technician.

11. Select a **Payment Method** from the drop-down list. This is a required field.

12. Enter your telephone number in the *Enter Contact Phone Number* field. This is a required field.

13. Click **Next** to continue.

14. The *Review* page is presented, review the information and then click the **Submit** button.

Tip: If you need to change any of the information, use the **Previous** button to move back to the page that needs correcting. Do not use the browser *Back* button as this will cause errors and result in lost information.

15. A confirmation page shows
16. An email notification is sent to you confirming that the Service Request was created.

Adding Contacts to a Service Request

By default, the person who creates a Service Request is added as the primary contact for that Service Request. You may have the ability to add additional contacts for a Service Request so that they will be notified of changes to the Request. The following procedure explains adding a contact.

Tip: Some user types do not allow you to add contacts. In this case, the *Add Contacts* button is not present.

Tip: When you click the Flashlight icon to add a contact, you see a list of contacts that are in our system. If a contact is not in the list, you cannot add them to the service request. You can add a name to the list by having them register as an iSupport user. In order to add a name without registering or to remove a name from the list, you must contact your support team.

Tip: If your administrator inactivates or end dates an iSupport user, their name still appears in the list when you click the Flashlight icon. The only way to remove their name from the list is to contact your support team and ask them to inactivate the contact.

Tip: If you want to be a contact for every service request opened for your company or organization, you need to contact Support or Request Management. Ask them to set the *Contact Flag* associated with your name. This means that you will get an email every time that the status changes or a note is added on any service request for your organization. If you are receiving these emails now, and no longer want to get them, contact your support team and ask them to clear your *Contact Flag*. You will still receive email notifications of any status changes to service requests where you are a contact.

1. Click the **Add Contacts** button.
2. Click the **Flashlight** icon next to a blank field in the *Contact* column.

Tip: Refer to the heading [Searching in a List of Values \(Flashlight Icon\)](#) under *iSupport Search Methods* for information on how to search whenever you see a Flashlight icon.

3. Select the radio button next to the contact name that you want to add.
4. Click **Select**. The contact name is added to the *Contact* field.
5. Click the **Flashlight** icon next to the blank field in the *Contact By* column.
6. Select the radio button next to the contact point that you want to add.
7. Click **Select**. The contact point is added to the *Contact By* field.
8. You can add additional contacts by repeating steps 2 through 7.

Tip: If you need to have more than three contacts, Click the *Add Row* button to add as many blanks rows as you need. Rows are added one at a time.

Tip: You can remove contacts by clicking the **Trash Can** icon in the *Remove* column.

Tip: You can change the primary contact by selecting the radio button in the *Primary* row. You can only have one primary contact per Service Request.

9. When you have added all of the additional contacts that you want, click the **Apply** button.

Tip: Adding a contact to a service request after it has been submitted is basically the same. Some of the pages appear differently. While viewing the service request details, click the *Contacts* tab to view the contacts and to add or remove contacts. Once you have made your changes, click the **Update** button to save them.

If you try to add a contact and receive the following error: *(CS_ServiceRequest_UTIL.Validate_Org_Relationship): The value "xxxxxxx" for field p_party_id is invalid.* after you click **Update**, it indicates that one of the contacts listed on the request has been inactivated. Contact the help desk to add the contact for you.



Figure 11 Error Message for an Inactivated Contact on a Service Request

Selecting a Product Location Address

On some service request types a Product Location Address is required. A change has been made to iSupport to pre-populate these fields with your organization address, when required. You can select another address, enter a One-Time address or override your organization address with your contact address.

Tip: You can pre-populate these fields by adding your contact address. Refer to the [Addresses](#) heading in the *Working with Your Profile* section.

To select an address, use the following procedure:

1. Click the **Select Address** button.
2. A list of addresses for your company is displayed. If there are a lot of addresses for your site, you can browse the list using the Next and Previous links or you can search the list using the fields at the top of the page. Click Go to initiate the search.

Tip: You cannot permanently add or remove an address to the list. If you want an address added or removed, contact Service Support at 1-800-228-1210.

3. Select the radio button in the *Select* column next to the address that you want to add to the service request.
4. Click **Select**. The address is added as the *Product Location Address*.

One-Time Address

If the address does not appear in the list, you can type in an address in the fields provided. If you type in an address, it becomes what is called a one-time address, meaning that it will only be associated with this particular Service Request.

Tip: Do not type in your address if you can select it from the list of values (the Select Address button). Creating a one-time address when it appears in the list bypasses some system automation, which may delay service on your product.

Adding Attachments to a Service Request

There are times when you need to send files or screen shots to Support. You do this by attaching them to the service request. You can attach multiple files to a request.

Note: Do not attach anything that contains PHI.

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

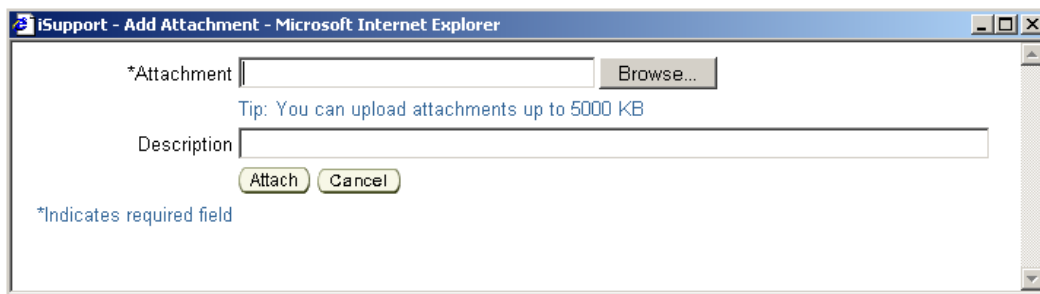


Figure 12 Add Attachment Window

2. Click **Browse**.

Tip: The maximum attachment file size is 5 MB. You can attach multiple files to one service request. If you exceed the file size, you get the following error message.

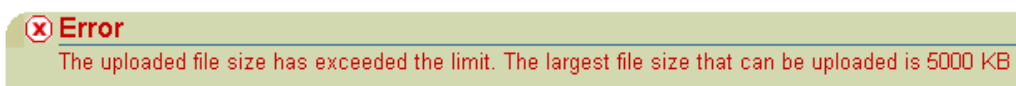


Figure 13 File Size Error

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 appear in the Attachments section.

Tip: If the file is large it may appear that nothing is happening after you click *Attach*. The file is uploading during this time. The only way to see the hour glass that indicates activity is to move the cursor over the window title bar. If the file is too large, the file size error message will appear after an attempt is made to upload the file.
6. Continue creating or updating the service request.

Saving a Service Request as a Template

Each time that you submit a new service request, you have the option of saving the service request as a template. What this means is that you could save time the next time that you have to submit a request by having some information already populated in the request when you open the template. The information that is saved is:

- The Request Type (Dragon Medical, DESS, Depot, etc.)
- The Contact information
- The Product information (Serial Number, Description, etc.)

Tip: Some user types do not allow you to create templates. In this case, the *Save As Template* button is not present.

Tip: If most of your calls are for one product, you can create a template for that product.

Tip: You can create a template without first creating a service request. Refer to the heading [Managing Service Request Templates](#).

1. From the service request confirmation page, click the **Save As Template** button.
2. Enter a *Template Name*. This is a required field.

3. Review the information that was imported from the service request and make any desired changes.
4. If you want this to be the default template (the template that is displayed in the template list of values drop-down menu), select the *Default Service Request Template* check box.
5. Click the **Save** button.

Creating a Service Request from a Template

You can start a new service request from a template that contains information that you have previously entered and saved.

1. On the *Create Service Request* page, scroll to the bottom where the *Use a Saved Service Request Template* section appears.
2. Select a template name from the *Template* drop-down list.
3. Click **Go**. The request will open with the saved information.
4. Enter the required information in the request that is not provided by the template. Complete the request in the same manner as though you started the request from the beginning.

Managing Service Request Templates

A service request template is a way for you to save time when entering a new request. Rather than having to enter the same information for each request, you can create a template that starts the request for you and pre-populates the information that you have saved.

The information that is saved is:

- The Request Type (Dragon Medical, DESS, Depot, etc.)
- The Contact information
- The Product information (Serial Number, Description, etc.)

Tip: Some user types do not allow you to create templates. In this case, the *Manage Templates* button is not present.

Tip: If most of your calls are for one product, you can create a template for that product.

Templates are managed from the *Manage Templates* page. You can create, edit, and remove templates.

Accessing the Manage Template Page

1. From the *Home* page, click the **Support** tab.
2. Click **Service Requests** in the tab bar.
3. Click **Manage Templates**.

Creating a Template

Creating a template is just like submitting a service request.

1. Access the *Manage Template* page.
2. Click **Create Template**.
3. Select a Service Request Type.

4. Enter a *Template Name*. This is a required field.
5. If you want this to be the default template (the template that is displayed in the template list of values drop-down menu), select the *Default Service Request Template* check box.
6. Your Primary Contact information is pre-populated.
7. To add additional contacts, click **Add Contacts**. Refer to [Adding Contacts to a Service Request](#) for information.
8. Identify the product using the *Serial Number* or the *Serial Number – Description* field.
9. You must select an *Urgency* setting. This is not being used at this time, but it is a required field. We suggest that you select **Medium**.
10. Click the **Save** button.

Editing a Template

1. Access the *Manage Template* page.
2. Click the **Pencil** icon next to the template name that you want to edit.
3. Make your changes and click **Update**.

Tip: Depending upon what you edit, the *Default Service Request Template* check box may get cleared. Before you update the template, verify that the box is selected if this is your default template.

Making a Copy of a Template

1. Access the *Manage Template* page.
2. Click the **Pencil** icon next to the template name that you want to copy.
3. Make any changes that you want in the new template.
4. In the *Template Name* field in the *Save As a Copy* section at the bottom, enter a new name for the copy.
5. Click **Save As**.

Tip: You can make the new template the default by selecting the *Make it Default Service Request Template* checkbox before clicking *Save As*.

Deleting a Template

You can delete or remove any outdated templates by clicking the **Trash Can** icon in the *Remove* column.

Closing a Service Request

After you have submitted a Service Request, either on-line or by calling Support, you may find a solution and want to close the request. You may do this as long as the status is not *Solved*, *Closed/Costed*, or *Cancelled*.

Tip: The *Close Request* button is not provided on some Service Request types. For example: *Depot*. If the *Close Request* button is not visible, the Service Request cannot be closed through iSupport.

1. View the Service Request
2. Click **Close Request**. A *Close Request* page opens with a field to enter *Additional Information*.

Tip: If you are not able to close the request due to the status, the following is an example of the error message that will appear:

```

(x) Error
CSCS_API_ALL_INVALID_ARGUMENTNAPI_NAMECS_ServiceRequest_UTIL.Validate_Updated_StatusNVALUE114NPARAMETERp_status_idAPI Programming Error
(CS_ServiceRequest_UTIL.Validate_Updated_Status): The value "114" for parameter p_status_id is invalid.
  
```

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**.

Tip: You will either see a confirmation message and the status changed to *Solved* or you will see an error message indicating that you cannot close the request. Generally, the reason that you cannot close the request is because the Agent has opened a *Task* to track their time and any actions that they have done on the request. In this case, the information that you entered is added to the request as a note. You should *Update* the request again with another note asking the agent to close the request for you and reference your previous note for the reason.

```

(x) Error
CSCS_SR_CANNOT_CLOSE_SR>>> This Service Request cannot be closed at this time. If you are trying to close this Service Request from
iSupport, please Update the Service Request asking a support representative to close it and include the reason or resolution.
  
```

or

```

(x) Error
ORA-01086: savepoint 'UPDATE_SERVICEREQUEST_PVT' never established ORA-06512: at "APPS.CS_SERVICEREQUEST_PVT", line
5996 ORA-06510: PL/SQL: unhandled user-defined exception ORA-06512: at "APPS.IBU_REQ_PKG", line 268 ORA-06512: at line 1
  
```

Figure 14 Error Messages that Indicate You Cannot Close a Service Request

Finding a Service Request

There are four methods of finding service requests: in the Service Request list on your *Home* page, using *Quick Find*, in the list on the Service Requests page under the *Support* tab, and by using the **Search Service Requests** button on the Service Requests page under the *Support* tab.

Home Page Service Request List

The Home Page Service Request List gives you quick access to the service requests of your choice. By default, it is set to display your most recent service request at the top of the list. It is sorted, in descending order, by the *Request Number*. The fields displayed in the list are: *Request Number*, *Problem Summary*, *Request Type*, *Status*, *Reported On*, and *Last Updated On*. Ten rows of service requests are displayed. A *More* link appears at the bottom of the list if you have more than ten service requests in the system. You can choose the layout of the list, what information is displayed in the list, how the information is sorted, and how many rows are displayed by clicking the **Edit** link in the *Service Requests* bar.

Service Requests						Edit
Request Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	

Figure 15 Service Requests Bar

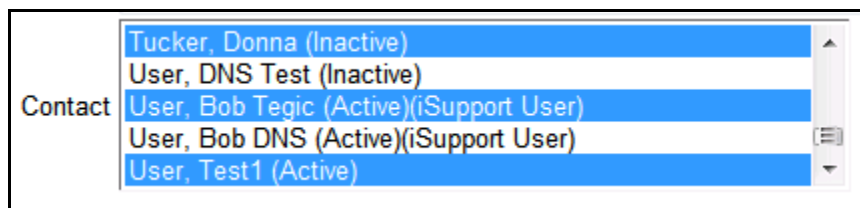
Tip: The default settings for the Home Page Service Request List and the Service Requests Page List are the same except for the number of rows displayed. The Service Requests Page List displays 15 rows rather than ten. It is possible to have different settings for these pages by editing or personalizing the lists.

Editing the Home Page Service Requests List

When you click the Edit link you are going to create a view for the list. Initially when you do this, the view will affect the setting of the Service Requests Page List as well. You can set up multiple views to make the two lists independent of each other.

1. Click **Edit**.
2. Click **Create View**.
3. Enter a *View Name*.
4. If you want this to be the default view for both the Home Page Service Requests List and the Service Requests Page List, select the *Default Service Request View* checkbox. To understand more about selecting the default view for the two lists, refer to the heading [Understanding the Default Service Request View Checkbox](#).
5. Enter the number of *Rows Per Page*. Default is 15.
6. Enter any *Filter Criteria* that you wish. You can filter by Request Number, Reported On, Last Updated On, Request Type, Status, Contact, or product (using the *Serial Number* field or the *Select Serial Num. – Description* field) **Note:** You can select from the Account Number list and the Urgency list, however it is recommended that you leave these set to *All*. Depending upon your profile, you only have one account number and the Urgency selection is not used.

Filter by Contact On 2/17/2012 a new filter criteria, *Contact*, was added to some iSupport user profiles that have the ability to view the service requests of others in their organization. This allows you to filter the list of service requests by one or more contact names. For example, if you wanted a list of the requests for Donna Tucker, Bob Tegic User, and/or Test 1 User, you would select those 3 names from the list as shown:



The Contact list shows all of the contacts associated with your organization. There are three possible flags next to the name in the list: *Active*, which means the name can be added as a contact to a request; *Inactive*, which means the name cannot be added to a request; and *iSupport User*, which means the name is associated with an iSupport user name and can be added as a contact to a request.

Tip: If someone leaves your organization, you should ask a help desk agent to inactivate their name. You can do this via the telephone or add it to a service request.

7. Enter your *Display Options*. The fields shown in the Selected Options box are the ones that are currently displayed. You can add to them from the fields shown in the Available Options box using the arrow icons between the boxes. Select the field that you want to move, and then click the **Move** icon. You can add all of the fields in the Available Options box at once by clicking the **Move All** icon. Likewise, you can remove fields from the Selected Options box by selecting them and clicking the **Remove** icon. The **Remove All** icon removes all of the fields at once.

Note: Address, City, and State have been added to the display choices. **2/5/10** Contact has been added to the display choices.

8. Once you have chosen which fields to display, you can change the order of the fields in the Selected Options box. Select the field that you want to reposition and use the up or down arrow icons. The icons with the bars above or below the arrows move the field all the way to the top or all the way to the bottom.

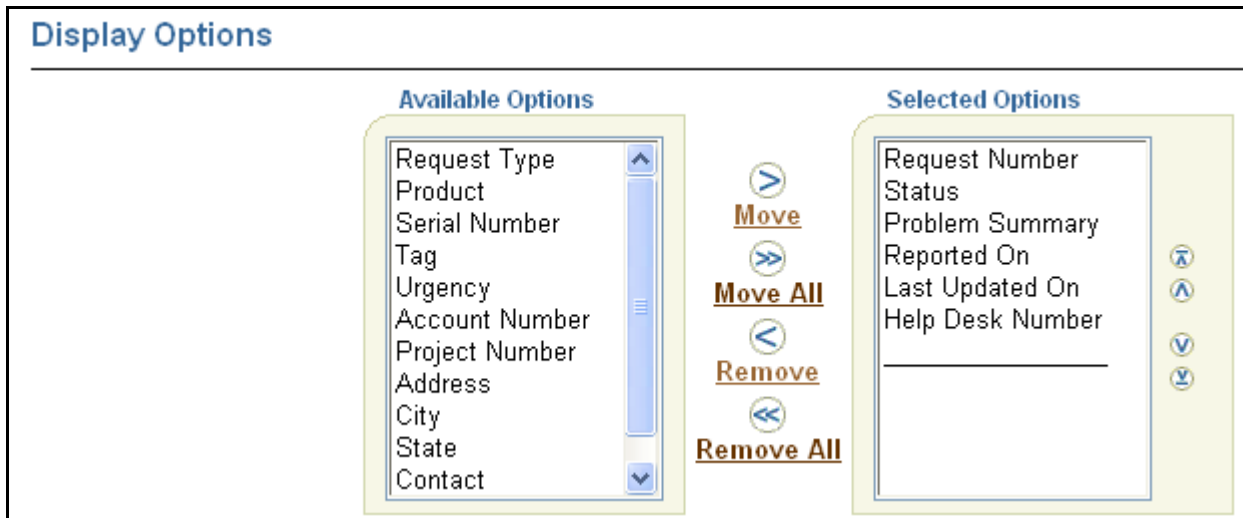


Figure 16 Display Option Boxes

- Next, you can set the *Sort Options*. You can select up to three fields to sort by and you can select either ascending or descending order for each field.

Note: Address, City, and State have been added to the sort choices. **2/5/10** Contact has been added to the sort choices.

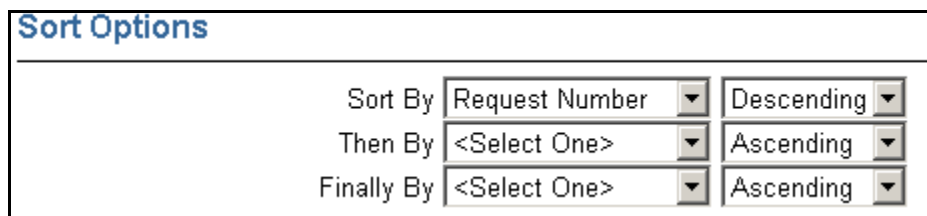


Figure 17 Sort Options

- Click **Save**.
- Click **Save Selection** to apply the view that is shown in the *Views* drop-down list.

Service Requests					Edit
Request Number	Status	Problem Summary	Reported On	Last Updated On	Help Desk Number

Figure 18 Service Requests Bar after Creating a View

Tip: To create another view, click the *Create View* button.

Tip: You can edit an existing view by selecting the name from the *Views* drop-down list, and then click **Edit View**. After you have made changes to the view, click **Update** to save your changes.

Searching for a Service Request using Quick Find

Refer to the [Quick Find](#) heading in the *iSupport Search Methods* section.

Service Requests Page List

The Service Request List on the *Service Requests* page gives you access to the service requests of your choice. By default, it is sorted, in descending order, by the *Request Number*. The fields displayed in the list are: *Request Number*, *Problem Summary*, *Request Type*, *Status*, *Reported On*, and *Last Updated On*. Fifteen rows of service requests are displayed. A *Next* link appears at the top and bottom of the list if you have more than 15 service requests in the system. You can choose the layout of the list, what information is displayed in the list, how the information is sorted, and how many rows are displayed by clicking the **Personalize** button. If you have already created and saved different views, you can change view by selecting a name from the *View* drop-down list, and then click **Go**.

Figure 19 Service Requests page

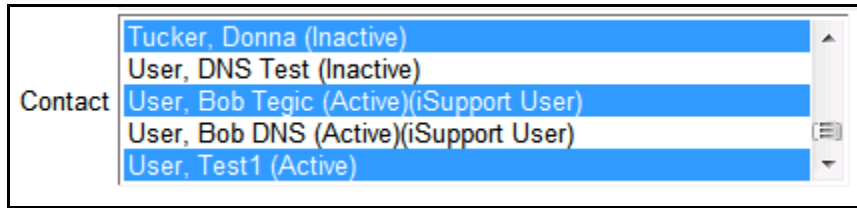
Tip: The default settings for the Home Page Service Request List and the Service Requests Page List are the same except for the number of rows displayed. The Service Requests Page List displays 15 rows rather than ten. It is possible to have different settings for these pages by editing or personalizing the lists.

Editing Service Requests Page List

When you click the Personalize link you are going to create a view for the list. When you do this, the view will not affect the setting of the Home Page Service Requests List.

1. Go to the Service Requests page. (Click the **Support** tab followed by the **Service Requests** link in the tab bar.)
2. Click **Personalize**.
3. Click **Create View**.
4. Enter a *View Name*.
5. If you want this to be the default view for the Service Requests Page List, select the *Default Service Request View* checkbox. To understand more about selecting the default view for the two lists, refer to the heading [Understanding the Default Service Request View Checkbox](#).
6. Enter the number of *Rows Per Page*. Default is 15.
7. Enter any *Filter Criteria* that you wish. You can filter by Request Number, Reported On, Last Updated On, Request Type, Status, Contact, or product (using the *Serial Number* field or the *Select Serial Num. – Description* field) Note: You can select from the Account Number list and the Urgency list, however it is recommended that you leave these set to *All*. Depending upon your profile, you only have one account number and the Urgency selection is not used.

Filter by Contact On 2/17/2012 a new filter criteria, *Contact*, was added to some iSupport user profiles that have the ability to view the service requests of others in their organization. This allows you to filter the list of service requests by one or more contact names. For example, if you wanted a list of the requests for Donna Tucker, Bob Tegic User, and/or Test 1 User, you would select those 3 names from the list as shown:



The Contact list shows all of the contacts associated with your organization. There are three possible flags next to the name in the list: *Active*, which means the name can be added as a contact to a request; *Inactive*, which means the name cannot be added to a request; and *iSupport User*, which means the name is associated with an iSupport user name and can be added as a contact to a request.

Tip: If someone leaves your organization, you should ask a help desk agent to inactivate their name. You can do this via the telephone or add it to a service request.

- Enter your *Display Options*. The fields shown in the Selected Options box are the ones that are currently displayed. You can add to them from the fields shown in the Available Options box using the arrow icons between the boxes. Select the field that you want to move, and then click the **Move** icon. You can add all of the fields in the Available Options box at once by clicking the **Move All** icon. Likewise, you can remove fields from the Selected Options box by selecting them and clicking the **Remove** icon. The **Remove All** icon removes all of the fields at once.

Note: Address, City, and State have been added to the display choices. **2/5/10** Contact has been added to the display choices.

- Once you have chosen which fields to display, you can change the order of the fields in the Selected Options box. Select the field that you want to reposition and use the up or down arrow icons. The icons with the bars above or below the arrows move the field all the way to the top or all the way to the bottom.

