

Introduction

This guide provides Nuance Healthcare's PowerScribe customers with information on how to get started with using iSupport. You will also be provided with information on how you can optimize iSupport, making it more efficient for you. Specifically, this guide provides step-by-step instructions on how to register to be an iSupport user, login to iSupport, configure your Profile settings and Home Page options, search the knowledge base, create a service request template and how to submit and close a service request.

Register to become an iSupport Subscriber

To be registered as an iSupport subscriber, you must be a Nuance entitled customer; meaning, you must have a current service agreement. To create an iSupport user account you will need your Organization Number which is sometimes referred to as business or company number. If you do not know your organization number, contact the Nuance iSupport Administrator via e-mail at iSupport.admin@nuance.com and this information will be provided to you. The following will guide you through the steps to register to be an iSupport user.

1. Launch your internet browser and navigate to the website: <https://iSupport.Nuance.com>.
2. When the iSupport Welcome page appears, click the **Click here for Registration Information** link found in the *About Nuance iSupport* area. Solution 13974: iSupport Registration Information will appear.
3. In the *How to Register* area, click the **PowerScribe 360** link. This will move you down the page to the *PowerScribe 360 | Family of Products* dialog.
4. In the *PowerScribe 360 | Family of Products* dialog, click the link related to your product, i.e. **Reporting, Critical Results, Analytics** or **Decision Support**. This will move you further down the page to the *Self-Registration Instructions* area.
5. In the *How to Self-Register* instructions click the **click here** link in instruction number 1, or click the Red button on the right labeled **