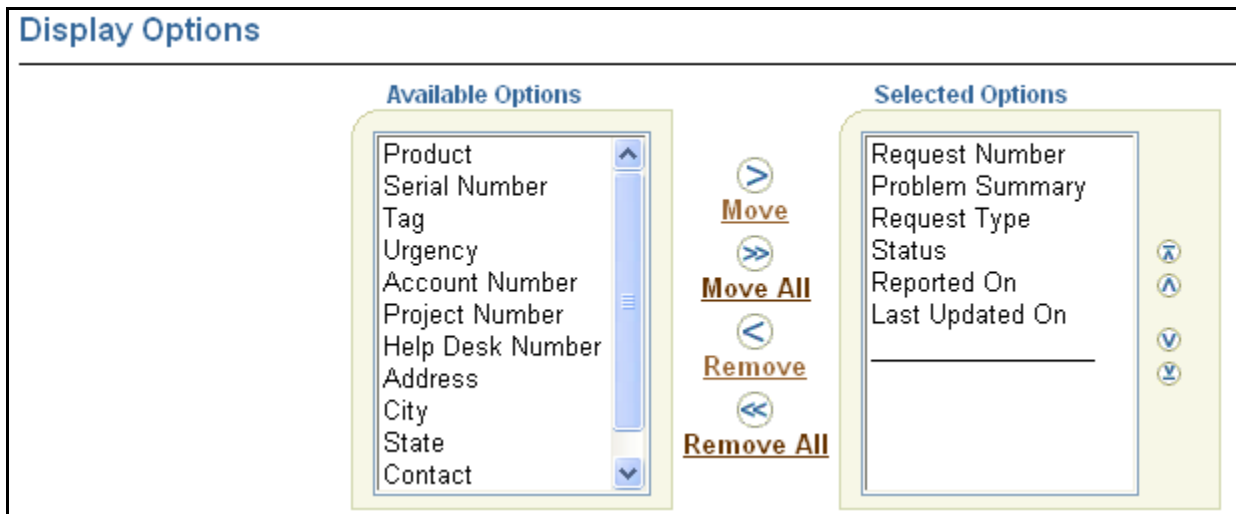


Figure 20 Display Option Boxes

- Next, you can set the *Sort Options*. You can select up to three fields to sort by and you can select either ascending or descending order for each field.

Note: Address, City, and State have been added to the sort choices. **2/5/10** Contact has been added to the sort choices.

Figure 21 Sort Options

11. Click **Save** or **Save and Search** to apply the view immediately.

Tip: To create another view, click the *Create View* button.

Tip: You can edit an existing view by selecting the name from the *Views* drop-down list, and then click **Edit View**. After you have made changes to the view, click **Update** to save your changes.

Understanding the Default Service Request View Checkbox

The Service Requests View that is visible on the Home page is determined by the view that is selected on the *Edit Service Requests Content* page.

Figure 22 Edit Service Requests Content page

To change the view, select the view name from the *Views* drop-down list and click **Save Selection**.

The Service Requests View that is visible on the Service Requests page is determined by the *Default Service Request View* checkbox in a saved view. You can determine which saved view has the Default Service Request View checkbox selected by going to the *Personalize Service Request Views* page. Look for *Yes* in the *Default* column.

Service Request View	Default	Edit	Remove
Help Desk Number View	No		
My Default View	Yes		
My Home Page Default View	No		

Figure 23 Personalize Service Request Views page

To change which view is set as default, edit the view that you want to become the default, select the checkbox, and then click **Update**.

Tip: If you do not select a default view by checking the box, the first view in the list is what is used to display the Service Requests List on the Service Requests page.

Tip: Selecting the *Default Service Request View* checkbox when creating or editing a view from the *Personalize Service Request View* page does not affect the setting that you saved for the Home page from the *Edit Service Requests Content* page.

Tip: Selecting the *Default Service Request View* checkbox when creating or editing a view from the *Edit Service Requests Content* page does affect the setting for the list on the *Service Requests* page.

Tip: If you only have one saved view, it is the default view for both lists.

Tip: In order to return to the system default pages, you must delete all of your saved views from the *Personalize Service Request Views* page. **Note:** deleting all of your saved views may cause your Home page service request list to be blank. To fix this, create a view called *My Home Page Default* with the settings shown below:

Figure 24 Setting-up Home Page Defaults

Searching for a Service Request

You can search for service requests by filtering on the Request Number, a date range for the Reported On date and/or Last Updated On date, the Request Type, the Status, the Serial Number, or the Serial Number and Description. You can combine any or all of the filter criteria.

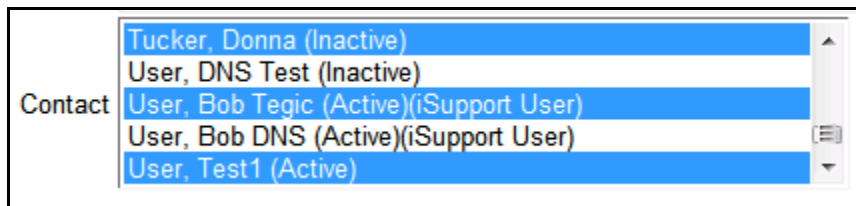
You can select how to display the resulting list, just like you do when you create a view. However, when you search, your settings are not saved. Searching is like creating a one-time view. Views can be used as reusable searches in that they can be saved and selected at any time.

1. From the *Service Requests* page, click the **Search Service Requests** button.

- Enter any *Filter Criteria* that you wish. You can filter by Request Number, Reported On, Last Updated On, Request Type, Status, or product (using the *Serial Number* field or the *Select Serial Num. – Description* field)

Tip: You can filter by the Account Number list and the Urgency list, however it is recommended that you leave these set to *All*. You only have one account number and the Urgency selection is not used.

Filter by Contact On 2/17/2012 a new filter criteria, *Contact*, was added to some iSupport user profiles that have the ability to view the service requests of others in their organization. This allows you to filter the list of service requests by one or more contact names. For example, if you wanted a list of the requests for Donna Tucker, Bob Tegic User, and/or Test 1 User, you would select those 3 names from the list as shown:



The Contact list shows all of the contacts associated with your organization. There are three possible flags next to the name in the list: *Active*, which means the name can be added as a contact to a request; *Inactive*, which means the name cannot be added to a request; and *iSupport User*, which means the name is associated with an iSupport user name and can be added as a contact to a request.

Tip: If someone leaves your organization, you should ask a help desk agent to inactivate their name. You can do this via the telephone or add it to a service request.

- Enter your *Display Options*. The fields shown in the Selected Options box are the ones that are currently displayed. You can add to them from the fields shown in the Available Options box using the arrow icons between the boxes. Select the field that you want to move, and then click the **Move** icon. You can add all of the fields in the Available Options box at once by clicking the **Move All** icon. Likewise, you can remove fields from the Selected Options box by selecting them and clicking the **Remove** icon. The **Remove All** icon removes all of the fields at once.

Note: Address, City, and State have been added to the display choices. **2/5/10** Contact has been added to the display choices.

- Once you have chosen which fields to display, you can change the order of the fields in the Selected Options box. Select the field that you want to reposition and use the up or down arrow icons. The icons with the bars above or below the arrows move the field all the way to the top or all the way to the bottom.

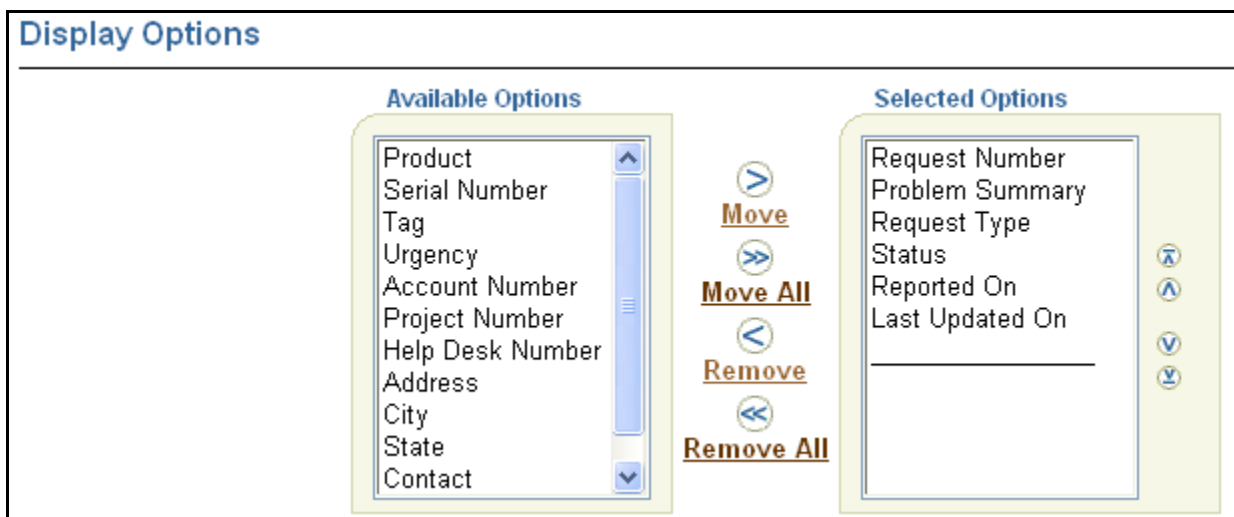


Figure 25 Display Options Boxes

5. Next, you can set the *Sort Options*. You can select up to three fields to sort by and you can select either ascending or descending order for each field.

Note: Address, City, and State have been added to the sort choices. **2/5/10** Contact has been added to the sort choices.

Sort Options			
Sort By	Request Number	▼	Descending
Then By	<Select One>	▼	Ascending
Finally By	<Select One>	▼	Ascending

Figure 26 Sort Options

6. Click **Search**.

Printing the Details of a Service Request

To print a service request you use the browser Print function. In order to print all of the information shown on the request, it must be printed in the landscape mode. This can be set either by changing the Page Setup in the browser (found under the File menu) or by changing the printer setting from the Print window. Another alternative is to email the request to yourself using the *Email to Me* button.

Emailing a Service Request

You can email the details of a service request to yourself when you are viewing it or from the confirmation page after you have created a new one. Simply click the **Email to Me** button. This does not send an email to any of the contacts listed on the service request.

Tip: This is an alternative way of printing the details of a service request. By default, a service request is too wide to print in the portrait mode. It must be printed in landscape mode or emailed, and then printed.

Understanding and Finding Information on the Service Request

The following figure shows the major areas of a typical Service Request detail view. Following the figure is information explaining each of the fields that are shown in the detail. The actual information shown is dependent upon your user type.

The screenshot displays the iSupport interface for a service request. The page is titled "Service Request: 100356724 - Job Worktype setting not changing". The status is "Solved". The request number is 100356724, and the problem summary is "Job Worktype setting not changing". The assigned service representative is Steven Greenacre.

The page is divided into several sections, each with a corresponding label on the left:

- Header:** Includes the request title, status, and request number.
- Attachments:** A table with columns for Attachment, Category, Description, View Attachment, and Remove. There are no attachments listed.
- Customer Information:** Shows customer details for DICTAPHONE DEVELOPMENT AND TEST SITE, including contact Bob Swenson, account number D90000023, and help desk number 12345.
- General Information:** Displays resolution summary, request type (EXText), last updated time (13-JUL-2007 14:43:46), reported on time (13-JUL-2007 14:20:02), and close date (13-JUL-2007 14:43:43).
- Product Information:** Shows model number 0EXSSQL, version, product description EXS DATABASE SERVER, and serial number CNV30725430.
- Solutions:** A table with columns for Solution, Solution Number, and Usefulness of Solution. One solution is listed: "Change Worktype in EXSpeech Draft Jobs" with solution number 10874 and usefulness "Possibly useful".
- Progress:** A table with columns for Date and Updated By. It shows a status change from "In Process" to "Solved" on 13-JUL-2007 14:43:46 by Swenson, Robert. Other updates show status changes from "Assigned" to "In Process" and "In Process" to "Solved".

The page also includes navigation links (Home, Account, Support) and a search bar at the top.

Figure 27 Service Request Details as Viewed through iSupport

Header Section

The header section contains information about the Service Request.

Field	Description
Request Number	This is a system generated number used to identify and track this specific request.
Problem Summary	This is the summary of the issue entered by the service representative, if you called Technical Support, or by you, if you submitted the request through iSupport.
Assigned Service Representative	This is the name of the service representative that is assigned to work on this service request. This is probably the person that you spoke with or that you are communicating with through iSupport. If the field is blank, the request has not yet been assigned to a specific agent.
Status	This is the current status of the service request. Refer to the heading Definition of Service Request Statuses to understand what each status means.

Customer Information Section

This section contains information about you, the customer, and one field has information about the Service Request.

Field	Description
Customer	This field shows your party name as it appears in our system.
Account Number	This field shows your account number and the name associated with that account.
Contact	This field shows the primary contact, or the person who initiated this request. A service request can have multiple contacts. Only the primary contact is shown in this view. Additional contacts, their information, and the primary contact information are shown under the Contacts tab.
Help Desk Number	The field is populated in three instances. The first is if this service request was converted from our legacy (BaaN) system. In this case, this is the service request number (BaaN ticket number) from the old system. The second time that this field is populated is when the service request is assigned to a Third Party Service Provider, such as Getronics. In this case, this is their tracking number from their system. The last instance is if the call was logged while our main system was down and the call was tracked manually. Once the system came back up, the call was entered into the main system and a new request number was assigned. In this case the help desk number will start with a B and is referred to as a Manual Ticket Number.

General Information Section

This area contains general information about the service request.

Field	Description
Resolution Summary	This is an optional field for the Agent. If they enter a summary of what they did to resolve the issue, it will appear here. Otherwise, detailed information of the resolution will appear in the Progress section.
Request Type	The type of request is used to route the service request to the appropriate support team. Therefore, the request type matches the product type. For example, a request type of EXText indicates that the request needs to be handled by the Enterprise Express Text support team.
Reported On	This is the date and time that the service request was opened, either by the Technical Support agent or through iSupport.
Last Updated On	This indicates the date and time of the last change to the service request.

Field	Description
Closed Date	This is the date and time that the service request was Solved by Technical Support. Note: This field is only populated when a service request is <i>Solved</i> . It is not populated for service requests that have a status of <i>Closed/Costed</i> . To see when the work was completed for requests with this status, look in the Progress section for the date that the status was changed to Completed .

Product Information Section

This area contains information about the product that is covered by this service request.

Field	Description
Model Number	This is the Model (Item) Number of your product.
Product Description	This is the description of your product from your install base. It may or may not include the actual model number (item number).
Version	Version is the revision number of the product, and is not used. It will generally show as 000.
Serial Number	This is the serial number of your product.

Attachments Section

Any attachments that are added to the service request will appear in this section. Attachments can be added by you through iSupport or by service representatives. You can view or download attachments. You can remove attachments that you have added.

Solutions Section

Service representatives can attach knowledge base solutions to service requests for your review. They will appear in this section. You can view them by clicking one of the links. When the service representative attached the solution, they provided a rating as to how useful they think the solution is to you. The ratings are: Useful, Possibly Useful, and Not Useful. You can change the rating in order to give feedback to the representative about the solution..

Progress Section

When you receive an e-mail that indicates that a service request has been updated, you should check the Progress section to find out what has transpired. This section serves as a log to track all of the status changes to the service request. Also appearing in this section are any notes that are added to the request, either by the service representative or by you. The date and time as well as the person making the change are logged. This section is where you will find all of the communication that takes place between you and the agent through iSupport.

By default the progress section is expanded, that is all details are shown, and is sorted by date with the most recent entry at the top. You can Collapse the data to show only one line for each entry. You can also reverse the sort order and show the earliest entry on top. The following figures show examples of Expanded and Collapsed data and normal sort versus reverse sort.

The following shows the data expanded and sorted normally. (The default.)

Progress	
Expand Collapse	
Date ▲	Updated By
26-JUL-2007 17:45:08	
Status changes from "Assigned" to "Solved".	
26-JUL-2007 17:44:57	
Product changes from "no value" to "0EXT01S-F06 - SW TEXT-SERVER V6.X W-SQL2KSE".	
26-JUL-2007 17:40:37	
Assisted customer to verify that ExText system is working properly after docnetserver service stopped unexpectedly.	
26-JUL-2007 17:40:01	
<p>Connected to the text server and found docnetserver service running with only docnetthisinterface service logged into text.</p> <p>-- , IS support, had re-started docnetserver service after it stopped running. Advised that he will need to stop all other dependent docnet services first, end all remaining winword.exe processes from task manager before re-starting docnetserver, which would re-start all other dependent docnet services.</p> <p>--Found (1) at 15:15pm server time, SQL Server log indicating that "SQL Server has encountered 1 occurrence(s) of IO requests taking longer than 15 seconds to complete on file [e:\Docnet\SQLData\DocnetLog.dat] in database [DocNet] [7]. The OS file handle is 0x00000498. The offset of the latest long IO is 0x000000011e2600," and (2) at 15:16pm server time, event viewer's application log indicated "SQL server error: DbLibError: Sev[9], DBErr: [10025], OSErr, [10054] [Possible network error: Write to SQL Server Failed. General network error. Check your documentation.] [ConnectionWrite [send]]." This indicated that SQL was experiencing issues when trying to perform its regular scheduled backup and did not respond to write request from docnetserver which resulted in docnetserver service stopping because it could not write to SQL.</p> <p>--Recycled all dependent docnet services, ended all winword.exe processes in task manager that is not currently being used by docnetserver (listed under the Word Controller tab of System Monitor), re-started docnetrouter service on separate router server, and re-started all gateway interface applications on the gateway server.</p> <p>--Performed an overall check and verified that text server is now working properly with no errors or locks in SQL.</p> <p>--Worked on this issue from 4:30pm ET to 5:10pm ET today.</p> <p>--Sent email to with two documents that included instructions for orderly shutdown of ExText server and instructions to ensure the ExText server is working properly.</p>	
26-JUL-2007 16:35:51	
Text server went down; diagnostic dump generated.	
<input type="button" value="Overview"/> <input type="button" value="Contacts"/>	

The following shows the same data collapsed and sorted normally.

Progress	
Expand Collapse	
Date ▲	Updated By
26-JUL-2007 17:45:08	
Status changes from "Assigned" to "Solved".	
26-JUL-2007 17:44:57	
Product changes from "no value" to "0EXT01S-F06 - SW TEXT-SERVER V6.X W-SQL2KSE".	
26-JUL-2007 17:40:37	
Assisted customer to verify that ExText system is working properly after docnetserver service stopped unexpectedly.	
26-JUL-2007 17:40:01	
Connected to the text server and found docnetserver service running with only do	
26-JUL-2007 16:35:51	
Text server went down; diagnostic dump generated.	
<input type="button" value="Overview"/> <input type="button" value="Contacts"/>	

Figure 28 Progress Section Sorted Normally

The following shows the same data expanded and sorted in reverse order.

Progress	
Expand Collapse	
Date ▼	Updated By
26-JUL-2007 16:35:51	
Text server went down; diagnostic dump generated.	
26-JUL-2007 17:40:01	
Connected to the text server and found docnetserver service running with only docnetthisinterface service logged into text.	
-- , IS support, had re-started docnetserver service after it stopped running. Advised that he will need to stop all other dependent docnet services first, end all remaining winword.exe processes from task manager before re-starting docnetserver, which would re-start all other dependent docnet services.	
--Found (1) at 15:15pm server time, SQL Server log indicating that "SQL Server has encountered 1 occurrence(s) of IO requests taking longer than 15 seconds to complete on file [e:\Docnet\SQLData\DocnetLog.dat] in database [DocNet] [7]. The OS file handle is 0x00000498. The offset of the latest long IO is 0x00000011e2600," and (2) at 15:16pm server time, event viewer's application log indicated "SQL server error: DbLibError: Sev[9], DBErr: [10025], OSErr, [10054] [Possible network error: Write to SQL Server Failed. General network error. Check your documentation.] [ConnectionWrite [send[]]." This indicated that SQL was experiencing issues when trying to perform its regular scheduled backup and did not respond to write request from docnetserver which resulted in docnetserver service stopping because it could not write to SQL.	
--Recycled all dependent docnet services, ended all winword.exe processes in task manager that is not currently being used by docnetserver (listed under the Word Controller tab of System Monitor), re-started docnetrouter service on separate router server, and re-started all gateway interface applications on the gateway server.	
--Performed an overall check and verified that text server is now working properly with no errors or locks in SQL.	
--Worked on this issue from 4:30pm ET to 5:10pm ET today.	
--Sent email to with two documents that included instructions for orderly shutdown of ExText server and instructions to ensure the ExText server is working properly.	
26-JUL-2007 17:40:37	
Assisted customer to verify that ExText system is working properly after docnetserver service stopped unexpectedly.	
26-JUL-2007 17:44:57	
Product changes from "no value" to "0EXTD1S-F06 - SW TEXT-SERVER V6.X W-SQL2KSE".	
26-JUL-2007 17:45:08	
Status changes from "Assigned" to "Solved".	
<input type="button" value="Overview"/> <input type="button" value="Contacts"/>	

The following shows the same data collapsed and sorted in reverse order.

Progress	
Expand Collapse	
Date ▼	Updated By
26-JUL-2007 16:35:51	
Text server went down; diagnostic dump generated.	
26-JUL-2007 17:40:01	
Connected to the text server and found docnetserver service running with only do	
26-JUL-2007 17:40:37	
Assisted customer to verify that ExText system is working properly after docnetserver service stopped unexpectedly.	
26-JUL-2007 17:44:57	
Product changes from "no value" to "0EXTD1S-F06 - SW TEXT-SERVER V6.X W-SQL2KSE".	
26-JUL-2007 17:45:08	
Status changes from "Assigned" to "Solved".	
<input type="button" value="Overview"/> <input type="button" value="Contacts"/>	

Figure 29 Progress Section Sorted in Reverse Order

Expanding and Collapsing the Progress Section

Use the Expand and Collapse links to expand or collapse the data shown.

Sorting the Progress Section

The Arrow icon next to the Date label is used to change the sort of the data. By default the data is sorted with the most recent date at the top of the list. This is indicated by the Up arrow. When you click the icon, the arrow changes to a Down arrow to indicate a descending sort or that you have the earliest date at the top going down to the latest date at the bottom.

Tip: The descending sort shows the order in which the events occurred.

Definition of Service Request Statuses

The following table is a list of possible Service Request statuses and their meaning. Note that there are other statuses, but they are not used or pertain to other non-healthcare products.

Status	Definition	Update or Close ¹ the request
Advanced Replacement	This indicates that an advanced replacement will be sent for a Depot repair item.	No
Assigned	The service request is assigned to a support team or an individual representative.	Yes
Assigned to Development	The service request has been assigned to a developer for escalation.	Yes
Assigned to TPM Partner	Obsolete – no longer used as of 9/1/2008 This was used for on-site service requests.	No
Cancelled	The service request has been cancelled by the person that requested it or by a service representative.	No
Case Monitoring or Monitoring	The progress of the service request is being monitored by a support manager.	Yes
Closed/Costed	The request has been closed. No more action can take place on this request. This is used on Depot and on-site type requests.	No
Closure Pending	Obsolete – no longer used as of 8/1/2013. The agent has tried to contact the customer and has been unsuccessful (see <i>Follow-up Requested</i>). If the agent doesn't hear from the customer for 10 days after setting the status to <i>Closure Pending</i> , the request will be marked <i>Solved</i> .	Yes
Completed	Work on the service request is completed, but the request has not been costed or closed yet. This is used on Depot and on-site type requests	No
Follow-up Requested	Obsolete – no longer used as of 8/1/2013. The agent is waiting for information from or an action by the customer. The agent has tried to contact the customer with no success. After 3 unsuccessful attempts, the agent will change the status to <i>Closure Pending</i> .	Yes
Getronics – Adv Rplc	Obsolete – no longer used as of 9/1/2008.	No
Getronics – Cancel SR	Obsolete – no longer used as of 9/1/2008	No
In Process	The service request has been assigned to an individual and work is being performed to resolve the issue.	Yes
Open	This is the default status when you first submit a service request through iSupport.	Yes

¹ The Depot Service Request type cannot be closed through iSupport. You can update the request to advise the Repair Center to close the request.

Status	Definition	Update or Close ¹ the request
QA Pending	Obsolete – no longer used as of 8/1/2013. The service request has been assigned to QA	No
Resolution Pending	The service request has been updated by an agent who is now waiting for information from or an action by the customer.	Yes
Sent to TPM Partner	Obsolete – no longer used as of 9/1/2008 This is used for on-site service requests.	No
Solved	The request has been closed. No more action can take place on this request. This is used on Technical Support type requests.	No
Support Assist	Obsolete – no longer used as of 8/1/2013. The service request has been assigned to an individual and work is being performed to resolve the issue.	Yes ²
Updated by Customer	The service request has been updated directly by the customer using iSupport.	Yes
Waiting on Customer	The service request has been updated by an agent who is now waiting for information from or an action by the customer.	Yes

² A request with a status of Support Assist can be updated, but it cannot be closed through iSupport. You can update the request to advise the Agent to close the request.

Agent's (Service Representative) View of a Service Request

The next figure shows how a service request appears to an agent. This is included so that you have an understanding of what they see and how it differs from your view. In some cases fields are labeled differently for service representatives.

This column shows the information for the primary contact. Additional contacts are shown under the Contacts tab.

This column shows information about your company. The upper part of the form must be expanded to see your address, etc

This column shows information about the product that is the subject of this service request. The upper part of the form must be expanded to see the location address.

This column shows information about the service request. The Number, Type, Status, etc. Additional fields are visible when the upper part of the form is expanded.

This area is used to search the knowledge base for solutions and attach them to the service request. Note that only solutions with an External visibility are displayed in iSupport.

This is the area where all notes and communications between the agent and you show up. Each note or communication shows on a line and must be expanded to be viewed.

Figure 30 Agent's View of a Service Request

Comparison of Field Labels between the iSupport and Agent Views

The following table lists the field labels that are different in the iSupport view compared to the agent view. Only field labels that are different are listed.

iSupport View	Agent View
Account Number	Account & Account Name
Assigned Service Representative	Owner
Closed Date	Closed On
Contact	First & Last
Customer	Name
Help Desk Number	Helpdesk Num
Last Updated On	Last Modified
Model Number	Item
Preferred Language	Language
Product Description	Desc
Reported On	Reported
Request Number	Number
Request Type	Type
Serial Number	Serial
Version	Revision

FAQs for Service Requests

1. Q. Where can I find the BaaN ticket number for imported (historical) service requests?
 - A. BaaN ticket numbers are found in the *Help Desk Number* field.
2. Q. How do I find out when work was completed on my service request?
 - A. Look in the *Closed Date* field for requests that were Solved by Technical Support and in the Progress section for the word *Completed* for On-site or Depot requests.
3. 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...).
4. Q. How can I add a contact to get email notifications for changes to my service request?
 - A. You can add additional contacts to a specific service request through iSupport, however this applies to that request only. Refer to [Adding Contacts to a Service Request](#). You can also make a template that will include that contact. Refer to [Saving a Service Request as a Template](#). What I think you may be asking is for a contact to receive notifications automatically for all service requests from your company. For this, you have to contact Request Management or an agent and ask them to set-up a contact for email notifications.
5. 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.

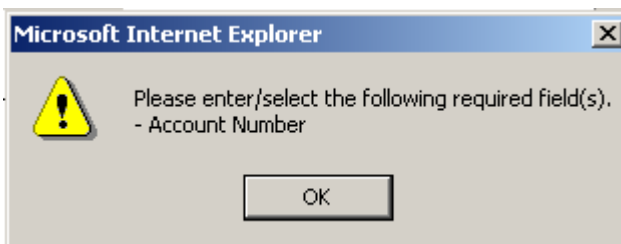
6. Q. How can I view a list of service requests that were opened for one product?

A. You can view a list of all service requests opened for one product, such as a server, by using the *Service Requests* function under the *Account* tab. Navigate to or search for the item in your installed base. Select **Service Requests** from the *View Details* drop-down list and then click **Go**. Next, select the service request status from the *View Service Requests* drop-down list (select the blank line at the top if you want to see all statuses), and then click **Go**.

7. Q. I am not able to submit a service request.

A. This has several symptoms, but one root cause. The cause is that your user ID does not have an account associated with it. You have to contact your local iSupport administrator and ask them to associate an account to your user ID. The symptoms are:

You get the following error:



The *Account Number* field drop-down list says <Select One>, but there are none in the list.

The *Serial Number* field search shows no matches.

The *Select Serial Num – Description* field says <Select One>, but there are none in the list.

Working with Information under the Account Tab

Note: *Dragon Medical* customers will either not have an *Account* tab or, if they do, may not see anything under the *Account* tab. They do not have any entries in the Installed Base, at this time.

The *Account* tab is where you will find information about which Nuance Healthcare products you own. This is referred to as your *Installed Base*. Besides seeing what you own, you can learn other information about your product. Such as: details about an item, whether or not the item is under contract, and view a list of service requests for an item. Functions that you can perform under the *Account* tab are: download a list of your installed base in Excel format, search your installed base, check contract status of an item in your installed base, and create a service request from an item detail page. Creating a service request this way will transfer the item (product) and address information from the installed base into the service request. You can also generate a list if items listed on a particular contract.

Tip: If you get an error, like the one shown in the following figure, when you click the *Accounts* tab, it means that your user ID does not have an account associated with it. Contact your local iSupport administrator and ask them to associate an account to your user ID.



Figure 31 Accounts Tab Error

There are a number of things that you can do from the *Search Item Instances* page, which is displayed when you click the *Account* tab. This can also be called the *Products* page. When the page opens, a search of your installed base is performed and displayed. If you have not personalized the search and the layout of the page, the default search is performed and the default layout is shown. You can use this information and sort it by the columns shown, you can click the *Description* link to view the general details of the item, you can choose a page to view from the *View Details* drop-down list, or you can click the *Eyeglasses* icon in the *All Details* column to view the item details and the contract, if any, covering that item.

By default, the columns shown in the next figure are displayed when you click the *Account* tab.

Description	Item	Item Instance	Serial Number	Lot Number	System	External Reference	Status	Quantity	Owner Party Name
-------------	------	---------------	---------------	------------	--------	--------------------	--------	----------	------------------

Figure 32 Account Tab Default Columns

The items are not sorted by any particular column. By clicking the column name, you can sort by that column. You can change which columns are shown, their order, and how they are sorted by creating and saving a personalized search.

Sorting the Install Base List by Columns

The currently selected sort column is indicated by either the Up or Down arrow icon appearing next to the column name. To choose which column to sort by, click the column name link. To change the sort order of a column, click the arrow icon. The Down Arrow indicates that the list is sorted in descending order, i.e. with the newest date on top, the highest number on top, or in alphabetical order. The Up Arrow indicates that the list is sorted in ascending order, i.e. with the oldest date on top, the lowest number on top, or in reverse alphabetical order.

The next figure shows the columns sorted in ascending order by the *Item* column. Note the position of the Up Arrow icon.

Description	Item ▲	Item Instance	Serial Number	Lot Number	System	External Reference	Status	Quantity	Owner Party Name
-------------	--------	---------------	---------------	------------	--------	--------------------	--------	----------	------------------

Figure 33 Install Base List Sorted by the Item Column

Tip: If you are using a saved search, make sure that its name appears in the *Saved Searches* window before you click a column name or the sort direction arrow. Otherwise, the column selections and layout will revert to the default settings.

Refer to the [Personalizing](#) heading to learn more about configuring the columns that are shown, their layout, and their default sort order.

Viewing Item Details

You can view the details about a particular item including: general attributes, owner, current location, installed at, contract information, service request information, and other miscellaneous information. You can even open a service request and pre-populate the product and location information. Some of the information displayed is of interest to Nuance employees only. It may not have much meaning for you. The reason that it is displayed is that you and employees share the same page. This results in some information that you may not need or understand and there are some functions on the page that do not work for you. For example, some of the pages have *Go* and *Edit* buttons. These only function for employees. You are not able to change any information on the pages.

Tip: You cannot edit information shown in the details. If you see information that is incorrect, contact Service Support at 1-800-228-1210.

Tip: The Select column is not used.

You have several ways to access the detail information: you can click the description link; select either general, contracts, or service requests under the *View Details* drop-down list; or click the *All Details* Eyeglasses icon.

Search Item Instances

Saved Searches: My Default Account Table [Go] [Personalize]

Item Instances are filtered on account number (D90000023).

[Download]


Select	Item	Description	Serial Number	Quantity	View Details	All Details
<input type="checkbox"/>	00EXT01	SW,EXT01 FG TEXT SERVER, EN	DEV0000100EXT01	1	General [Go]	
<input type="checkbox"/>	00EXV01	SW,EXV01,SERVER,VOICE	DEV0000100EXV01	1	General [Go]	
<input type="checkbox"/>	00GOS02-PKM02	KIT SW GoMD-WEB-SERVER 1-uP MA	DEV0000100GOS02-PKM0	1	General [Go]	
<input type="checkbox"/>	01GA000	ACTELCOM BLOCK,REC-RS485	DEV0000101GA000	1	General [Go]	
<input type="checkbox"/>	0CDX01S-F01	SW CDX PRMRY-SRVR IMAGING 1.99	DEV000010CDX01S-F01	1	General [Go]	
<input type="checkbox"/>	0EWS15S-	SW, WEB V1.5 EWS SINGLE			General [Go]	

Figure 34 The Account Page Table

Item Instance Details Page

When you click the **Description** link, the *Item Instance Details* page is displayed. You can view the item information here as well as link to the Contract and Service Request information for that item. The menu on the left gives you access to these pages.

Tip: Another way to view the *Item Instance Details* page is to select *General* from the drop-down list under the *View Details* column, and then click **Go**.


iSupport
[Profile](#) [Sign Out](#)

[Home](#) [Account](#) [Support](#)

Products

Quick Find Service Requests

Item Instance Details

Account Number: D90000023
 Item Instance: 972634
 Item: 3300024-P-MFG
 Item Description: KIT SW WEB V2.0 EWG APPG NO-GG

General Attributes

Organization Name: Melbourne
 Last Version Label: AS_CREATED
 Revision: 000
 System:
 Item Instance Type:
 * Serial Number: CNV30725432
 Status: CREATED
 Quantity: 1
 Start Date: 24-SEP-2004
 Shipped On Date:
 End Date:
 Return By Date:
 Actual Return Date:
* Indicates required field.
 Time format is HH:MM

Instance Name:
 Version Label Date: 02-MAY-2007 6:58
 New Version Label:
 External Reference: DEV00001
 Accounting Classification: Customer Product
 Usage Out of the Enterprise:
 Lot Number: not lot-controlled
 Condition: UOM EA
 Start Time: 0:00
 Shipped On Time:
 End Time:
 Return By Time:
 Actual Return Time:

Note: You do not have permission to make updates in this page.

Creation Completed

Owner

Party Type: Party
 Party Name: DICTAPHONE DEVELOPMENT AND TEST SITE
 Party Number: D90000023
 Account Number: D90000023
 Account Name: DICTAPHONE DEVELOPMENT AND TEST ACCOUNT

Current Location

* Type:
 Party Name: DICTAPHONE DEVE
 Party Number: D90000023
 * Line 1: 3984 PEPSI COLA C
 Site Number: 186886
 Address: 3984 PEPSI COLA DR
 MELBOURNE, FL, 32934-9299, US

Installed At

Installed Date: 24-SEP-2004
 Installed Time: 0:00
Time format is HH:MM
Change in installed date does not change contract date.

Type:
 Party Name: DICTAPHONE DEVE
 Party Number: D90000023
 Line: 3984 PEPSI COLA C
 Site Number: 186886
 Address: 3984 PEPSI COLA DR
 MELBOURNE, FL, 32934-9299, US

Order

Sales Order Number:
 Sales Order Line:
 Purchase Order Number:
 Sales Order Date:
 Agreement Name:

Item Flags

BOM Enabled
 IB Trackable
 Sellable
 Inventory Trackable
 Shippable

Item Views

Merchant
 Customer

[Home](#) | [Account](#) | [Support](#) | [Profile](#) | [Sign Out](#)

Figure 35 Item Instance Details Page

View Details Drop-Down List

The drop-down list in the *View Details* column gives you three choices: *General*, which displays the *Item Instance Details* page; *Contracts*, which displays the contract information for that item; and *Service Requests*, which displays the service request information for that item and gives you the ability to create a new service request. After you select from the drop-down list, click **Go** to display the page.

Contracts Page

The *Contracts* page gives you a summary view of all of the contracts in the system for that item. You can view Overview and Detail information about a contract by clicking the *Contract Number* link.

Home Administration Profile Sign Out

Home Account Support

Products

Quick Find Service Requests Go

General
Contracts
Service Requests

Contracts

Account Number: D90000023
Item Instance: 972834
Item: 3300024-PKMFG
Item Description: KIT SW WEB V2.0 EWS APPS NO-SQ

Contract Number	Coverage Name	Coverage Description	Service Name	Service Description	Warranty	Modifier Number	Status	Start Date	End Date	Termination Date
11000000	Option 3	Option 3	DP OPTION3 MAINT	24 hour Remote and 24x7 Onsite Support	N	SRV AGMT	Active	15-MAY-2007	14-MAY-2008	

Home | Account | Support | Home | Administration | Profile | Sign Out

Figure 36 Contracts Page

Service Requests Page

The *Service Requests* page gives you a summary view of service requests that have been placed for that item. You can select to view service requests by status. Select the status in the *View Service Requests* drop-down list, and then click **Go**. You can view all statuses, or all service requests for that item, by selecting the blank line at the top of the drop-down list. Not all statuses in the drop-down list are valid (refer to the heading [Definition of Service Request Statuses](#) for a list of status that can be used). By default, the *Open* status is selected when you first open the page. You need to select another status or the blank line to generate a list of service requests.

The screenshot shows the iSupport web interface. At the top left is the NUANCE logo and 'iSupport' text. At the top right are links for 'Profile' and 'Sign Out'. Below this is a navigation bar with 'Home', 'Account', and 'Support' tabs. A left sidebar contains 'General', 'Contracts', and 'Service Requests' (highlighted). The main content area is titled 'Item Instance Details' and shows: Account Number: D90000023, Item Instance: 972834, Item: 3300024-PKMF8, and Item Description: KIT SW WEB V2.0 EWS APPS NO-SQ. Below this is a 'Service Requests' section with a 'View Service Requests' dropdown and 'Go' button. A table lists three incidents with columns: Incident Number, Incident Date, Incident Type, Severity, Status Code, Urgency, Date Closed, and Details. Below the table is a 'Create New Service Requests' button and two sets of navigation links: 'Home | Account | Support | Profile | Sign Out'.

Item Instance Details

Account Number: D90000023
 Item Instance: 972834
 Item: 3300024-PKMF8
 Item Description: KIT SW WEB V2.0 EWS APPS NO-SQ

Service Requests

View Service Requests Go

Incident Number	Incident Date	Incident Type	Severity	Status Code	Urgency	Date Closed	Details
100340052	05-JUN-2007	EXText	Medium	Solved	Medium	21-JUN-2007	
100340002	05-JUN-2007	On Site Repair	Medium	Closed/Costed	Medium	20-JUL-2007	
100341432	08-JUN-2007	Depot	Medium	Closed/Costed	Medium	11-JUN-2007	

Create New Service Requests

[Home](#) | [Account](#) | [Support](#) | [Profile](#) | [Sign Out](#)

[Home](#) | [Account](#) | [Support](#) | [Profile](#) | [Sign Out](#)

Figure 37 Service Request Page with All Requests for the Item Shown

Tip: Some of the column headings differ from those shown under the *Support* tab. Refer to the

[Comparison of Field Labels between the Account Tab and the Support](#) Tab heading to understand the headings.

Click the **Details** icon to view the details of the service request. Refer to the [Working with Service Requests](#) section for details of what you can do with the service request.

You can start a new service request for this item by clicking the **Create New Service Requests** button. When you click the button, the product information and the product location information will be filled into the service request automatically.

All Details Eyeglasses Icon

When you click the **Eyeglasses** icon under the *All Details* column the *Item Instance Details* page is displayed with the *Contracts* information added at the bottom. This is the same information that is available on the other pages except that you do not have the menu on the left that lets you navigate to the other pages. Also, you are not able to drill down in the contract area to see more details.

Searching or Personalizing the Installed Base List

You can do a one-time search of the Install Base, a one-time search and change the layout and sort order of the list, or you can set-up personalized searches that you can reuse and that will change the layout and sort order of the list. You can also control the information that will be exported to Excel format when you click the Download button by using the search or personalize feature. Searching and personalizing start the same way, by clicking the *Personalize* button.

Searching

1. Click **Personalize**. The *Advanced Item Instance Search* page opens.
2. Enter your search criteria. Refer to the heading [Understanding the Search Criteria Sections](#).
3. If you want to change the list content, layout or sort order, enter those in the Table Personalization section. Refer to the heading [Personalizing](#) for more information.
4. If you want to save this search and use it again, enter a search name in the *Name* field under the *Save Search as* section. If you want this to be the default search for the summary page, select the *Use as Summary Page Default* checkbox. Then click **Save** to just save the settings or click **Save and Apply Search** to save the settings and apply the search in one step.

Tip: You can only have one default Search/Personalization for the Summary Page. If you want to have a default search and a default personalization, you must combine them into one saved search.

5. If you want to use this search just one time, click one of the **Search** buttons.

Searching with a Saved Search or Personalization

You can save as many searches and personalization settings as you wish. You can change them at any time.

Tip: If you want to run the default search, select the blank line at the top of the list.

1. To select a saved Search or Personalization, select the name from the *Saved Searches* drop-down list.

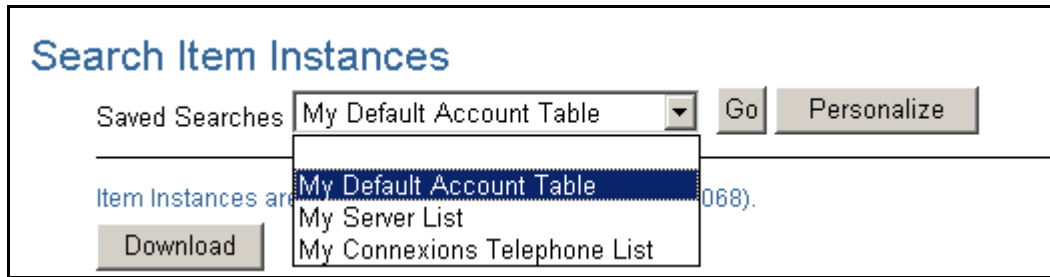


Figure 38 Selecting a Saved Search

2. Click **Go**. The search or personalization is performed.

Understanding the Search Criteria Sections

There are seven Search Criteria Sections where you can enter filtering information. The sections are: General Attributes, Party, Party Accounts, Current Location, Installed At, Contact, and Contract. Due to the way that the installed base is set up, there are some sections and fields that we recommend that you not use. If you use them, you will not get any search results. They are left on the form because they may be usable in the future and because the page that you are viewing is basically the same page that employees use, except that employees have editing features available to them. In addition to not using some sections or fields, there are some sections where you cannot change the information in the fields; however, the data is used in the search when the section is expanded.

In order for a section to be active and used in the search, it must be expanded. By default, when you first click the *Personalize* button for a new search, the *General Attributes* and *Party* sections are expanded. All others are collapsed. To expand or collapse a section, click the arrow icon next to the section name.

Each of the sections and their fields are explained in the following paragraphs.

General Attributes Section

Tip: We recommend that you do not use the following fields in your searches: *Status*, *Additional Attribute Name*, *External Reference*, *System*, and *Instance Name*. Entering a value in them will yield no results when you search or the value that they contain is the same for all items in your installed base.

Tip: When you see a *Go* button next to a field it means that you can perform a sub-search for the value to use in that field. Refer to the [Sub-Search for a Field Value \(Go Button\)](#) heading in the *iSupport Search Methods* section for more information.

Figure 39 The General Attributes Section

The **Item Instance** is a unique, system generated number for that item in the installed base. Entering a value here will result in a maximum of one line of data for your search.

Item is the Nuance model number or part number for an item. You may have multiple items in your installed base with the same item number. You can expect to get multiple rows of information if you use this field.

Serial Number is a unique alpha/number for an item. Not all items have serial numbers, for example a headset is not serialized, but a server is. You should not have duplicate serial numbers, so using this field should give you a single row of information. You can enter a partial value along with the wildcard (%) character to search for a series of letters and/or numbers if you only know part of the number that you are searching for. This may produce multiple rows of information when you search.

The **Description** is a text field that describes the item. You can use partial words with the wildcard (%) character to search for an item by description.

You can include expired items in your result by selecting the **Show Expired Item Instances** checkbox.

Party Section

You are not able to edit any information in this section. It shows your organization's name and number. This is used in conjunction with some other sections and in searches. You should leave it expanded.

Party Accounts Section

You are not able to edit any information in this section. It shows your organization's account name and number. You should leave it collapsed.

Current Location Section

This is a section that we recommend not using. It is actually based on the contacts associated with your organization. The installed base is not set up to the point where a contact is associated with an item. This should be left collapsed. If you do choose to use this field, the *Party* section must be expanded in order to populate the fields.

Installed At Section

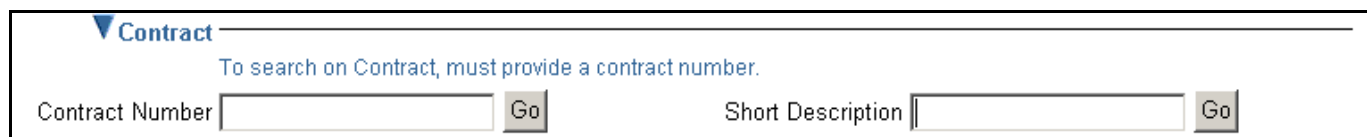
Unless you have multiple addresses associated with your organization and have supplied Nuance with the specific location of your equipment, we recommend that you do not use this field. As a general rule, all of your equipment is associated with one address. This should be left collapsed. If you do choose to use this field, the *Party* section must be expanded in order to populate the fields.

Contact Section

Again, the installed base is not set up to the point where a contact is associated with an item. Therefore, we do not recommend that you use this section. This should be left collapsed.

Contract Section

This section can be used to generate a list of products that are covered by a specific contract. You can also see a list of all of your contracts. The *Party* section must be expanded in order to use this section.



▼ Contract

To search on Contract, must provide a contract number.

Contract Number Go

Short Description Go

Figure 40 The Contract Section

Click the Go button next to one of the fields to perform a sub-search or enter a partial value in the field. Refer to the [Sub-Search for a Field Value \(Go Button\)](#) heading in the *iSupport Search Methods* section for more information.

Personalizing

Personalization allows you to choose which columns to display, their order and how they are sorted. Personalizing is really just saving a search where you have made changes in the *Table Personalization* section. You can enter

search criteria or leave it blank in order to display all of the products in your installed base. The next figure shows the *Table Personalization* section.

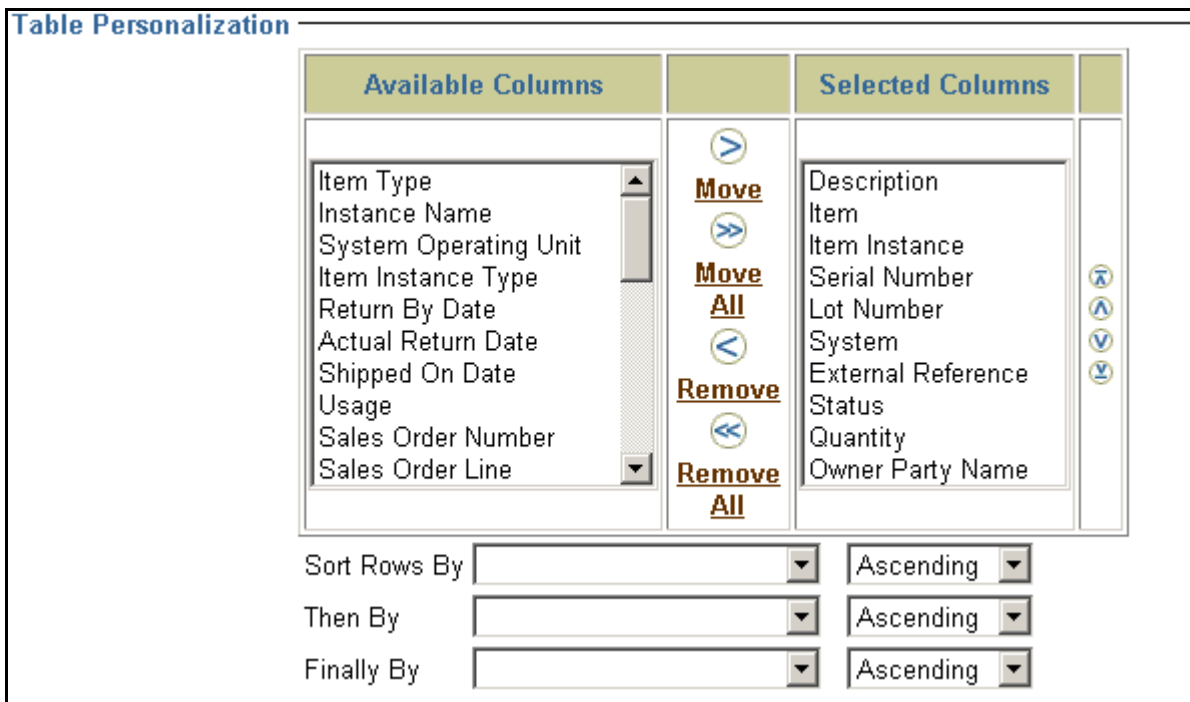


Figure 41 Table Personalization Section

1. Click **Personalize**. The *Advanced Item Instance Search* page opens.
2. Enter your search criteria or leave it blank if you just want to just change the table layout, order, or sort order. Refer to the heading [Understanding the Search Criteria Sections](#).
3. The column names shown in the *Selected Columns* box are the ones that are currently displayed. You can add to them from the columns shown in the *Available Columns* box using the arrow icons between the boxes. Select the column that you want to move, and then click the **Move** icon. You can add all of the columns in the *Available Columns* box at once by clicking the **Move All** icon. Likewise, you can remove columns from the *Selected Columns* box by selecting them and clicking the **Remove** icon. The **Remove All** icon removes all of the columns at once.

Tip: You should always leave the *Description* column in your *Selected Columns* list. The *Description* column is a link to the details of an item. There are other methods of displaying the item details; however the *Description* link is the most convenient.

4. Once you have chosen which columns to display, you can change the order of the columns in the *Selected Columns* box. Select the column that you want to reposition and use the up or down arrow icons. The icons with the bars above or below the arrows move the column all the way to the top or all the way to the bottom.

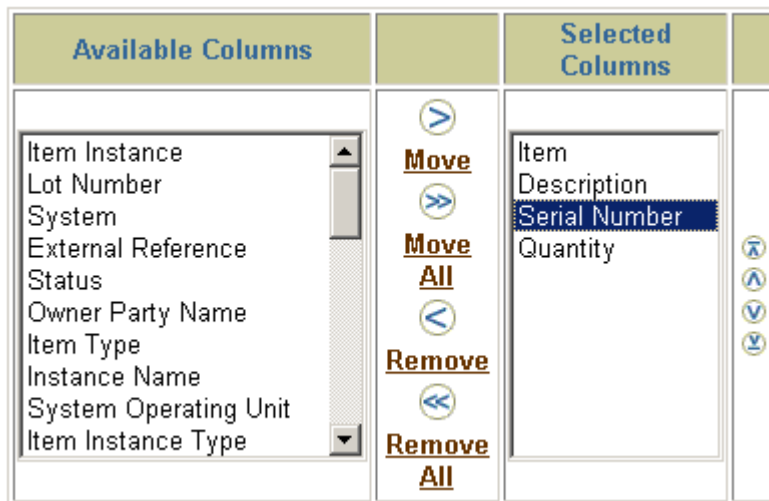


Figure 42 Changing the Field Order in the Selected Columns Box

- Next, you can set the way that the rows are sorted. You can select up to three rows to sort by and you can select either ascending or descending order for each row.

Sort Rows By	Item	Ascending
Then By	Serial Number	Ascending
Finally By		Ascending

Figure 43 Column Sort Settings

- Enter a name in the *Name* field under the *Save Search as* section. If you want this to be the default personalization for the summary page, select the *Use as Summary Page Default* checkbox. Then click **Save** to just save the settings or click **Save and Apply Search** to save the settings and apply the personalization in one step.

Tip: You can only have one default Search/Personalization for the Summary Page. If you want to have a default search and a default personalization, you must combine them into one saved search.

- If you want to use this personalization just one time, click one of the **Search** buttons.

Editing a Saved Search or Personalization

- To edit a saved Search or Personalization, select the name from the *Saved Searches* drop-down list.
- Click **Personalize**. The saved search is loaded.
- Make your changes.
- When you are done, click **Save** or **Save and Apply Search**.

Tip: If you selected the wrong name, you can select another one from the *Saved Searches* drop-down list and then click **Go** to load a different saved search or personalization.

Deleting a Saved Search or Personalization

- To delete or remove a saved Search or Personalization, select the name from the *Saved Searches* drop-down list.
- Click **Personalize**. The saved search is loaded.

3. Click **Remove**. A confirmation page indicates that the search was deleted.

Tip: If you selected the wrong name, you can select another one from the *Saved Searches* drop-down list and then click **Remove** to delete a different saved search or personalization.

Using the Download Button

You can use the *Download* button to create an Excel file of the information that is displayed in the table. You can determine what information will be downloaded by personalizing the table first. Once you see the information and have it formatted the way that you want, click the **Download** button. You get the standard Windows *File Download* box. You can either *Open* the file in Excel or *Save* it to your PC.

Creating a Service Request from the Installed Base

The advantage of creating a service request from the Installed Base is that the product and location information is filled in automatically. This means that you only need to enter the problem summary. Also, you can view a list of the service requests that have been submitted for that product. You can determine if you have had this problem before, or if someone else has already reported the problem.

1. Find the item in the *Installed Base* list and go to the *Service Requests* page.
2. Review the service requests that have been submitted for this product (select the blank line at the top of the drop-down list and click Go).
3. Click **Create New Service Requests**. The *Create Service Request* page opens.
4. Select a *Service Request Type*. The *Identify Problem* page opens with the *Primary Contact*, *Product Location Address*, and *Identify Product* areas filled in.
5. Fill in the *Problem Summary* field and continue creating the request as normal. Refer to the heading [Submitting a Service Request](#) in the *Working with Service Requests* section for more information.

Displaying a List of Items on a Contract

There may be times that you want a list of items that appear on a particular contract. This can be created by using the *Personalize* feature.

1. Locate the contract number.
2. Click **Personalize** under the *Account* tab.
3. Expand the *Contract* section. Confirm that the *Party* section is expanded. You can search for the Contract number using the Go button (refer to the heading [Sub-Search for a Field Value \(Go Button\)](#) in the *iSupport Search Methods* section for more information).
4. Enter the Contract number in the *Contract Number* field.
5. Make any setting that you want in the *Table Personalization* section.
6. If you want to reuse this search, give it a name and save it. Otherwise, click **Search** to use this one time.
7. The results of the search show the items that are included on that contract.

Comparison of Field Labels between the Account Tab and the Support Tab

The following table lists the field labels that are different under the Account tab compared to the Support tab. Only field labels that are different are listed.

Account Tab	Support Tab
Date Closed	Closed On
Description or Item Description	Product Description
External Reference	Tag
Incident Date	Reported On
Incident Number	Request Number
Incident Type	Request Type
Item	Model Number
Revision	Version
Severity	<i>Not Shown</i>
Status Code	Status

FAQs for the Accounts Tab

1. Q. I get an error message that indicates *No Row Found* when I click the *Accounts* tab.
 - A. This indicates that your user ID does not have an account number associated with it. Contact your local iSupport administrator and ask them to associate an account to your user ID.

Working with Information under the Support Tab

The *Support* tab gives you access to the Knowledge Base (Ask Me), Top Solutions, and Service Requests. When you click the tab, the *Ask Me* page opens. From here you can search or browse the knowledge base or select one of the other pages to view.

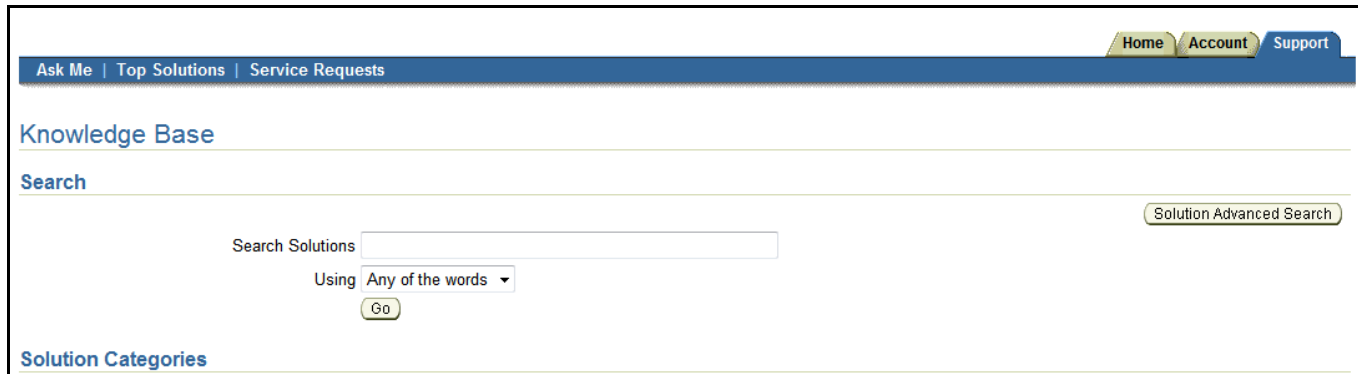


Figure 44 Ask Me Page under the Support Tab

Knowledge Base (Ask Me)

For information about finding solutions in the knowledge base, refer to the [Working with the Knowledge Base](#) section.

Top Solutions

For information about the top solutions page, refer to the [Top Solutions](#) heading in the *Working with the Knowledge Base* section.

Technical Library

The Technical Library tab has been removed from the Support tab. All of the information that was contained in the library is now available as solutions in the knowledge.

Service Requests

For information about the *Service Request* page, refer to the [Working with Service Requests](#) section.

iSupport Search Methods

There are a number of different ways to search for information on iSupport. Depending upon where you are and what you are searching for will determine the type of search that you will use.

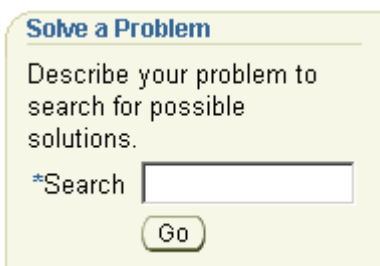
Tip: The wildcard character to use in all search methods is the percent sign (%).

Knowledge Base Search

Refer to the [Working with the Knowledge Base](#) section.

Solve a Problem Search

There is a *Solve a Problem* box on the *Service Requests* page under the *Support* tab that can be used to search the knowledge base for a solution. The search looks in the title and body of the solutions. The wild card character cannot be used in the search.



The image shows a search box titled "Solve a Problem". Inside the box, there is a text area with the prompt "Describe your problem to search for possible solutions." Below this is a search input field with the label "*Search" and a "Go" button.

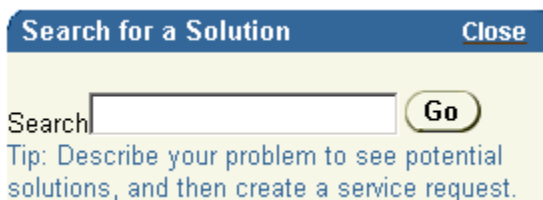
Figure 45 Solve a Problem Search Box

To use the search, enter your criteria in the *Search* field, and then click **Go**. A search results page will display with a list of hits.

Search for a Solution

The *Search for a Solution* area allows you to search the knowledge base from your Home page. This area is Optional Content and must be added to your Home page. Refer to the [Adding Optional Content to Your Home Page](#) heading in the *Personalizing Your Home Page* section. This search box is similar to the *Quick Find* search except that the result page has more information and options. It is also similar to the *Solve a Problem* search box found on the *Service Requests* page except that you can use wildcard characters in the *Search for a Solution* box.

The search looks in the title and body of the solutions. To use the search, enter your criteria in the *Search* field, and then click **Go**. A search results page will display with a list of hits.



The image shows a search box titled "Search for a Solution" with a "Close" button in the top right corner. Below the title bar is a search input field with the label "Search" and a "Go" button. A tip is displayed below the search field: "Tip: Describe your problem to see potential solutions, and then create a service request."

Figure 46 Search for a Solution

Quick Find

The *Quick Find* search bar is found on most iSupport pages. It can be used to perform a search for a Service Request, in the Library, in the Installed Base (not available for all user types) and in the Knowledge Base

(Solutions). Unlike most of the other search methods on iSupport, the *Quick Find* search has certain guidelines that must be followed and you only search selected fields within the various areas.

To use *Quick Find*, select the area that you want to search from the drop-down list. Enter your search criteria, and then click **Go**. Depending upon your *Display Preferences* setting under *Profile*, the information will open or you will see a *Search Results* page.

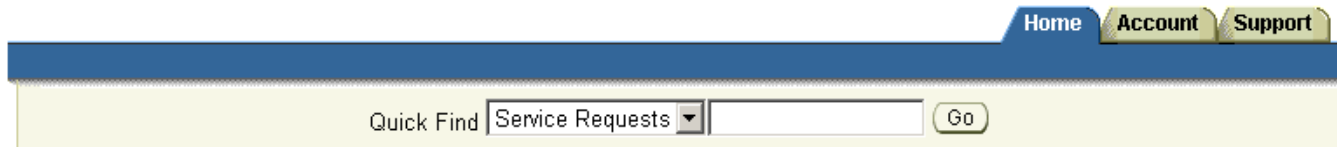


Figure 47 The Quick Find Search Bar

Service Requests

When searching for a service request with *Quick Find* you can only search the *Request Number* field. In this case, *Quick Find* is looking for an exact match of the entire field and you cannot use the wildcard character. Therefore, in order to find a service request using this box you must enter the exact 9-digit request number.

Library

When searching for a document in the library, *Quick Find* searches in the title and keywords fields. You can use the wildcard character when searching the Library. In fact, if you want to search for a number, such as 0421, you must precede it with the percent sign. Therefore, to search for 0421, you enter %0421.

Tip: It is good practice to begin any of your search criteria with the wildcard (%) character. For example, when searching for EWS, enter %EWS. (In this example, EWS without the percent sign will not produce any hits.)

Installed Base

When you search the Installed Base, *Quick Find* only searches in the *Description* field. *Quick Find* is looking for an exact match of the entire field. Therefore, you must use the wildcard character if you are not going to enter the full description as it appears.

For example, if the full description is *COMPACT DISC, RECORDABLE*, searching for *compact* will not produce a match. Neither will *disc* or *recordable*. A search for *compact%* will match, but a search for *disc%* or *recordable%* will not match. This is because the match has to start at the beginning of the field. So to match this description using *disc*, you have to enter *%disc%*.

Tip: Surround your partial search criteria with wildcard characters in order to match the entire field.

Tip: When entering search criteria, punctuation is ignored. However, the punctuation in the *Description* field is not. This could cause you to get partial or no results if the term you are searching for is followed by punctuation. For example, if the description of an item appears as *CORD, TELEPHONE, RJ11*; searching for *cord*, *telephone*, or *RJ11* will not produce a hit. In order to find this entry you must use the wildcard character with the term. So, *cord%* would find this entry, but *telephone%* and *RJ11%* will not. Entering *%telephone%* and *%RJ11%* will find the entry.

Solutions

Quick Find searches the title and body of solutions in the knowledge base. You can use the wildcard character in the search. You can search for just the solution number and have it display, depending upon your *Display Preferences* setting under *Profile*.

Service Request Search

Refer to the heading [Finding a Service Request](#) in the *Working with Service Requests* section.

Searching in a List of Values (Flashlight Icon)

In a number of areas on iSupport you can enter information into a field by searching a List of Values (LOV) for that field. Typically, when there is a *Flashlight* icon next to a field, you can search an LOV. Also, if there is a *Flashlight* icon next to a field, it generally means that you cannot enter just any value. The value must match a value that is in the LOV. Even if you manually enter a correct value that is in the LOV, the complete information for that value may not be recognized, therefore it is always best to use the LOV search and select the value from the resulting list.

In the following example we will use the LOV list for the Serial Number field on the Create a Service Request page. The principles of using the LOV search and value selection are the same for all instances where you need to enter a value from an LOV.

1. Click the **Flashlight** icon next to the field. A separate *Search and Select* window opens with all of the values that can be entered into the field..

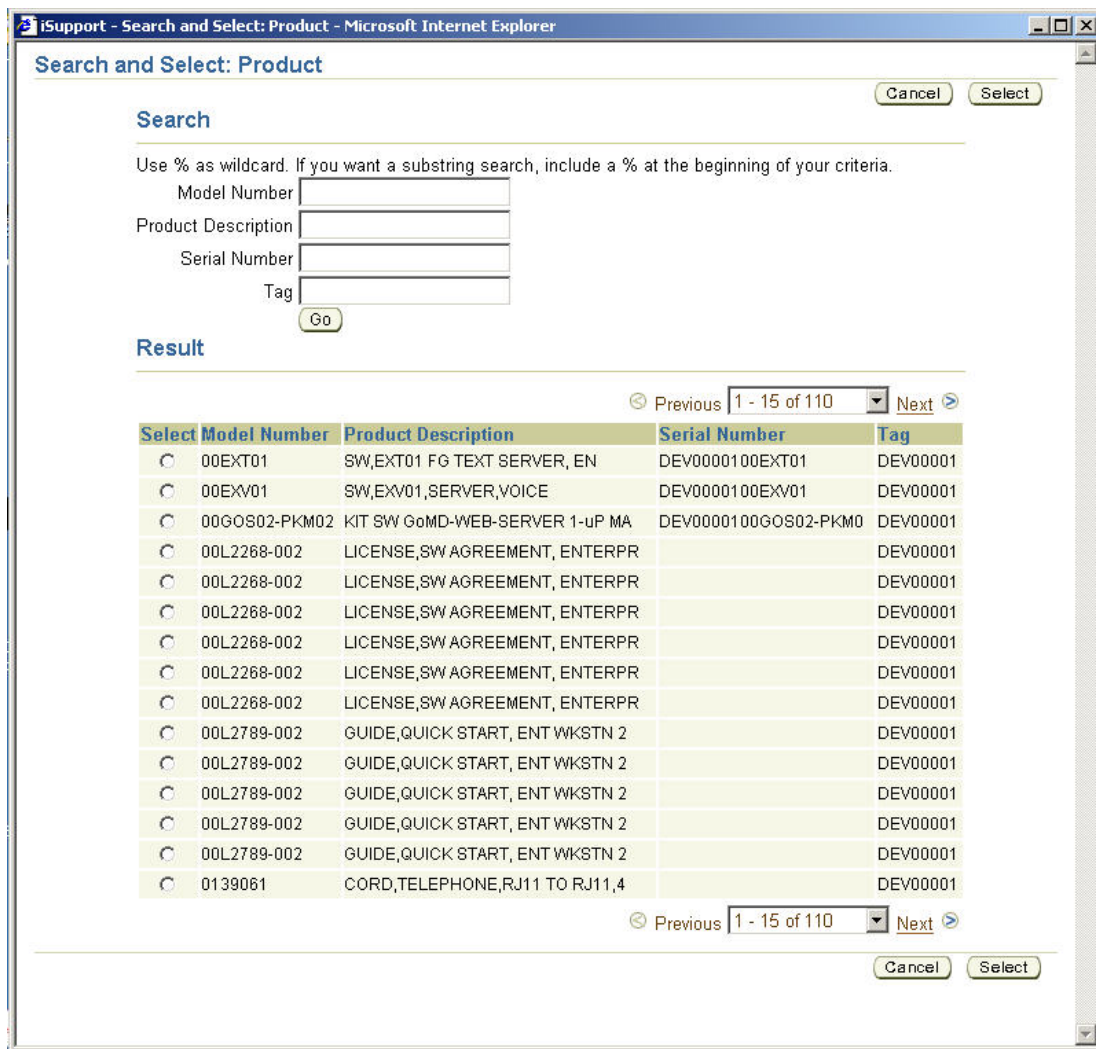


Figure 48 Search and Select Window

2. You can either navigate the pages of the list or search the list to find the value that you want.

- a. To navigate the list, use the Next and Previous arrows or the drop-down menu.
- b. To narrow the list by searching, enter criteria in the *Model Number*, *Product Description*, or the *Serial Number* field, and then click **Go**.

Tip: The *Tag* number is always the same, when it is present. This is your old configuration number. Therefore, it is not useful to search in this field.

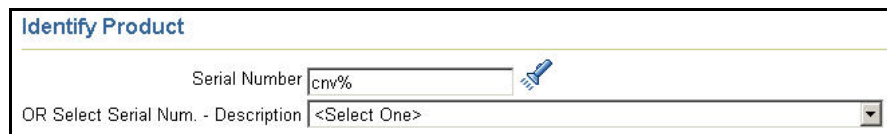
Tip: Use the percent (%) sign for the wildcard character.

3. Select the value that you are looking for by selecting the radio button.
4. Click **Select**. This will enter the value that you selected into the field.

Tip: In this example using the Serial Number field, it is possible to select a value that will leave the field blank. As you can see in the figure, there are several rows that do not have serial numbers. Even though there is not a serial number for a particular item, the Model Number and the Description will be loaded. The value will show on the Review page and the Serial Number field will remain blank.

Narrowing the Initial Search and Select List

You can narrow the list of values that is initially displayed when you click the Flashlight icon by entering a partial value into the field along with the wildcard character first. In the same Serial Number example used above, you can enter **cnv%** into the Serial Number field.



The screenshot shows a search interface titled "Identify Product". It features a search bar with a "Serial Number" label and a text input field containing the text "cnv%". To the right of the input field is a flashlight icon. Below the search bar is a dropdown menu with the text "OR Select Serial Num. - Description" and "<Select One>".

Figure 49 Narrowing Search

When you click the Flashlight icon, you get a much shorter *Search and Select* list. In this example, 3 items rather than the 110 shown earlier.

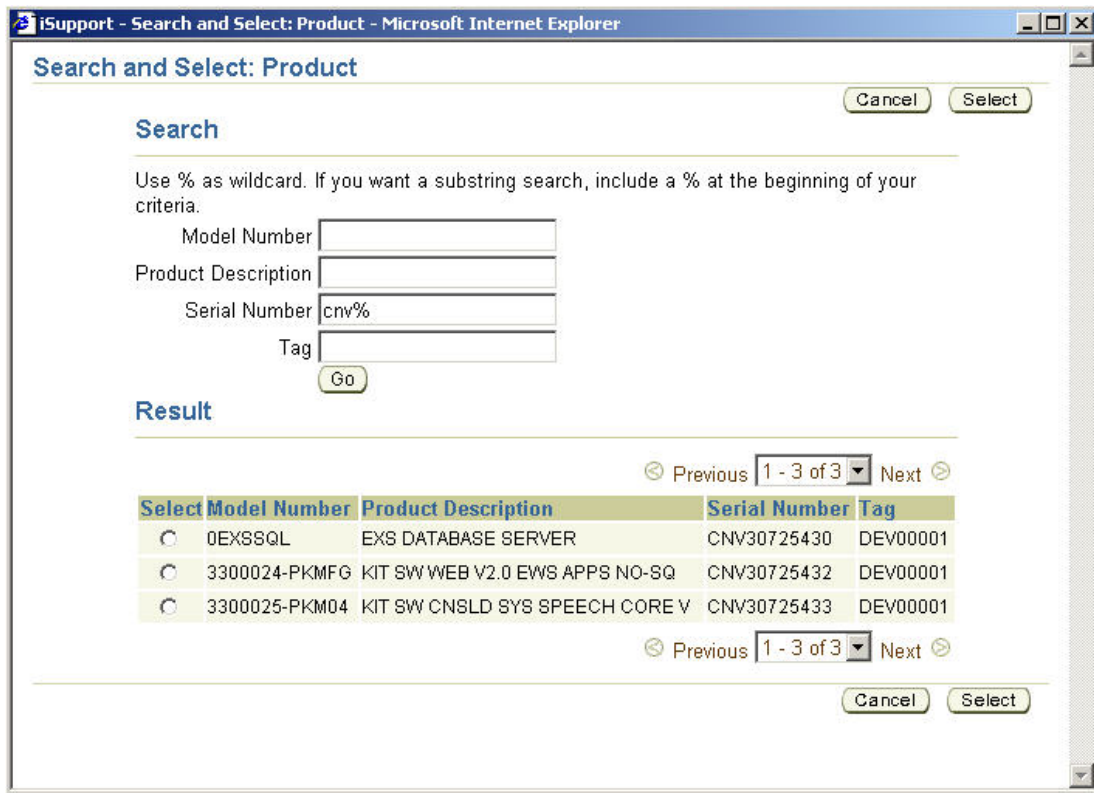


Figure 50 Search and Select Window

Sub-Search for a Field Value (Go Button)

Generally, when there is a **Go** button next to a field it means that you can do a sub-search for the value to put into that field. The Go button next to the field means that you can type a value into the field without having it match an acceptable value from a list, as is the case for a field that has the Flashlight (Searching in a List of Values) icon next to it. In this example we will use the *Item* field to go through the instructions. Other fields will operate in a similar manner. The sub-search page name and the columns shown in the result list will vary depending upon the field that you are using.



Figure 51 Sample Field with a Go Button

If you click Go while the field is empty, you open a sub-search window that shows no results. Next, you enter a value into the *Enter Partial Value* field and then click **Search** to find the values that are acceptable for that field. If you enter just the wildcard (%) character and then click **Search**, you will get a list of all of the acceptable values for that field.

Select Item

Enter Partial Value Search Cancel

Item	Item Description	Item Type	Sellable	BOM Enabled	IB Trackable	Inventory Trackable	Shippable
No records were found matching the given criteria..							
First Previous 0 - 0 of 0 Next Last							
Cancel							

Figure 52 Sub-Search Window with No Results

If you enter a partial value with a wildcard (%) character into the *Item* field and then click **Go**, a search for that criteria is performed. This means that you do the search in one step rather than two. You can then select a value from the list to put into the original field.

Select Item

Enter Partial Value Search Cancel

Item	Item Description	Item Type	Sellable	BOM Enabled	IB Trackable	Inventory Trackable	Shippable
00EXT01	SW,EXT01 FG TEXT SERVER, EN	DP Maintainable	Y	Y	Y	Y	Y
00EXT01-400	SW,FULL TEXT SERVER,INTERTNL	DP Manufactured	Y	Y	Y	Y	Y
00EXT01-401	SW TEXT SERVER V6.X INTERNATNL	DP Manufactured	Y	Y	Y	Y	Y
00EXT01-471	SW TEXT SERVER V7.X INTERNATNL	DP Manufactured	Y	Y	Y	Y	Y

Figure 53 Sub-Search Window with Results

When you click the link for the value, the sub-search window closes and the value is put into the original field. Also, any related fields on the original form will be filled in as well. In this example, the Description field on the original form will also be populated.

Personalizing Your Home Page

You can personalize the various areas or groups on your home page to meet your needs. We offer some optional content that you can choose. You have some control over the optional content. The *Content* link allows you to choose which optional content to display and the *Layout* link allows you to position the content on your page.

Each area that you can personalize has an *Edit* link in the right side of the blue heading bar. You cannot personalize the *How can we Help you* area.

Quick Links

The Quick Links area is where you keep bookmarks or links to knowledge base solutions. Having a link stored here also means that you will receive an email anytime that solution is updated. You can configure which columns are displayed, how they are sorted, and how many rows appear in the table. By default, 15 rows are displayed and the solutions appear in the table in the order that you add them.

Quick Links		Edit
No.	Description	
Solution 12103	What is Dictaphone software compatible with?	
Solution 12300	What Microsoft Security Bulletins Impact Dictaphone Equipment?	
Solution 12380	Recommendations for Doing the Second Training Set in EWS and PWS v4.6	
Solution 10241	JAVA DST Update for Enterprise Workstation (EWS)	
Solution 12303	Enterprise Express Event Codes for SOS	
		More

Figure 54 The Quick Links Area of the Home Page

1. Click **Edit**. The *Edit Quick Links Content* page opens.

Edit Quick Links Content

Display Options

Display	Column Name
<input checked="" type="checkbox"/>	Quick Link Name
<input checked="" type="checkbox"/>	Quick Link Description

Sort Options

Sorted By: [Select One] [Ascending]

Then By: [Select One] [Ascending]

Rows

Number Of Rows Displayed:

Figure 55 Edit Quick Links Content Page

Note: The column name *Quick Link Name* refers to the *No.* (Number) column.

2. Select the box next to the *Column Name* to display it, or clear the box to hide it.

3. To change the sort order, select a column name in the *Sorted By* and then in the *Then By* drop-down lists. Then, select the direction, *Ascending* or *Descending*.
4. Enter the number of rows to display in the list on the Home page in the *Number Of Rows Displayed* field.
5. Click **Save**.

Service Requests

Refer to the [Finding a Service Request](#) heading in the *Working with Service Requests* section for information on personalizing the *Service Requests* area..

iSupport Maintenance Alerts

We will post any scheduled maintenance information under the *iSupport Maintenance Alerts* area. Click the link for details.



Figure 56 The iSupport Maintenance Alerts Area of the Home Page

You can personalize the number of rows of information that are displayed before the *More* link appears at the bottom of the list. The default settings for this are: *Number of Rows* is set to 1 and the *Number of rows for each sub content* is set to 2. We recommend that you leave the default settings.

Healthcare iSupport News & Info

The *Healthcare iSupport News & Info* area is where we will post information about iSupport and its features. There are two categories shown: *Documentation & Tutorial* and *What's New?* The *Documentation & Tutorial* section has a link to Solution #12552, which contains links to the User Guide, Quick Reference Guides, and the tutorial. The *What's New?* category contains a link to a *What's New?* page that details the latest changes to iSupport.

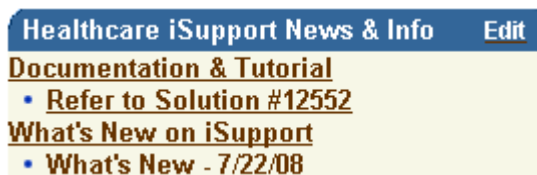


Figure 57 The iSupport News & Info Area of the Home Page

You can personalize the categories shown and the number of rows of information that are displayed before the *More* link appears at the bottom of the list. By default, the two categories are shown with the ability to display one row under each category. The default settings for this are: *Number of Rows* is set to 6 and the *Number of rows for each sub content* is set to 1. We recommend that you leave the default settings.

1. Click **Edit** to change the content. The content page opens.

Edit Healthcare iSupport News & Info Content

Cancel Save

Select sub content for display

Select All | Select None

Display	Sub Content
<input checked="" type="checkbox"/>	Documentation & Tutorial
<input checked="" type="checkbox"/>	What's New on iSupport

Number of rows displayed

Number of Rows 6

Number of rows for each sub content 1

Cancel Save

Figure 58 The Edit Content Page for iSupport News & Info

2. Select a number from the drop-down list next *Number of Rows* or next to *Number of rows for each sub content*.

Tip: If you wanted to show two rows under each category you change the *Number of Rows* setting to 9 and the *Number of rows for each sub content* setting to 2. The formula is: number of categories (3) + total number of rows under the categories (3 categories x 2 rows each = 6) = *Number of Rows* setting (9).

3. Select a box under the *Display* heading to display the sub content or clear the box to hide it.

Tip: You can select all of the boxes using the *Select All* link or you can clear all of the boxes using the *Select None* link.

4. Click **Save**.

Technical Library

The Technical Library is where you can find User Guides and other documents to download.

Optional Content (the Personalize: Content Link)

The *Content* link allows you to select any or all of the optional content for the Home page. You can also choose where on the Home page the optional content appears using the *Layout* link or the *Change Layout* button on the *Personalize Content* page. You cannot move the mandatory content. Currently there are two optional areas that you can add to your home page: *Service Request Bookmarks (Quick Links)* and *Search for a Solution*.

Adding Optional Content to Your Home Page

1. On your Home page, click **Content**. The *Personalize Content* page opens. The *Optional Content* is shown in the top list and the *Mandatory Content* is shown in the bottom list.

Figure 59 The Personalize Content Page

2. Select the check box next to any or all of the *Optional Content* to have it display.
3. If you want to arrange the position of the content on your Home page, click **Change Layout**. Refer to the [Personalizing the Layout of your Home Page](#) heading for information on the layout of your Home page.
4. If you did not click *Change Layout*, click **Update**. The new sections will appear at the bottom of the left column of your Home page.

Removing Optional Content from Your Home Page

There are two ways to remove the optional content sections from your Home page. You can click the *Close* link in the title bar of the section or you can click the *Content* link.

Tip: Mandatory content does not have a *Close* link.

Service Request Bookmarks (Quick Links)			Edit Close
Request Number	Problem Summary	Last Updated On	Status

Figure 60 Sample Optional Content Title Bar

If you click *Close*, the section will be removed from your Home page. To remove content using the *Content* link:

1. On your Home page, click **Content**. The *Personalize Content* page opens.
2. Clear the check box next to any or all of the *Optional Content* to remove it.
3. Click **Update**. The sections will be removed from your Home page.

Personalizing the Layout of your Home Page

You can change the layout of optional content on your Home page. The position of mandatory content cannot be changed. You can also choose between a two column and a three column Home page. Content sections are defined as either *Narrow* or *Wide*. Narrow content can go into narrow or wide columns while Wide content can only go into a wide column. A three column page has two narrow columns and one wide column. The next figures show samples of both types of Home pages.

Welcome Bob Swenson, 06-SEP-2007

Personalize: - [Content Layout](#)

<p>How can we Help you</p> <ul style="list-style-type: none"> Find a Solution Frequently Used Solutions Create Service Request <p>iSupport News & Info Edit</p> <p>Documentation & Tutorial</p> <ul style="list-style-type: none"> Refer to Solution #12552 <p>Routine Maintenance</p> <p>What's New on iSupport</p> <ul style="list-style-type: none"> What's New - 8/16/07 <p>Technical Library Edit</p> <p>User & Courseware Guides</p> <ul style="list-style-type: none"> EXSpeech List <p>What's New Documentation</p> <ul style="list-style-type: none"> EXSpeech Whats New? <p>Legacy User Guides</p> <ul style="list-style-type: none"> Model 3230 Portable Operating Instructions, L-1056 <p>HIPAA Documentation</p> <ul style="list-style-type: none"> HIPAA Compliance for iChart Managed Services <p style="text-align: right;">More</p> <p>Search for a Solution Close</p> <p>Search <input type="text"/> Go</p> <p>Tip: Describe your problem to see potential solutions, and then create a service request.</p>	<p>Quick Links Edit</p> <table border="1"> <thead> <tr> <th>No.</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Solution 12300</td> <td>What Microsoft Security Bulletins Impact Dictaphone Equipment?</td> </tr> <tr> <td>Solution 10211</td> <td>Analog Desktop Operator Manuals</td> </tr> <tr> <td>Solution 12549</td> <td>Test Solution to check the Customization</td> </tr> <tr> <td>Solution 10115</td> <td>EXText Operator Manuals</td> </tr> <tr> <td>Solution 12550</td> <td>This is a test for the patch</td> </tr> <tr> <td>Solution 10110</td> <td>What is the current version of EXText and what is new/changed in the version?</td> </tr> </tbody> </table> <p>Service Requests Edit</p> <table border="1"> <thead> <tr> <th>Request Number</th> <th>Status</th> <th>Problem Summary</th> <th>Reported On</th> <th>Last Updated On</th> </tr> </thead> <tbody> <tr> <td>100360030</td> <td>Assigned</td> <td>This is a Test</td> <td>16-AUG-2007</td> <td>24-AUG-2007</td> </tr> <tr> <td>100359632</td> <td>Assigned</td> <td>Testing new Problem Codes</td> <td>14-AUG-2007</td> <td>16-AUG-2007</td> </tr> <tr> <td>100359630</td> <td>Assigned</td> <td>Testing Task Owner for Radhika</td> <td>14-AUG-2007</td> <td>14-AUG-2007</td> </tr> <tr> <td>100359244</td> <td>Assigned</td> <td>testing contact error</td> <td>14-AUG-2007</td> <td>14-AUG-2007</td> </tr> <tr> <td>100358830</td> <td>Open</td> <td>This is just a test ticket.</td> <td>10-AUG-2007</td> <td>14-AUG-2007</td> </tr> </tbody> </table> <p style="text-align: right;">More</p> <p>Service Request Bookmarks (Quick Links) Edit Close</p> <table border="1"> <thead> <tr> <th>Request Number</th> <th>Problem Summary</th> <th>Last Updated On</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>100359244</td> <td>testing contact error</td> <td>14-AUG-2007</td> <td>Assigned</td> </tr> <tr> <td>100358830</td> <td>This is just a test ticket.</td> <td>14-AUG-2007</td> <td>Open</td> </tr> <tr> <td>100356030</td> <td>Test - do not close - see Bob Swenson</td> <td>09-AUG-2007</td> <td>Solved</td> </tr> </tbody> </table>	No.	Description	Solution 12300	What Microsoft Security Bulletins Impact Dictaphone Equipment?	Solution 10211	Analog Desktop Operator Manuals	Solution 12549	Test Solution to check the Customization	Solution 10115	EXText Operator Manuals	Solution 12550	This is a test for the patch	Solution 10110	What is the current version of EXText and what is new/changed in the version?	Request Number	Status	Problem Summary	Reported On	Last Updated On	100360030	Assigned	This is a Test	16-AUG-2007	24-AUG-2007	100359632	Assigned	Testing new Problem Codes	14-AUG-2007	16-AUG-2007	100359630	Assigned	Testing Task Owner for Radhika	14-AUG-2007	14-AUG-2007	100359244	Assigned	testing contact error	14-AUG-2007	14-AUG-2007	100358830	Open	This is just a test ticket.	10-AUG-2007	14-AUG-2007	Request Number	Problem Summary	Last Updated On	Status	100359244	testing contact error	14-AUG-2007	Assigned	100358830	This is just a test ticket.	14-AUG-2007	Open	100356030	Test - do not close - see Bob Swenson	09-AUG-2007	Solved
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100356030	Test - do not close - see Bob Swenson	09-AUG-2007	Solved																																																										

Figure 61 Sample Home Page with Two Column Layout

Welcome Bob Swenson, 06-SEP-2007

Personalize: - [Content Layout](#)

How can we Help you	Quick Links	Edit	Search for a Solution	Close																														
<ul style="list-style-type: none"> Find a Solution Frequently Used Solutions Create Service Request 	<table border="1"> <thead> <tr> <th>No.</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Solution 12300</td> <td>What Microsoft Security Bulletins Impact Dictaphone Equipment?</td> </tr> <tr> <td>Solution 10211</td> <td>Analog Desktop Operator Manuals</td> </tr> <tr> <td>Solution 12549</td> <td>Test Solution to check the Customization</td> </tr> <tr> <td>Solution 10115</td> <td>EXText Operator Manuals</td> </tr> <tr> <td>Solution 12550</td> <td>This is a test for the patch</td> </tr> <tr> <td>Solution 10110</td> <td>What is the current version of EXText and what is new/changed in the version?</td> </tr> </tbody> </table>	No.	Description	Solution 12300	What Microsoft Security Bulletins Impact Dictaphone Equipment?	Solution 10211	Analog Desktop Operator Manuals	Solution 12549	Test Solution to check the Customization	Solution 10115	EXText Operator Manuals	Solution 12550	This is a test for the patch	Solution 10110	What is the current version of EXText and what is new/changed in the version?		<input type="text"/> <input type="button" value="Go"/> <p>Tip: Describe your problem to see potential solutions, and then create a service request.</p>																	
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<p>Technical Library Edit</p> <p>User & Courseware Guides</p> <ul style="list-style-type: none"> EXSpeech List <p>What's New Documentation</p> <ul style="list-style-type: none"> EXSpeech Whats New? <p>Legacy User Guides</p> <ul style="list-style-type: none"> Model 3230 Portable Operating Instructions, L.1056 <p>HIPAA Documentation</p> <ul style="list-style-type: none"> HIPAA Compliance for iChart <p>Managed Services</p> <p style="text-align: right;">More</p>	<p>Service Requests Edit</p> <table border="1"> <thead> <tr> <th>Request Number</th> <th>Status</th> <th>Problem Summary</th> <th>Reported On</th> <th>Last Updated On</th> </tr> </thead> <tbody> <tr> <td>100360030</td> <td>Assigned</td> <td>This is a Test</td> <td>16-AUG-2007</td> <td>24-AUG-2007</td> </tr> <tr> <td>100359632</td> <td>Assigned</td> <td>Testing new Problem Codes</td> <td>14-AUG-2007</td> <td>16-AUG-2007</td> </tr> <tr> <td>100359630</td> <td>Assigned</td> <td>Testing Task Owner for Radhika</td> <td>14-AUG-2007</td> <td>14-AUG-2007</td> </tr> <tr> <td>100359244</td> <td>Assigned</td> <td>testing contact error</td> <td>14-AUG-2007</td> <td>14-AUG-2007</td> </tr> <tr> <td>100358830</td> <td>Open</td> <td>This is just a test ticket.</td> <td>10-AUG-2007</td> <td>14-AUG-2007</td> </tr> </tbody> </table> <p style="text-align: right;">More</p>	Request Number	Status	Problem Summary	Reported On	Last Updated On	100360030	Assigned	This is a Test	16-AUG-2007	24-AUG-2007	100359632	Assigned	Testing new Problem Codes	14-AUG-2007	16-AUG-2007	100359630	Assigned	Testing Task Owner for Radhika	14-AUG-2007	14-AUG-2007	100359244	Assigned	testing contact error	14-AUG-2007	14-AUG-2007	100358830	Open	This is just a test ticket.	10-AUG-2007	14-AUG-2007			
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Figure 62 Sample Home Page with Three Column Layout

To change the layout of your home page:

1. Click the **Layout** link on the *Home* page or the **Change Layout** button on the *Personalize Content* page. The *Personalize Layout* page opens.

Personalize Layout

Switch 3 Column Layout

Narrow Column		Wide Column
<ul style="list-style-type: none"> *How can we Help you(N) *iSupport News & Info(N) *Technical Library(N) 	<input type="button" value=">"/> <input type="button" value="<"/>	<ul style="list-style-type: none"> *Quick Links(W) *Service Requests(W) Service Request Bookmarks (Quick Links)(W) Search for a Solution(N)

(*) = Indicates Mandatory Content
(N) = Narrow Content
(W) = Wide Content

Figure 63 The Personalize Layout Page

2. If you want a three column Home page, click the **Switch 3 Column Layout** link.
3. You can move content between the columns using the arrow buttons between the columns.
Tip: Content with an asterisk (*) is mandatory and cannot be moved between columns or up and down.
4. To move the content up or down in a column, use the arrow buttons above the column.

Service Request Bookmarks (Quick Links)

There may be occasions when you need to monitor a particular service request and want to have quick access to it. In this case, you can use the *Service Request Bookmarks* area of the Home page. This area is Optional Content and must be added to your Home page. Refer to the [Adding Optional Content to Your Home Page](#) heading. This area is static rather than dynamic like the *Service Requests* area. Once you add a service request to this area, it will remain there until you remove it. The Service Request area changes automatically as your requests are added and updated. You can determine the columns that are displayed and the sort order of the area using the *Edit* link.

Service Request Bookmarks (Quick Links)			Edit Close
Request Number	Problem Summary	Last Updated On	Status
100359244	testing contact error	14-AUG-2007	Assigned
100358830	This is just a test ticket.	14-AUG-2007	Open
100356030	Test - do not close - see Bob Swenson	09-AUG-2007	Solved

Figure 64 The Service Request Bookmarks Area

Adding a Service Request to the Bookmark Area

When you add the *Service Request Bookmark* area to your Home page, an *Add to Quick Link* button is added to the service request when you view it. Clicking the button will add a link to the bookmark area. By default, the service requests are added to the list and sorted by the *Last Updated On* date. You can change this and which columns are displayed by using the *Edit* link.

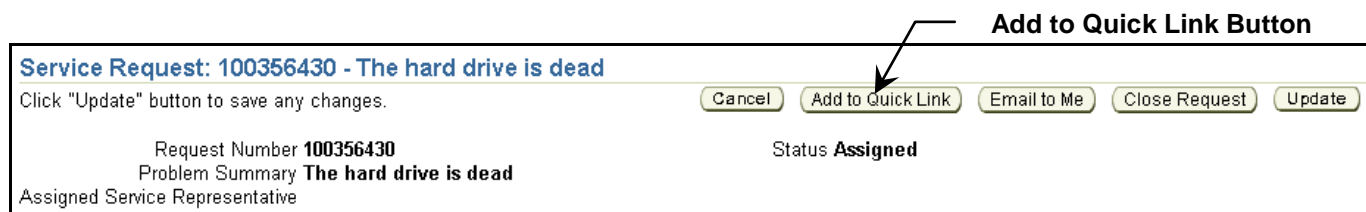


Figure 65 Add to Quick Link Button

Removing a Service Request from the Bookmark Area

When you add a service request to the bookmark area the button label changes to *Remove from Quick Link*. Simply click the *Remove from Quick Link* button to remove the service request from the Bookmark area.

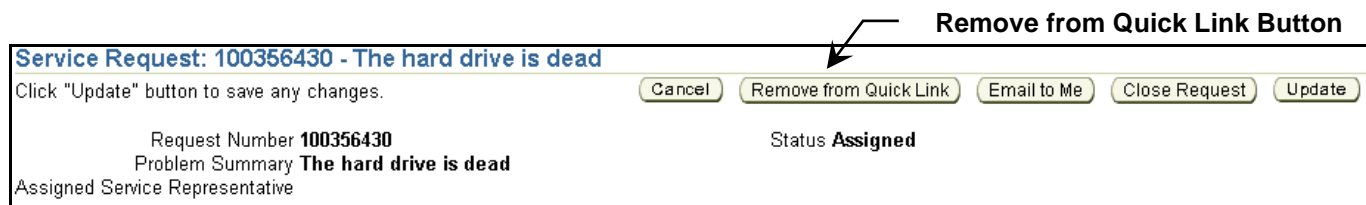


Figure 66 Remove from Quick Link Button

Tip: An alternative way of removing service requests from the bookmark area is to reduce the number of rows displayed in the list so that a *More* link appears at the bottom of the list. When you click the *More* link, a service request page opens that lists the additional requests and adds a *Remove* column. Simply click the **Trash Can** icon to remove the service request from the list.

Service Requests				
Request Number	Problem Summary	Last Updated On	Status	Remove
100359244	testing contact error	14-AUG-2007 09:49:12	Assigned	
100358830	This is just a test ticket.	14-AUG-2007 06:33:08	Open	
100356030	Test - do not close - see Bob Swenson	09-AUG-2007 13:58:51	Solved	

Figure 67 The Bookmark Service Request Page

Editing the Service Request Bookmark Area

You can determine the *Display Options* (which columns are displayed in the area), the *Sort Options*, and the number of *Rows* displayed. By default, *Request Number*, *Problem Summary*, *Last Updated On*, and *Status* are displayed. The list is sorted by the *Last Updated On* date and there are 50 *Rows* displayed. To edit the Service Request Bookmark area:

Tip: If you try to Edit the layout before you have an entry in the bookmark area, you get the following error:

Error Message

The following error occurred:

`oracle.apps.jtf.personalize.NoPerzDataExistsException`

No further information.

Return to Previous Page
Return to Login Page

Click *Return to Previous Page* and add a Service Request to the bookmark area. Then, edit the layout.

1. Click **Edit**. The *Edit Service Requests Quick Links Content* page opens.

Figure 68 Edit Service Requests Quick Links Content Page

2. The column names shown in the *Selected Options* box are the ones that are currently displayed. You can add to them from the columns shown in the *Available Options* box using the arrow icons between the boxes. Select the column that you want to move, and then click the **Move** icon. You can add all of the columns in the *Available Options* box at once by clicking the **Move All** icon. Likewise, you can remove columns from the *Selected Options* box by selecting them and clicking the **Remove** icon. The **Remove All** icon removes all of the columns at once.

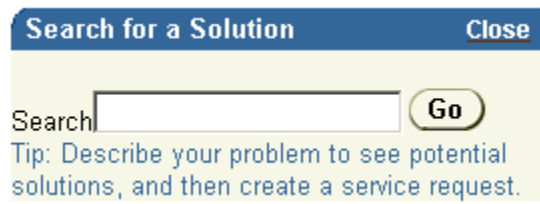
Tip: You can double-click a column name to move it between the option lists.

3. Once you have chosen which columns to display, you can change the order of the columns in the *Selected Options* box. Select the column that you want to reposition and use the up or down arrow icons. The icons with the bars above or below the arrows move the column all the way to the top or all the way to the bottom.
4. Under *Sort Options*, you can set the way that the rows are sorted. You can select up to three rows to sort by and you can select either ascending or descending order for each row.
5. Under *Rows*, you can set the *Rows Per Page* to display.
6. After you have made your selections, Click **Update** to save the changes.

Search for a Solution

The *Search for a Solution* area allows you to search the knowledge base from your Home page. This area is Optional Content and must be added to your Home page. Refer to the [Adding Optional Content to Your Home Page](#) heading. This search box is similar to the *Quick Find* search except that the result page has more information and options. It is also similar to the *Solve a Problem* search box found on the *Service Requests* page except that you can use wildcard characters in the *Search for a Solution* box.

The search looks in the title and body of the solutions. To use the search, enter your criteria in the *Search* field, and then click **Go**. A search results page will display with a list of hits.



Search for a Solution Close

Search Go

Tip: Describe your problem to see potential solutions, and then create a service request.

Figure 69 Search for a Solution Area

Working with Your Profile

Your profile is where you can view and change some of the information related to your account on iSupport. If you need to change information such as your password or your email address, *Profile* is where you will find these. Click the *Profile* link at the top or bottom of an iSupport page to access your profile.

Personal Profile

You can change your first name and last name information under Personal Profile. Your user name is shown in the *Reset Password* section, however you cannot change it. You can change your password using the fields in the *Reset Password* section. After you change or enter any information in the fields, click the **Update** button under the section where you made the change to save the information.

Tip: The Update button above the *Reset Password* section (in the *User Information* section) will not work for a password change, likewise, the Update button under the *Reset Password* section will not work for a name change.

Home Account Support

Quick Find Service Requests Go

Personal Profile

All dates displayed on this page are in (GMT-05:00/-04:00)Eastern Time time zone.

User Information

* First Name

* Last Name

Start Date **12-JUN-2007 00:00:00**

End Date

* Indicates Required Fields

Reset Password

User Name **TEST.DICTAPHONE**

* New Password

* Re-enter New Password

* Indicates Required Fields Passwords must contain at least 6 characters, one #, and no repeating characters

Figure 70 Personal Profile Page

Contact Points

Contact Points is where your email address and telephone number appear. You can edit these values or add additional ones. You can have one primary contact point for each type, email or telephone. You can change your primary contact point at any time.

User Profile

[Personal Profile](#)

[Contact Points](#)

[Addresses](#)

[Accounts](#)

[Company Profile](#)

[Administrators](#)

Contact Points of User

User Name: **TEST.DICTAPHONE**
Name **Dictaphone Test**

[Create](#)

Previous 1 - 5 of 5 Next

Primary	Communication Type	Phone Line Type	Value
Yes	E-mail		isupport.admin@nuance.com
No	E-mail		test.dictaphone@nuance.com
No	E-mail		Null@null.com
Yes	Phone	Office Phone	1-203-381-7000
No	Phone	Office Phone	Null

Previous 1 - 5 of 5 Next

Figure 71 Contact Points of User Page

To create a new contact point, click the **Create** button. Select the *Communication Type* and then enter the required values. When you are done, click **Save**.

To edit a contact point, click the email address or the telephone number. Change the values, and then click **Save** to save your changes.

Tip: You can enter as many contact points as you want. You must have one primary email address and, if you enter a telephone number, one primary telephone number. You cannot delete a contact point. If it is no longer valid, put a null value in the field, see the example above.

Tip: The primary email address is automatically populated into the service request as your contact point. You can change it to one of your other contact points when you create or update the service request.

Addresses

This area allows you to enter your contact address information. The first address that you create here will be the address that is populated into the Product Location fields on a service request. The addresses here do not show up in the address pick list when you click the *Select Address* button on a service request. Only your company addresses show in that list. You can enter multiple addresses here, but only the address that you enter *first* will populate into the service request. If you enter multiple addresses, they are grouped first by the *Address Type* column, then by the *Primary* column (Yes first), and then sorted alphabetically by the *Address Name* column.

Tip: It is recommended that you only enter one address here. This address will be populated into a service request when you create one. There is no advantage in adding multiple addresses, nor is there an advantage to designating an address as *Bill To*, *Ship To*, or *Primary*.

Tip: Refer to the heading [Error! Reference source not found.](#) on page **Error! Bookmark not defined.** for an example of why you should enter your contact address.

User Profile

- Personal Profile
- Contact Points
- Addresses
- Display Preferences
- Accounts

Company Profile

- Administrators

Addresses of User

User Name: TEST.DICTAPHONE
Name Dictaphone Test

Create

Previous 1 - 3 of 3 Next

Primary	Address Type	Address Name	Address	Update
		Holden Office	1 Birch Ave, MA, Worcester, Holden, 01520, United States	
		Melbourne Office	3984 Pepsi Cola Dr, FL, Brevard, Melbourne, 32934, United States	
		Wallingford Office	301 South Elm St, CT, New Haven, Wallingford, 06492, United States	

Previous 1 - 3 of 3 Next

Figure 72 Addresses of User Page

Creating a Contact Address

1. Click **Create**.
2. Select a *Country* from the drop-down list.
The address fields may change depending upon the country that you select. For example, if you select the United Kingdom, you only see 3 address fields, a postal code field, and a city field.
3. Enter an *Address Name*.
Tip: We suggest that you enter *Product Location*. This will be important if you enter more than one address (not recommended). This will indicate to you which address is used to populate the *Product Location* fields when you create a service request.
4. Enter an *Address*. Up to 4 fields are provided, depending upon the country selected.
Tip: Only *Address1* field is required on this form; however the *City* and *Postal Code* fields are required on the service request form, so it is recommended that you fill in those fields as well.
5. Enter a *State*. **Note:** if you are in Canada, enter your Province in the *State* field.
Tip: Enter your two-letter abbreviation or use the Flashlight to see a list of acceptable values. This is not a free-form field; you must use a value that is in the list.
6. Enter a *County*.
7. Enter a *City*.
8. Enter a *Postal Code*.
9. If you wish, you can select an *Address Type* and indicate whether or not it is *Primary*. These are not currently used, so it is recommended that you do not select them.
10. Click **Save**.

Updating a Contact Address

1. Click the *Update* (pencil) icon.
2. Make your changes.
3. Click **Save**.

Changing a Contact Address that Populates into a Service Request

If you have multiple address and you want to change the address that populates into a service request, you must delete the address that is currently being populated. The next address that you entered in the list will now populate into the service request. It is best to have just one contact address so that you know which address will go into a service request.

Deleting a Contact Address

1. Click the *Update* (pencil) icon next to the address that you want to delete.
2. Click **Delete Address**.

Display Preferences

Under the Display Preferences link you change the way some of the data is displayed for your site. Due to the way the system is configured, you may only have one choice for some settings or they may not work at all.

User Profile

- [Personal Profile](#)
- [Contact Points](#)
- [Addresses](#)
- [Display Preferences](#)
- [Accounts](#)

Company Profile

- [Administrators](#)

Display Preferences

General Display

Language: American English

User Currency: US Dollar

Date Format: 31-DEC-1999

Client Time Zone: (GMT-08:00/-07:00)Pacific Time

Session Time Zone: (GMT-08:00/-07:00)Pacific Time

Display Style: CRM 11i Style Sheet

Table Display

Display: 15 Rows Per Page

Display: 3 Blank Rows Per Page

Search Display

Quick Find Results

Go to record detail when there is one result

Always show results page

Figure 73 The Display Preferences Page

General Display

The *Language* and *Display Style* settings only have one choice. You can choose the *User Currency*, however it does not affect anything on the site. You can choose the *Date Format* for the dates shown on your site. The default setting is 31-DEC-1999. You can choose another format from the drop-down list and then click **Update** to change formats.

Time Zone Setting

You can set your local time zone. This will appear on the service request and give the agent working your request your current time. By default, this is set to the Eastern Time Zone. The *Client Time Zone* setting is for the time where your PC is primarily located. When you create a service request, this setting is used for the time zone setting on the request. The *Session Time Zone* controls the times shown when you are viewing service requests. If, for example, you normally work in the Pacific Time Zone, but you are traveling and are currently in the Central Time

Zone, you can change the Session Time Zone setting and then all of the times displayed are in your current time. The only time that these settings are different is when you manually change one of them. The next time that you log in (a new session), the Session Time Zone is synchronized to the Client Time Zone setting.

Use the drop-down list to change either of the settings, and then click **Update**. It is recommended that you set the *Client Time Zone* so that you do not need to change this setting each time you create a service request.

Tip: Note that the time zone list provided under *Profile* differs from the list provided under a service request in two ways. The first is the format of the lists. The list under *Profile* shows Greenwich Mean Time (GMT) and time zone or city name, and is displayed in GMT order. The list under a service request just shows a time zone name or a city name, and is in alphabetical order. Second, the list under *Profile* contains more selections than the list in a service request. If you select a city under *Profile* that is not in the service request list, it causes **<Select One>** to appear when you are creating a service request. Refer to [Addendum E – Time Zone List Comparison](#) for a comparison table of the two lists.

Tip: The time zone names Eastern and Central are for North America and not Australia. Select Australian time zones based on the GMT or city. All settings are in standard time. There are no selections for Day Light Saving time.

Table Display

This setting affects the search and browse results in the knowledge base, the *Top Solutions* list, the Library search results, and the results of a *Quick Find* search. The default setting is for 15 rows per page. You can choose another value from the drop-down list. Click **Update** to make the change take affect.

The second setting, *Blank Rows Per Page*, has no affect.

Search Display

This affects the results of *Quick Find* searches only. The default setting, *Go to record when there is one result*, means that, if there is one result of the search, the record will open automatically. If there is more than one hit, the *Search Results* page will display with a list. The other setting, *Always show results page*, will cause the *Search Results* page to display even if there is just one hit. Select the setting that you want and click **Update** to change it.

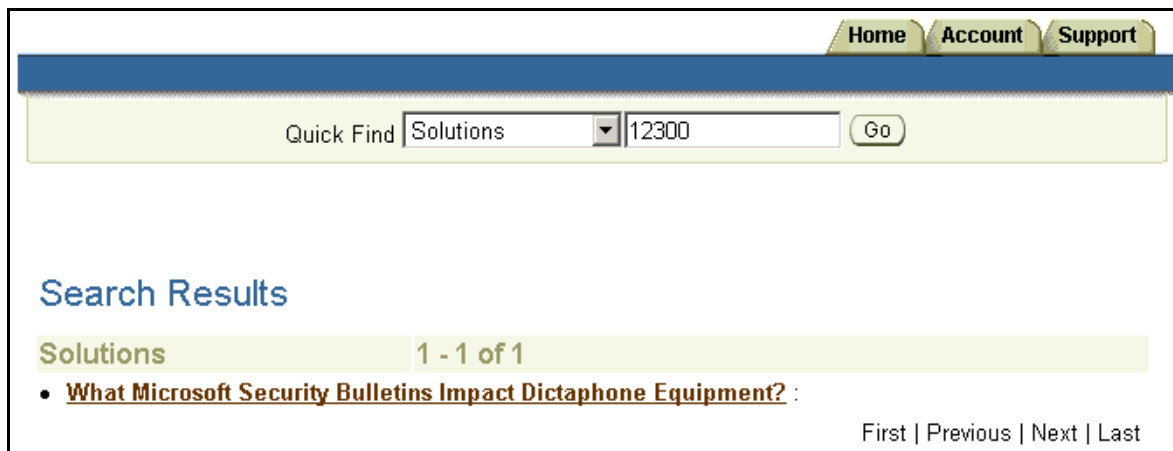


Figure 74 Quick Find Search Results Page with One Hit

Accounts

Under the *Accounts* link you can see the account number that your user ID is associated with. At the present time, you can only be associated to one account number. You are not able to make any changes on this page.

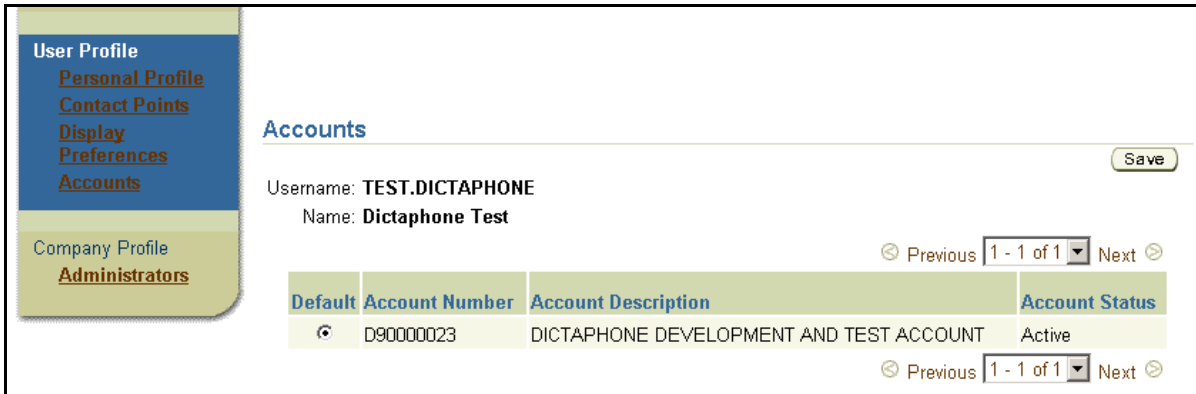


Figure 75 The Accounts Page

Tip: If you do not have an account number listed here, contact your administrator and ask them to add your account number to your user ID. By not having an account number, you are not able to create service requests or view information in the installed base under the *Account* tab.

Administrators

Under the *Administrators* link you can see a list of your local iSupport administrators. Your company can have as many as they wish. If you click the *User Name* link you see that person's email address. In this example, this company has three administrators.

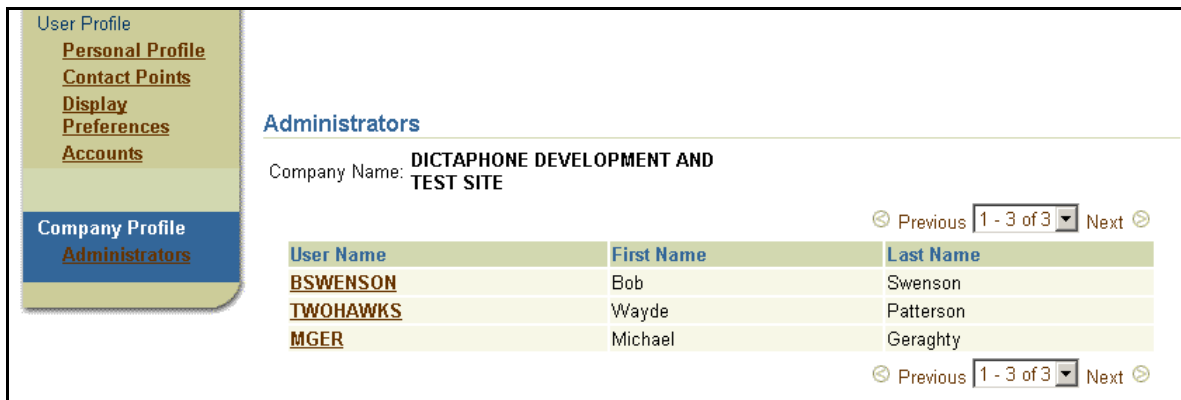



















Figure 76 The Administrator Page

Icons used in iSupport

Icon	Name	Description
	Calendar	The Calendar icon appears next to fields where you need to enter a date. Click the icon to open a calendar where you can navigate to a specific date and enter it into the field by selecting it.
	Contracts Details	The Contracts/Details icon is used in the Accounts to view the details of a contract.
	Details	The Details icon is used in the Accounts to view the details of a service request.
	Down Arrow	This type of arrow on a template or view means that you can move a highlighted option down one position in the list. The arrow with the bar will move the highlighted option all the way to the bottom of the list.
	Expanded or Collapsed Arrow	When an Expanded (Down) or Collapsed (Right) Arrow icon appears next to a label for an area it means that the area is expanded or collapsed. Click the icon to expand or collapse the area.
	Eyeglasses	Eyeglasses are used to indicate that you can view or download an attachment. When you click the Eyeglasses icon you will get the standard Windows <i>File Download</i> stick-up.
	Eyeglasses	This type of Eyeglasses icon means that you can view the information indicated.
	Flashlight	The Flashlight is used when you can search a list of values to enter into a field. Refer to <i>List of Values Search Method</i> under the <i>Methods of Searching in iSupport</i> heading.
	Folder	These are used in the Filters section of the Solution Advanced Search when you are adding Categories to the filters. A plus sign means that the folder is closed and you can open it. A minus sign means that the folder is open and you can close it.
	Left Arrow	The Left Arrow indicates that you can move to the previous page of a listing. If the arrow is grayed out, you are on the first page of a list. When used on templates or views, it is a remove function. When you highlight an option and click the arrow, the option moves from the right column to the left. A double-left arrow will move all of the options to the left.
	Pencil	When you see a Pencil icon it means that you can edit a form. This is primarily used with templates or views.
	Remove	The Remove icon is used to remove selections in the Solutions Advance Search feature
	Remove	This Remove icon is used with Quick Links to remove Solutions from the list while in the expanded Quick Link view.
	Right Arrow	The Right Arrow indicates that you can move to the next page of a listing. If the arrow is grayed out, you are on the last page of a list. When used on templates or views, it is a move function. When you highlight an option and click the arrow, the option moves from the left column to the right. A double-right arrow will move all of the options to the right.
	Trash Can	The Trash Can is used to remove items from a list. It may be files from the Attachments section of Service Requests, saved templates or views, bookmarked service requests, or contacts.
	Up or Down Arrow	When an Up or Down Arrow icon appears in the heading of a column it indicates which column the list is sorted by and the direction of the sort. Up indicates an ascending sort and Down means a descending sort. By clicking the icon you can reverse the order of the column sort.
	Up Arrow	This type of arrow on a template or view means that you can move a highlighted option up one position in the list. The arrow with the bar will move the highlighted option all the way to the top of the list. This type of Up Arrow (without the bar) is also used to return to the top of a page.

Managing User Accounts – For Local Administrators

If you are an iSupport user with administrative privileges, you can access the User account management section of iSupport to approve new user registration, reset a user's password, create contact points for users, inactivate a user account, and pre-configure a user to eliminate the registration approval process. Local Administrators can only approve Healthcare Users or other Healthcare Local Administrators. All other user types must be approved by Nuance.

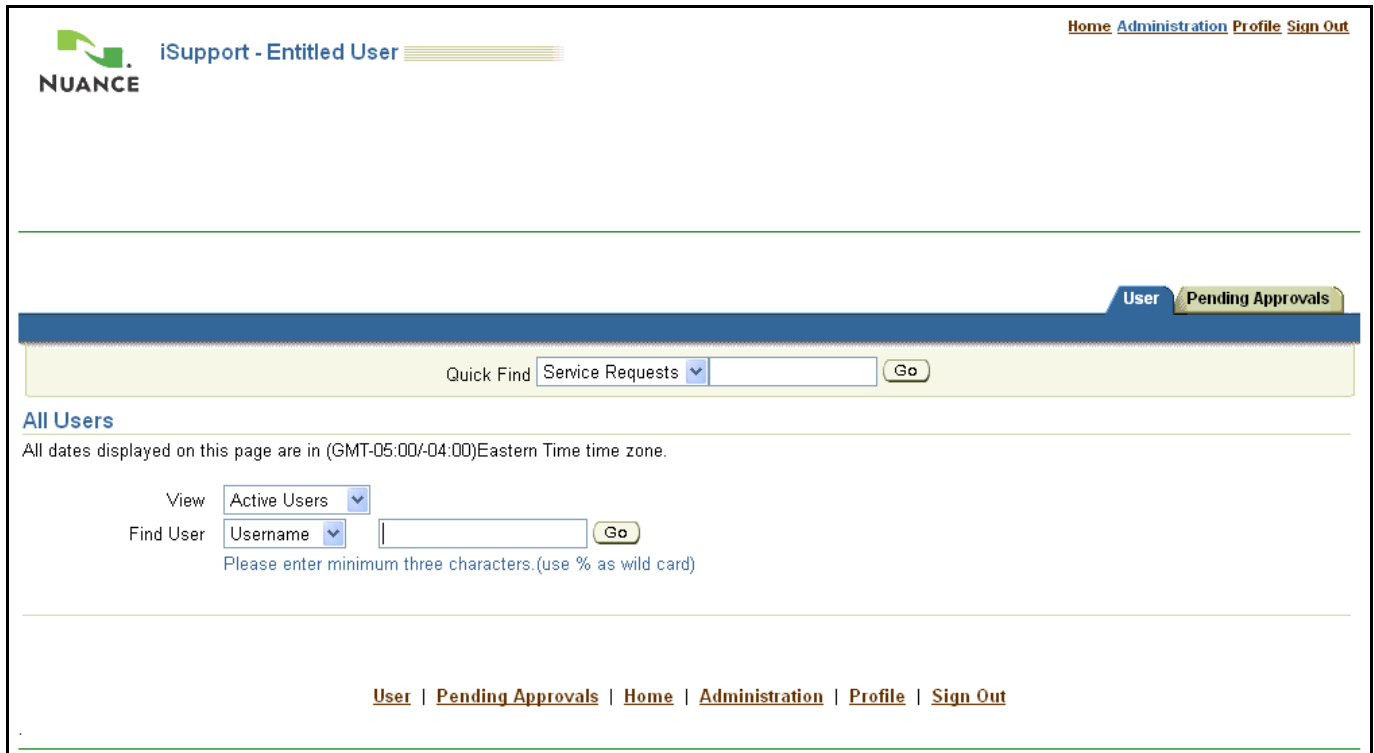


Figure 77 The User Administration Page

Approve or Reject User Registration

When a new user from your company registers, you will receive an approval request email. You need to log into iSupport and approve or reject the new user. When you approve or reject a new user, an email is sent to them.

Tip: You have up to 20 days to approve or reject the registration. After 10 days, you will receive a reminder email. After 19 days, the registration will be rejected by the System Administrator and the person will have to register, if you want them to have access to iSupport.

Tip: The process to reject a registration is the same as to accept a registration except that you click *Reject* rather than *Accept*.

Important: Do not use the *Accept* button on the *Pending Approvals* page to accept users. The user will not be able to use all of the features of iSupport if you activate their account using the *Accept*. Follow the steps below to ensure that accounts are setup properly.

Quick Find

Request Summary

To assign an account, click the user name and complete the approval flow

Select	Date	Confirmation Number	User Name	Organization Name	Request Type	Request Name	Delegation
<input type="checkbox"/>	10-AUG-2007	15110	<u>TEST1.DICTAPHONE</u>	DICTAPHONE DEVELOPMENT AND TEST SITE	User Type	Entitled Customer User	<input type="checkbox"/>

Previous 1 - 1 Next

Do Not Use the Accept button

Figure 78 Pending Approvals Page

1. From the *iSupport Home* page, click the **Administration** link at the top-right.
2. Click the **Pending Approvals** tab.
3. In the *User Name* column, click the user's **name**.
4. Verify the user details at the top of the page, and then click **Next**.
5. Select the box next to the Account Number, and then click **Next**.

Tip: It is important to do this step. Skipping it affects the *Account* tab and the ability to create service requests.

6. Enter any comments that you wish to include in the email to the user, and then click **Accept**.

Find a User's Account

In order to make any changes to a user account, you must find it and access it. This is done from the *User* tab under *Administration*.

Tip: Searching for the Username is faster than searching for a first or last name. You can enter partial values and use the Wildcard (%) character rather than the complete name.

Tip: To display all of the users associated with your company, enter 3 percent (%%%) signs in the value field.

Tip: By default you search for only active users. If you need to find a user that you have deactivated or expired, enter the search criteria, and then select **Expired Users** from the *View* drop-down list.

1. From the *iSupport Home* page, click the **Administration** link at the top-right.
2. Enter search criteria to find a user. (Use the % (percent) sign for a wildcard.)
3. In the *Username* column, click the user's **name**. Their *Personal Profile* page opens.

User Profile
[Personal Profile](#)
[Contact Points](#)
[Accounts](#)

Company Profile
[Administrators](#)

Personal Profile

User Information

* First Name

* Last Name

Start Date **12-JUN-2007 00:00:00**

End Date

*Indicates Required Fields

Reset Password

User Name **TEST.DICTAPHONE**

* New Password

* Re-enter New Password

* Indicates Required Fields Password Should Be At Least 6 Characters Long

Additional Details

[Roles](#) [Responsibilities](#)

Figure 79 User Profile Page

Reset an iSupport User's Password

If a user has forgotten their password or has locked out their account by entering an incorrect password 5 times, you can reset their password for them. The Nuance iSupport Administrator can also reset passwords.

Tip: After 5 attempts of using an incorrect password, a user account will be locked out and require a reset.

1. Find the user's account.
2. In the *Reset Password* group, enter the New Password.
3. Also enter the password in the *Re-enter Password* field.
4. Click the **Update** button in the *Reset Password* section.

Create Contact Points for a User

Contact points are telephone numbers or email addresses that are used to contact a user. An email address is required in order to register. Entering a telephone number is optional at time of registration. It is best to have both. You can also add additional contact points or change your contact points. Users can do this themselves using the Profile link. You, as the administrator can also do it for them.

1. Find the user's account.
2. Click the **Contacts Points** link
3. Click the **Create** button
4. Select a *Communication Type* (email or Phone) and perform one of the following:
 - If you select email, enter the address in the Value box, select a Delivery Method, and choose Primary Contact Point if this is the primary contact point. Click the Save button.

- If you select Phone, select a Phone Line Type (Executive Assistant, Fax, telephone, home phone, mobile, office phone, pager, voice mail), enter the Area Code, enter the phone number, and select whether it is the Primary Contact Point.

5. Click the **Save** button.

Tip: Once a Contact Point is added, it cannot be removed. The only way to disable a Contact Point is to change the value to “Do Not Use.” You will have to use the proper email format for email Contact Points. For example, Do@Not.Use.

Modify Contact Points for a User

1. Find the user’s account.
2. Click the **Contact Points** link
3. Click the Contact link (i.e. myemail@organization.com or the phone number)
4. Modify the information
5. Click **Save**.

Promote a User to Local Administrator

Your organization can have as many local administrators as you wish. Each person who has the administrator type account will receive an email whenever someone registers. Additional people can choose the Local Administrator profile when they register or, if they already have a Healthcare User account, they can be promoted to be an administrator.

Contact the Nuance iSupport Administrator to request that a user be promoted to an administrator.

Remove Administrative Privileges from a User

If a person should no longer be an administrator, Their account can be changed so that they become a regular user.

Contact the Nuance iSupport Administrator to request that a user’s administrative privileges be changed.

Inactivate or Expire a User Account

As users change responsibilities or leave, you should turn off access to their account. This is done by End Dating their account. The account is still in the system and can be reactivated as needed. Their account, when End Dated, will appear under the Expired Users.

Tip: When you inactivate or end date an iSupport user, their name still appears in the Add Contact list when you are creating a Service Request. The only way to remove their name from the list is to contact Request Management and ask them to inactivate that user.

1. Find the user’s account.
2. In the *User Information* section select an End Date by clicking the *Calendar* icon.

Tip: Enter yesterday’s date to make it immediate.

3. Click **Update** in the *User Information* section.

Re-activate an Expired User

Tip: If you contacted Request Management and asked them to inactivate the user when you initially End Dated them, you will need to contact Request Management again and ask them to activate the user again.

1. From the *iSupport Home* page, click the **Administration** link at the top-right.
2. Enter search criteria to find a user. (Use the % (percent) sign for a wildcard.)
3. Select **Expired Users** from the *View* drop-down.
4. In the *Username* column, click the user's **name**.
5. In the *User Information* section, remove the date from the *End Date* field.
6. Click **Update** in the *User Information* section.

Associating a User ID to a Company Account Number

If a user is getting an error message when they click the *Accounts* tab or they are not able to create a service request, their User ID is not associated with your Company Account Number. To make the association:

1. Find the user's account.
2. In the *Username* column, click the user's **name**.
3. Click **Accounts** under *User Profile*.
4. Select the *Assigned* box.
5. Click **Save**. The association is now made and the user should be able to view the installed base and create service requests.

Pre-Register and Approve a New User Account

An administrative user can pre-register a new user so they are able to simply log in and use iSupport. The following instructions will guide you through the steps to pre-register and approve a new user.

1. Navigate to the iSupport website <https://isupport.nuance.com>. The *iSupport Welcome* page will display
2. Click the **Click here for registration information** link.
3. Select your product to go to the *Self-Registration* area.
4. Click the **Register Here** link and the *User Registration* page will display. In the *Start Here: Choose Your Profile* section, select the appropriate radio button.
5. Click the **Next** button to continue to the *Details: Enter your organization information* section,
6. Enter your **Company Number**.
7. Click the **Next** button to continue to the *Details: Enter Your Personal Information* section.
8. Enter the new user's **First Name, Last Name, User Name, Password**, etc.
9. Click the **Next** button to continue to the *Confirmation: User Registration Summary* section.
10. Click the **Continue** button to submit this registration request and return to the *Welcome* page. **Note:** An email is sent to the user confirming the registration.
11. Log into iSupport with your **Administrator ID** and **Password**.
12. At the top right corner of the *iSupport Home* page, click the **Administration** link. The *User* tab displays.
13. Click the **Pending Approvals** and the *Request Summary* section appears
14. Locate the user who is pending approval. In the *User Name* column, click this user's **name**.
15. Review the *User Details* and click the **Next** button to continue

16. In the *Account Assignment* group, click the box, which represents the account, so a check mark is visible.

17. Click the **Next** button to continue to the *Approvals: Approve or Reject* page.

18. You may enter a comment, which will be included in the email notification sent to the new user.

TIP: The link to access iSupport and the new user's login ID are already included in the email. You may want to consider adding the password for this new user in the comment section.

19. Click the **Accept** button to approve this new user and return to the *Pending Approvals* page.

20. Log out of iSupport by clicking the **Sign Out** link.

FAQs for Managing Users

1. Q. Can I use the *Accept* and *Reject* buttons on the *Pending Approvals* page?

A. If you use the *Accept* button on the *Pending Approvals* page the user ID will not be set-up correctly. The user ID will not be associated with a Company Account Number. This means that the user will not be able to view in the installed base or create service requests. You can use the *Reject* button to reject users.

2. Q. When I approve a user their name still appears in the *Pending Approvals* list.

A. This is a bug. We are working to resolve this. That user account is stuck and cannot be approved, rejected or removed. Please report it to the Nuance iSupport Administrator and have the user register again with a different user ID.

3. Q. A user gets an error message that indicates *No Row Found* when they click the *Accounts* tab.

A. This indicates that their user ID does not have an account number associated with it. Refer to the heading [Associating a User ID to a Company Account Number](#) to fix this.

4. Q. A user cannot create a service request.

A. This indicates that their user ID does not have an account number associated with it. Refer to the heading [Associating a User ID to a Company Account Number](#) to fix this.

Applies to User Types: All See Addendum A – User Types
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Addendum A – User Types (Profiles)

iSupport features vary depending upon your user type. This section describes the various user types (profiles) available to Nuance Healthcare Division customers. iSupport is also available to customers of other Nuance divisions. The features and user types for these customers may differ. Refer to the appropriate user guide for the division that supports your product.

All users, except for the guest user, must either self-register or have an account created by a Nuance employee. You can determine the user type of your account and thus the features available to you by looking at the top part (banner) of your pages and/or the menu groups available on your home page.

A table to the right of a feature heading will indicate which user type the feature applies to. The user types and how to identify them are described in the following paragraphs.

1. Healthcare User

A Healthcare User must have a valid maintenance contract and can self-register. This gives the user access to all iSupport features except administration of users. They can access more content in the knowledge base than a guest user. Healthcare Users can access the following service request types: DESS, DM Practice Edition, DM360 Direct, DM360 Network Edition, Dragon SDK, PowerScribe for Radiology, PS360 Critical Results, PS360 Reporting, QualityAnalytics, Radiology Enhancement Request, RadWhere, 360 Development Platform, CAPD, and Depot. This type is also known as an Entitled User.

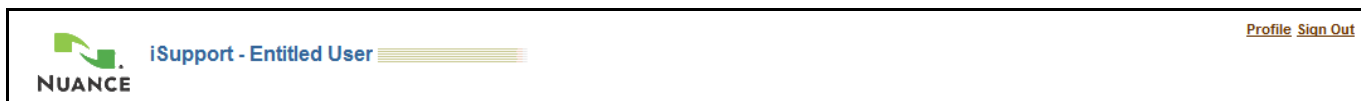


Figure 80 Healthcare User Banner

2. Healthcare Dragon Medical User/Partner

A Healthcare Dragon Medical User/Partner is the same as a Healthcare User except that the knowledge base is limited to the Dragon Medical categories, they do not have an Account tab, they can only view their own service requests, and some other features are restricted. For a description of the differences, refer to the [Addendum C – Dragon Medical Users](#) section.



Figure 81 Dragon Medical Banner

3. Clintegrity 360 HIM User

A Clintegrity 360 HIM User is the same as a Healthcare User except that they have *Software Documentation & Downloads* and *Advisories* groups on the left of their home page. The knowledge base is restricted to the Clintegrity 360 (formerly Quantim) product line. They do not have access to a Technical Library. Clintegrity 360 HIM Users can only create *HIM Medrec Millenium* and *HIM Quantim* service request types.



Figure 82 Clintegrity User Banner

4. Clintegrity 360 HIM ESD User

A Clintegrity 360 HIM ESD User is the same as a Clintegrity 360 HIM User except that they have access to Electronic Software Downloads (ESD) links. They cannot self-register; they must request this type by submitting a service request.

5. Clintegrity 360 Hosted User

A Clintegrity 360 Hosted User is the same as a Clintegrity HIM User except that they do not have *Software Documentation & Downloads* and *Advisories* groups on the left of their home page. The knowledge base is restricted to the Clintegrity 360 (formerly Quantim COPE) Hosted product line. They can only create the *DECSUPP* service request type.

6. Clintegrity 360 Government (VA or DoD) User

A Clintegrity 360 Government User is the same as a Clintegrity HIM User except that they have *Useful Information* and *Suggestion* groups on the left of their home page. The knowledge base is restricted to the Clintegrity 360 (formerly Quantim Government) Government product line. They can only create the *Government Products and Svcs* service request type. By default these users can only view their own service requests; however, Nuance employees can grant access to view other users' requests. Nuance employees also assign which VAMC these users are associated with.

7. Healthcare Local Administrator

A Healthcare Local Administrator is the same as a Healthcare User except that they can approve certain user types and administer all users for an organization. Refer to the [Managing User Accounts – For Local Administrators](#) section for details. This is also known as an Entitled Customer Administrator or Local Administrator.



Figure 83 Healthcare Local Administrator Banner

8. Healthcare AMEDD User

A Healthcare AMEDD User is the same as a Healthcare User except that they must login from a .MIL domain, they have access to AMEDD specific information in the knowledge base, and they can only view their own service requests. This is also known as a DoD Customer. This type of user cannot self-register.



Figure 84 Healthcare AMEDD User Banner

9. Healthcare AMEDD Local Administrator

A Healthcare AMEDD Local Administrator is the same as a Healthcare AMEDD User except that they can view all of an organization's service requests and they can administer local users for an organization. Refer to the [Managing User Accounts – For Local Administrators](#) section for details. This is also known as a DoD Customer Administrator.



Figure 85 Healthcare AMEDD Local Administrator Banner

10. Partner User

A Partner User (this was called a CSP User) is one who has completed advanced training and is certified to work on Nuance equipment and software. Their access to iSupport is similar to a Healthcare User except that they cannot self-register and they have access to additional content in the knowledge base.



Figure 86 CSP User Banner

11. Dragon MT (MedRemote) User

A Dragon MT User is similar to a Healthcare User except that they cannot self-register and they can only access Dragon MT content in the knowledge base. This type of user is no longer supported.



Figure 87 CSP User Banner

12. NHDP (Nuance Healthcare Development Platform) User

An NHDP User cannot self-register and they can only create and update service requests. They access iSupport through the support area of the NHDP Portal.



Figure 88 NHDP User Banner

13. Guest User

A guest user does not require an account. Guest users can access a restricted knowledge base and technical library of users' guides, white papers, and downloads.



Figure 89 Guest User Banner

Addendum B – USAF AHLTA Users

Applies to User Types: 8
See Addendum A – User Types

This addendum to the iSupport User Guide explains the differences in the iSupport site for U.S. Air Force AHLTA users who use Dragon Medical Edition from the standard iSupport site. Nuance maintains a separate iSupport site for Department of Defense (DoD) users. This site has been updated to include information on the Dragon Medical Edition software that is used by Air Force AHLTA users. Refer to the iSupport User Guide for complete details on using the various functions of the site. U.S. Air Force AHLTA users have a user type (profile) of Healthcare AMEDD User.

Differences for the Air Force

There are four areas where the operation of the iSupport site differs from standard user operation:

- User registration and management
- Specialized content
- The Account tab (install base)
- Service Requests

User Registration and Management

Air Force AHLTA users do not self-register for the site. Instead, they must submit an Authorized Caller Request Form to the Nuance iSupport Administrator. The Administrator will create a user account and inform the user via email when their account is ready to use. Any questions or changes should be directed to the Administrator via email at isupport.admin@nuance.com.

Two forms are available to convey information to the Nuance iSupport Administrator:

Authorized Caller Request Form – used to request new user accounts
<https://isupport.nuance.com/documents/forms/usaf/authorizedcaller.doc>

Contact Information Change Request Form – used to change user information or remove a user
<https://isupport.nuance.com/documents/forms/usaf/changeform.doc>

Specialized Content

A new section, *Military Health System Info*, has been added to the left column of the home page. It appears right under the *How can we Help you* section. This new section contains links to other sites or information that is specific to Air Force AHLTA users.

The Account Tab

The installed base is generally shown under the account tab. This is a listing of the products that are owned by a particular organization. In this case nothing appears in the install base for the Dragon Medical Edition software, therefore the Account tab is not used.

Service Requests

There are two areas of interest when dealing with service requests. The first has to do with creating service requests. Normally, the user must enter or select an address when creating a request. In the case of Air Force AHLTA users, the address will be pre-populated when you open the page. Also, since there is no information in the install base, you do not need to enter or select a serial number. That field should be left blank.

The second area of interest has to do with displaying service requests on your home page and on the Service Request page under the *Support* tab. On 10-October-2008 a change was made to the DoD user profile so that only the requests submitted by the user or requests where the user is added as a contact are visible in these areas.

Applies to User Types: 2
See [Addendum A – User Types](#)

Addendum C – Dragon Medical Users

This addendum to the iSupport User Guide explains the differences in the standard iSupport site and the site provided for Dragon Medical users. Refer to the iSupport User Guide for complete details on using the various functions of the site.

Determining if you are a Dragon Medical User

Because the iSupport features and access for Dragon Medical Users is different than other iSupport users, it is important to know what type of access you have. The first step in knowing if you are a Dragon Medical User is to remember what profile you chose when you registered. If you do not remember or are unsure, you can tell by the banner at the top of your iSupport page. The following banner appears at the top of all iSupport pages for Dragon Medical Users:

Banner at the Top of the page Identifying a Dragon Medical User



Figure 90 Banner for Dragon Medical Users

Differences for Dragon Medical Users

There are four areas where the operation of the iSupport site differs from other iSupport user operation:

- Knowledge Base
- Dragon Medical Library
- The Account tab (install base)
- Service Requests

Knowledge Base

The knowledge base available to Dragon Medical Users is limited to just Dragon NaturallySpeaking, iSupport Help, and Miscellaneous solutions. All other features are as described under [Working with the Knowledge Base](#).

Dragon Medical Library

Dragon Medical Users do not have the Technical Library that is described earlier in this guide. In its place they have the Dragon Medical Library, which contains information specific to Dragon Medical software. Functionally, this library works the same as the standard Technical Library described under the [Error! Reference source not found.](#) heading.

The Account Tab

Dragon Medical users do not have an *Account* tab.

Service Requests

This is the area with the most differences as compared to other users. Dragon Medical Users:

- Can only view and update their own Service Requests
- Can choose from the following types: DM Practice Edition, DM360 Direct, DM360 Network Edition, Dragon SDK and CAPD
- Cannot add additional contacts to the service request
- Do not need to Identify Product information (serial number, etc.)
- Cannot create Service Request Templates

Viewing or Updating Service Requests

The only Service Requests that are visible to Dragon Medical Users on the *Home* page or under the *Support* tab are those where the user is the originator (either via iSupport or by calling for support) of the service request or is listed as a contact on the service request. Service Requests submitted by other people in the same organization are not displayed.

Creating a Service Request

The process for creating a Service Request for a Dragon Medical User is different than what is listed for other users. Perform the following steps to create and submit a service request to Technical Support. A representative will respond to your request within 1 business hour.

1. In the *How can we Help you* group on the *iSupport Home* page, click the **Create Service Request** link.

Tip: A *Create a Service Request* button appears on many pages in iSupport, including on knowledge base solutions. You can create a service request by clicking the button any time that it appears.

2. Click the link for the type of request that you want to submit. The *Identify Problem* page displays.
3. Your contact information is populated under the *Primary Contact* group.

Tip: If you have multiple contact points, you can change the contact point for this request by choosing another point from the *Contact By* drop-down list.

4. Select your local **Time Zone**. This will show your local time to the agent that is working your request. You can leave the default, Eastern Time, if you wish.

Tip: You can have this default to your local time zone by setting it in the [Display Preferences](#) section under the *Profile* link.

5. Type your question or issue in the *Problem Summary* field. This is a required field.

Tip: The *Problem Summary* field is limited to 80 characters Use the *Problem Details* field to add additional information.

Tip: Information in the *Problem Summary* field is used to search the knowledge base on the next page. For this reason, you should enter any specific error message or code at the beginning of this field before entering a concise description of your question or problem.

6. Additional information about your request can be entered in the *Problem Details* field. You can also attach a file with more details, screen shots or log files (see the next step).
7. 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.
8. Click the **Next** button.
9. Search results showing possible solutions are displayed.
10. Select a solution to review and/or click the **Next** button to continue.
11. The *Review* page is presented, review the information and then click the **Submit** button.

Tip: If you need to change any of the information, use the **Previous** button to move back to the page that needs correcting. Do not use the browser *Back* button as this will cause errors and result in lost information.

12. A confirmation page shows. An email notification is sent to you confirming that the Service Request was created.

Addendum D – Healthcare AMEDD User

This addendum to the iSupport User Guide explains the differences in the standard iSupport site and the site provided for AMEDD (Army Medical Department) users. These are also referred to as DoD Users. Refer to the iSupport User Guide for complete details on using the various functions of the site.

The differences between standard users and AMEDD users are:

- Access to specific AMEDD content in the knowledge base
- Specialized Technical Library Content
- Can only view and update their own Service Requests (AMEDD Administrators can view all service requests from an organization)

AMEDD Knowledge Base Content

The knowledge base contains a category that has specific information on systems provided to the Army Medical Department.

Specialized Technical Library Content

A new section, *Military Health System Info*, has been added to the left column of the home page. It appears right under the *How can we Help you* section. This new section contains links to other sites or information that is specific to Military Health System users.

Viewing or Updating Service Requests

Prior to 10-October-2008, AMEDD Users could view all of the service requests for an organization. Starting on 10-October-2008, the only Service Requests that are visible to AMEDD Users on the *Home* page or under the *Support* tab are those where the user is the originator (either via iSupport or by calling for support) of the service request or is listed as a contact on the service request. Service Requests submitted by other people in the same organization are not displayed. An AMEDD Local Administrator can view all of the service requests from an organization.

Addendum E – Time Zone List Comparison

Use this table to determine how your Client Time Zone setting will populate into a service request. If the cell under Service Request City is blank, <Select One> will appear in the Time Zone drop-down when you create a service request. In order to populate the Time Zone drop-down with the proper setting for your location, select a GMT setting that has an entry under Service Request.

For example, if you are in Vancouver, select the (GMT-08:00/-07:00) Pacific Time setting.

Tip: Please choose one of the settings highlighted in **Yellow**, otherwise <Select One> will appear in the drop-down when you create a service request.

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
Pacific/Apia	(GMT-11:00) Apia	
Pacific/Midway	(GMT-11:00) Midway	
Pacific/Niue	(GMT-11:00) Niue	
Pacific/Pago_Pago	(GMT-11:00) Pago Pago	Pago Pago
America/Adak	(GMT-10:00/-09:00) Adak	Adak
Pacific/Fakaofu	(GMT-10:00) Fakaofu	
Pacific/Honolulu	(GMT-10:00) Honolulu	Honolulu
Pacific/Johnston	(GMT-10:00) Johnston	
Pacific/Rarotonga	(GMT-10:00) Rarotonga	
Pacific/Tahiti	(GMT-10:00) Tahiti	
America/Anchorage	(GMT-09:00/-08:00) Anchorage	Anchorage
Pacific/Gambier	(GMT-09:00) Gambier	Gambier
America/Juneau	(GMT-09:00/-08:00) Juneau	
America/Nome	(GMT-09:00/-08:00) Nome	
America/Yakutat	(GMT-09:00/-08:00) Yakutat	
Pacific/Marquesas	(GMT-08:30) Marquesas	Marquesas
America/Dawson	(GMT-08:00/-07:00) Dawson	
America/Los_Angeles	(GMT-08:00/-07:00) Pacific Time	Pacific Time
Pacific/Pitcairn	(GMT-08:00) Pitcairn	Pitcairn
America/Tijuana	(GMT-08:00/-07:00) Tijuana	
America/Vancouver	(GMT-08:00/-07:00) Vancouver	
America/Whitehorse	(GMT-08:00/-07:00) Whitehorse	
America/Boise	(GMT-07:00/-06:00) Boise	
America/Chihuahua	(GMT-07:00/-06:00) Chihuahua	
America/Dawson_Creek	(GMT-07:00) Dawson Creek	
America/Edmonton	(GMT-07:00/-06:00) Edmonton	
America/Hermosillo	(GMT-07:00) Hermosillo	
America/Inuvik	(GMT-07:00/-06:00) Inuvik	
America/Mazatlan	(GMT-07:00/-06:00) Mazatlan	
America/Denver	(GMT-07:00/-06:00) Mountain Time	Mountain Time
America/Phoenix	(GMT-07:00) Phoenix	Phoenix
America/Yellowknife	(GMT-07:00/-06:00) Yellowknife	
America/Belize	(GMT-06:00) Belize	
America/Cambridge_Bay	(GMT-06:00/-05:00) Cambridge Bay	
America/Cancun	(GMT-06:00/-05:00) Cancun	
America/Chicago	(GMT-06:00/-05:00) Central Time	Central Time
America/Costa_Rica	(GMT-06:00) Costa Rica	
Pacific/Easter	(GMT-06:00/-05:00) Easter	Easter
America/El_Salvador	(GMT-06:00) El Salvador	
Pacific/Galapagos	(GMT-06:00) Galapagos	
America/Guatemala	(GMT-06:00) Guatemala	
America/Iqaluit	(GMT-06:00/-05:00) Iqaluit	
America/Managua	(GMT-06:00) Managua	
America/Menominee	(GMT-06:00/-05:00) Menominee	
America/Mexico_City	(GMT-06:00/-05:00) Mexico City	
America/Pangnirtung	(GMT-06:00/-05:00) Pangnirtung	
America/Rainy_River	(GMT-06:00/-05:00) Rainy River	
America/Rankin_Inlet	(GMT-06:00/-05:00) Rankin Inlet	
America/Regina	(GMT-06:00) Regina	Regina
America/Swift_Current	(GMT-06:00) Swift Current	

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
America/Tegucigalpa	(GMT-06:00) Tegucigalpa	
America/Winnipeg	(GMT-06:00/-05:00) Winnipeg	
America/Bogota	(GMT-05:00) Bogota	
America/Cayman	(GMT-05:00) Cayman	
America/Detroit	(GMT-05:00/-04:00) Detroit	
America/New_York	(GMT-05:00/-04:00) Eastern Time	Eastern Time
America/Grand_Turk	(GMT-05:00/-04:00) Grand Turk	
America/Guayaquil	(GMT-05:00) Guayaquil	
America/Havana	(GMT-05:00/-04:00) Havana	Havana
America/Indiana/Knox	(GMT-05:00) Indiana/Knox	
America/Indiana/Marengo	(GMT-05:00) Indiana/Marengo	
America/Indiana/Vevay	(GMT-05:00) Indiana/Vevay	
America/Indianapolis	(GMT-05:00) Indianapolis	Indianapolis
America/Jamaica	(GMT-05:00) Jamaica	
America/Lima	(GMT-05:00) Lima	
America/Louisville	(GMT-05:00/-04:00) Louisville	
America/Montreal	(GMT-05:00/-04:00) Montreal	
America/Nassau	(GMT-05:00/-04:00) Nassau	
America/Nipigon	(GMT-05:00/-04:00) Nipigon	
America/Panama	(GMT-05:00) Panama	
America/Port-au-Prince	(GMT-05:00) Port-au-Prince	
America/Porto_Acre	(GMT-05:00) Porto Acre	
America/Thunder_Bay	(GMT-05:00/-04:00) Thunder Bay	
America/Anguilla	(GMT-04:00) Anguilla	
America/Antigua	(GMT-04:00) Antigua	
America/Aruba	(GMT-04:00) Aruba	
America/Asuncion	(GMT-04:00/-03:00) Asuncion	
America/Barbados	(GMT-04:00) Barbados	
Atlantic/Bermuda	(GMT-04:00/-03:00) Bermuda	Bermuda
America/Boa_Vista	(GMT-04:00/-03:00) Boa Vista	Boa Vista
America/Caracas	(GMT-04:00) Caracas	
America/Cuiaba	(GMT-04:00/-03:00) Cuiaba	
America/Curacao	(GMT-04:00) Curacao	
America/Dominica	(GMT-04:00) Dominica	
America/Glace_Bay	(GMT-04:00/-03:00) Glace Bay	
America/Goose_Bay	(GMT-04:00/-03:00) Goose Bay	
America/Grenada	(GMT-04:00) Grenada	
America/Guadeloupe	(GMT-04:00) Guadeloupe	
America/Guyana	(GMT-04:00) Guyana	
America/Halifax	(GMT-04:00/-03:00) Halifax	
America/La_Paz	(GMT-04:00) La Paz	
America/Manaus	(GMT-04:00) Manaus	Manaus
America/Martinique	(GMT-04:00) Martinique	
America/Montserrat	(GMT-04:00) Montserrat	
Antarctica/Palmer	(GMT-04:00/-03:00) Palmer	
America/Port_of_Spain	(GMT-04:00) Port of Spain	
America/Porto_Velho	(GMT-04:00) Porto Velho	
America/Puerto_Rico	(GMT-04:00) Puerto Rico	
America/Santiago	(GMT-04:00/-03:00) Santiago	Santiago
America/Santo_Domingo	(GMT-04:00) Santo Domingo	
America/St_Kitts	(GMT-04:00) St Kitts	
America/St_Lucia	(GMT-04:00) St Lucia	
America/St_Thomas	(GMT-04:00) St Thomas	
America/St_Vincent	(GMT-04:00) St Vincent	
Atlantic/Stanley	(GMT-04:00/-03:00) Stanley	Stanley
America/Thule	(GMT-04:00/-03:00) Thule	
America/Tortola	(GMT-04:00) Tortola	
America/Araguaina	(GMT-03:00/-02:00) Araguaina	
America/Belem	(GMT-03:00) Belem	Belem
America/Buenos_Aires	(GMT-03:00) Buenos Aires	
America/Catamarca	(GMT-03:00) Catamarca	
America/Cayenne	(GMT-03:00) Cayenne	
America/Cordoba	(GMT-03:00) Cordoba	
America/Fortaleza	(GMT-03:00/-02:00) Fortaleza	

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
America/Godthab	(GMT-03:00/-02:00) Godthab	Godthab
America/Jujuy	(GMT-03:00) Jujuy	
America/Maceio	(GMT-03:00/-02:00) Maceio	
America/Mendoza	(GMT-03:00) Mendoza	
America/Miquelon	(GMT-03:00/-02:00) Miquelon	Miquelon
America/Montevideo	(GMT-03:00) Montevideo	
America/Paramaribo	(GMT-03:00) Paramaribo	
America/Rosario	(GMT-03:00) Rosario	
America/Sao_Paulo	(GMT-03:00/-02:00) Sao Paulo	Sao Paulo
America/St_Johns	(GMT-02:30/-01:30) St Johns	St Johns
America/Noronha	(GMT-02:00) Noronha	Noronha
Atlantic/South_Georgia	(GMT-02:00) South Georgia	
Atlantic/Azores	(GMT-01:00/-00:00) Azores	
Atlantic/Cape_Verde	(GMT-01:00) Cape Verde	
Atlantic/Jan_Mayen	(GMT-01:00) Jan Mayen	
America/Scoresbysund	(GMT-01:00/-00:00) Scoresbysund	Scoresbysund
Africa/Abidjan	(GMT-00:00) Abidjan	
Africa/Accra	(GMT-00:00) Accra	
Africa/Bamako	(GMT-00:00) Bamako	
Africa/Banjul	(GMT-00:00) Banjul	
Europe/Belfast	(GMT-00:00/+01:00) Belfast	
Africa/Bissau	(GMT-00:00) Bissau	
Atlantic/Canary	(GMT-00:00/+01:00) Canary	
Africa/Casablanca	(GMT-00:00) Casablanca	
Africa/Conakry	(GMT-00:00) Conakry	
Africa/Dakar	(GMT-00:00) Dakar	
Europe/Dublin	(GMT-00:00/+01:00) Dublin	
Africa/EI_Aaiun	(GMT-00:00) EI Aaiun	
Atlantic/Faeroe	(GMT-00:00/+01:00) Faeroe	
Africa/Freetown	(GMT-00:00) Freetown	
Greenwich Mean Time (GMT)	(GMT-00:00) GMT	GMT
Europe/Lisbon	(GMT-00:00/+01:00) Lisbon	
Africa/Lome	(GMT-00:00) Lome	
Europe/London	(GMT-00:00/+01:00) London	London
Atlantic/Madeira	(GMT-00:00/+01:00) Madeira	
Africa/Monrovia	(GMT-00:00) Monrovia	
Africa/Nouakchott	(GMT-00:00) Nouakchott	
Africa/Ouagadougou	(GMT-00:00) Ouagadougou	
Atlantic/Reykjavik	(GMT-00:00) Reykjavik	
Africa/Sao_Tome	(GMT-00:00) Sao Tome	
Atlantic/St_Helena	(GMT-00:00) St Helena	
Africa/Timbuktu	(GMT-00:00) Timbuktu	
Europe/Western European Time (WET)	(GMT-00:00/+01:00) WET	
Africa/Algiers	(GMT+01:00) Algiers	
Europe/Amsterdam	(GMT+01:00/+02:00) Amsterdam	
Europe/Andorra	(GMT+01:00/+02:00) Andorra	
Africa/Bangui	(GMT+01:00) Bangui	
Europe/Belgrade	(GMT+01:00/+02:00) Belgrade	
Europe/Berlin	(GMT+01:00/+02:00) Berlin	
Africa/Brazzaville	(GMT+01:00) Brazzaville	
Europe/Brussels	(GMT+01:00/+02:00) Brussels	
Europe/Budapest	(GMT+01:00/+02:00) Budapest	
Europe/Central European Time (CET)	(GMT+01:00/+02:00) CET	CET
Africa/Ceuta	(GMT+01:00/+02:00) Ceuta	
Europe/Copenhagen	(GMT+01:00/+02:00) Copenhagen	
Africa/Douala	(GMT+01:00) Douala	
Europe/Gibraltar	(GMT+01:00/+02:00) Gibraltar	
Africa/Kinshasa	(GMT+01:00) Kinshasa	
Africa/Lagos	(GMT+01:00) Lagos	
Africa/Libreville	(GMT+01:00) Libreville	
Africa/Luanda	(GMT+01:00) Luanda	
Europe/Luxembourg	(GMT+01:00/+02:00) Luxembourg	
MET	(GMT+01:00/+02:00) MET	
Europe/Madrid	(GMT+01:00/+02:00) Madrid	

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
Africa/Malabo	(GMT+01:00) Malabo	
Europe/Malta	(GMT+01:00/+02:00) Malta	
Europe/Monaco	(GMT+01:00/+02:00) Monaco	
Africa/Ndjamena	(GMT+01:00) Ndjamena	
Africa/Niamey	(GMT+01:00) Niamey	
Europe/Oslo	(GMT+01:00/+02:00) Oslo	
Europe/Paris	(GMT+01:00/+02:00) Paris	
Africa/Porto-Novo	(GMT+01:00) Porto-Novo	
Europe/Prague	(GMT+01:00/+02:00) Prague	
Europe/Rome	(GMT+01:00/+02:00) Rome	
Europe/Stockholm	(GMT+01:00/+02:00) Stockholm	
Europe/Tirane	(GMT+01:00/+02:00) Tirane	
Africa/Tunis	(GMT+01:00) Tunis	Tunis
Europe/Vaduz	(GMT+01:00/+02:00) Vaduz	
Europe/Vienna	(GMT+01:00/+02:00) Vienna	
Europe/Warsaw	(GMT+01:00/+02:00) Warsaw	Warsaw
Africa/Windhoek	(GMT+01:00/+02:00) Windhoek	
Europe/Zurich	(GMT+01:00/+02:00) Zurich	
Asia/Amman	(GMT+02:00/+03:00) Amman	Amman
Europe/Athens	(GMT+02:00/+03:00) Athens	
Asia/Beirut	(GMT+02:00/+03:00) Beirut	Beirut
Africa/Blantyre	(GMT+02:00) Blantyre	
Europe/Bucharest	(GMT+02:00/+03:00) Bucharest	
Africa/Bujumbura	(GMT+02:00) Bujumbura	
Africa/Cairo	(GMT+02:00/+03:00) Cairo	Cairo
Europe/Chisinau	(GMT+02:00/+03:00) Chisinau	
Asia/Damascus	(GMT+02:00/+03:00) Damascus	Damascus
Europe/Eastern European Time (EET)	(GMT+02:00/+03:00) EET	
Africa/Gaborone	(GMT+02:00) Gaborone	
Asia/Gaza	(GMT+02:00/+03:00) Gaza	Gaza
Africa/Harare	(GMT+02:00) Harare	
Europe/Helsinki	(GMT+02:00/+03:00) Helsinki	
Europe/Istanbul	(GMT+02:00/+03:00) Istanbul	Istanbul
Asia/Jerusalem	(GMT+02:00/+03:00) Jerusalem	Jerusalem
Africa/Johannesburg	(GMT+02:00) Johannesburg	
Europe/Kaliningrad	(GMT+02:00/+03:00) Kaliningrad	Kaliningrad
Europe/Kiev	(GMT+02:00/+03:00) Kiev	
Africa/Kigali	(GMT+02:00) Kigali	
Africa/Lubumbashi	(GMT+02:00) Lubumbashi	
Africa/Lusaka	(GMT+02:00) Lusaka	
Africa/Maputo	(GMT+02:00) Maputo	
Africa/Maseru	(GMT+02:00) Maseru	
Africa/Mbabane	(GMT+02:00) Mbabane	
Europe/Minsk	(GMT+02:00/+03:00) Minsk	
Asia/Nicosia	(GMT+02:00/+03:00) Nicosia	
Europe/Riga	(GMT+02:00) Riga	
Europe/Simferopol	(GMT+02:00/+03:00) Simferopol	
Europe/Sofia	(GMT+02:00/+03:00) Sofia	
Europe/Tallinn	(GMT+02:00) Tallinn	
Africa/Tripoli	(GMT+02:00) Tripoli	Tripoli
Europe/Uzhgorod	(GMT+02:00/+03:00) Uzhgorod	
Europe/Vilnius	(GMT+02:00/+03:00) Vilnius	
Europe/Zaporozhye	(GMT+02:00/+03:00) Zaporozhye	
Africa/Addis_Ababa	(GMT+03:00) Addis Ababa	
Asia/Aden	(GMT+03:00) Aden	
Indian/Antananarivo	(GMT+03:00) Antananarivo	
Africa/Asmera	(GMT+03:00) Asmera	
Asia/Baghdad	(GMT+03:00/+04:00) Baghdad	Baghdad
Asia/Bahrain	(GMT+03:00) Bahrain	
Indian/Comoro	(GMT+03:00) Comoro	
Africa/Dar_es_Salaam	(GMT+03:00) Dar es Salaam	
Africa/Djibouti	(GMT+03:00) Djibouti	
Africa/Kampala	(GMT+03:00) Kampala	
Africa/Khartoum	(GMT+03:00) Khartoum	

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
Asia/Kuwait	(GMT+03:00) Kuwait	
Indian/Mayotte	(GMT+03:00) Mayotte	
Africa/Mogadishu	(GMT+03:00) Mogadishu	
Europe/Moscow	(GMT+03:00/+04:00) Moscow	Moscow
Africa/Nairobi	(GMT+03:00) Nairobi	
Asia/Qatar	(GMT+03:00) Qatar	
Asia/Riyadh	(GMT+03:00) Riyadh	Riyadh
Antarctica/Syowa	(GMT+03:00) Syowa	
Europe/Tiraspol	(GMT+03:00/+04:00) Tiraspol	
Asia/Tehran	(GMT+03:30) Tehran	Tehran
Asia/Aqtau	(GMT+04:00/+05:00) Aqtau	Aqtau
Asia/Baku	(GMT+04:00/+05:00) Baku	
Asia/Dubai	(GMT+04:00) Dubai	Dubai
<option selected value="Indian/Mahe	(GMT+04:00) Mahe	
Indian/Mauritius	(GMT+04:00) Mauritius	
Asia/Muscat	(GMT+04:00) Muscat	
Indian/Reunion	(GMT+04:00) Reunion	
Europe/Samara	(GMT+04:00/+05:00) Samara	Samara
Asia/Tbilisi	(GMT+04:00/+05:00) Tbilisi	
Asia/Yerevan	(GMT+04:00/+05:00) Yerevan	
Asia/Kabul	(GMT+04:30) Kabul	
Asia/Aqtobe	(GMT+05:00/+06:00) Aqtobe	Aqtobe
Asia/Ashkhabad	(GMT+05:00) Ashkhabad	
Asia/Bishkek	(GMT+05:00/+06:00) Bishkek	
Indian/Chagos	(GMT+05:00) Chagos	Chagos
Asia/Dushanbe	(GMT+05:00) Dushanbe	
Asia/Karachi	(GMT+05:00) Karachi	
Indian/Kerguelen	(GMT+05:00) Kerguelen	
Indian/Maldives	(GMT+05:00) Maldives	
Asia/Samarkand	(GMT+05:00) Samarkand	
Asia/Tashkent	(GMT+05:00) Tashkent	
Asia/Yekaterinburg	(GMT+05:00/+06:00) Yekaterinburg	Yekaterinburg
Asia/Calcutta	(GMT+05:30) Calcutta	Calcutta
Asia/Katmandu	(GMT+05:30) Katmandu	
Asia/Almaty	(GMT+06:00/+07:00) Almaty	Almaty
Asia/Colombo	(GMT+06:00) Colombo	
Asia/Dacca	(GMT+06:00) Dacca	Dacca
Antarctica/Mawson	(GMT+06:00) Mawson	
Asia/Novosibirsk	(GMT+06:00/+07:00) Novosibirsk	
Asia/Omsk	(GMT+06:00/+07:00) Omsk	Omsk
Asia/Thimbu	(GMT+06:00) Thimbu	
Indian/Cocos	(GMT+06:30) Cocos	Cocos
Asia/Rangoon	(GMT+06:30) Rangoon	
Asia/Bangkok	(GMT+07:00) Bangkok	Bangkok
Indian/Christmas	(GMT+07:00) Christmas	
Antarctica/Davis	(GMT+07:00) Davis	
Asia/Hovd	(GMT+07:00) Hovd	
Asia/Jakarta	(GMT+07:00) Jakarta	
Asia/Krasnoyarsk	(GMT+07:00/+08:00) Krasnoyarsk	Krasnoyarsk
Asia/Phnom_Penh	(GMT+07:00) Phnom Penh	
Asia/Saigon	(GMT+07:00) Saigon	
Asia/Vientiane	(GMT+07:00) Vientiane	
Asia/Brunei	(GMT+08:00) Brunei	
Antarctica/Casey	(GMT+08:00) Casey	
Asia/Chungking	(GMT+08:00) Chungking	
Asia/Dili	(GMT+08:00) Dili	
Asia/Harbin	(GMT+08:00) Harbin	
Asia/Hong_Kong	(GMT+08:00) Hong Kong	Hong Kong
Asia/Irkutsk	(GMT+08:00/+09:00) Irkutsk	Irkutsk
Asia/Kashgar	(GMT+08:00) Kashgar	
Asia/Kuala_Lumpur	(GMT+08:00) Kuala Lumpur	
Asia/Kuching	(GMT+08:00) Kuching	
Asia/Macao	(GMT+08:00) Macao	
Asia/Manila	(GMT+08:00) Manila	

Client Time Zone Setting		Service Request
Region/City	GMT/City	City
Australia/Perth	(GMT+08:00) Perth	
Asia/Shanghai	(GMT+08:00) Shanghai	
Asia/Singapore	(GMT+08:00) Singapore	
Asia/Taipei	(GMT+08:00) Taipei	
Asia/Ujung_Pandang	(GMT+08:00) Ujung Pandang	
Asia/Ulaanbaatar	(GMT+08:00) Ulaanbaatar	
Asia/Urumqi	(GMT+08:00) Urumqi	
Asia/Jayapura	(GMT+09:00) Jayapura	
Pacific/Palau	(GMT+09:00) Palau	
Asia/Pyongyang	(GMT+09:00) Pyongyang	
Asia/Seoul	(GMT+09:00) Seoul	
Asia/Tokyo	(GMT+09:00) Tokyo	Tokyo
Asia/Yakutsk	(GMT+09:00/+10:00) Yakutsk	Yakutsk
Australia/Adelaide	(GMT+09:30/+10:30) Adelaide	Adelaide
Australia/Broken_Hill	(GMT+09:30/+10:30) Broken Hill	
Australia/Darwin	(GMT+09:30) Darwin	Darwin
Australia/Brisbane	(GMT+10:00) Brisbane	Brisbane
Antarctica/DumontDURville	(GMT+10:00) DumontDURville	
Pacific/Guam	(GMT+10:00) Guam	
Australia/Hobart	(GMT+10:00/+11:00) Hobart	Hobart
Australia/Lindeman	(GMT+10:00) Lindeman	
Australia/Melbourne	(GMT+10:00/+11:00) Melbourne	
Pacific/Port_Moresby	(GMT+10:00) Port Moresby	
Pacific/Saipan	(GMT+10:00) Saipan	
Australia/Sydney	(GMT+10:00/+11:00) Sydney	Sydney
Pacific/Truk	(GMT+10:00) Truk	
Asia/Vladivostok	(GMT+10:00/+11:00) Vladivostok	
Pacific/Yap	(GMT+10:00) Yap	
Australia/Lord_Howe	(GMT+10:30/+11:30) Lord Howe	Lord Howe
Pacific/Efate	(GMT+11:00) Efate	
Pacific/Guadalcanal	(GMT+11:00) Guadalcanal	
Pacific/Kosrae	(GMT+11:00) Kosrae	
Asia/Magadan	(GMT+11:00/+12:00) Magadan	Magadan
Pacific/Noumea	(GMT+11:00) Noumea	Noumea
Pacific/Ponape	(GMT+11:00) Ponape	
Pacific/Norfolk	(GMT+11:30) Norfolk	Norfolk
Asia/Anadyr	(GMT+12:00/+13:00) Anadyr	
Pacific/Auckland	(GMT+12:00/+13:00) Auckland	Auckland
Pacific/Fiji	(GMT+12:00/+13:00) Fiji	
Pacific/Funafuti	(GMT+12:00) Funafuti	
Asia/Kamchatka	(GMT+12:00/+13:00) Kamchatka	Kamchatka
Pacific/Kwajalein	(GMT+12:00) Kwajalein	Kwajalein
Pacific/Majuro	(GMT+12:00) Majuro	
Antarctica/McMurdo	(GMT+12:00/+13:00) McMurdo	
Pacific/Nauru	(GMT+12:00) Nauru	
Pacific/Tarawa	(GMT+12:00) Tarawa	
Pacific/Wake	(GMT+12:00) Wake	
Pacific/Wallis	(GMT+12:00) Wallis	
Pacific/Chatham	(GMT+12:45/+13:45) Chatham	
Pacific/Enderbury	(GMT+13:00) Enderbury	
Pacific/Tongatapu	(GMT+13:00/+14:00) Tongatapu	
Pacific/Kiritimati	(GMT+14:00) Kiritimati	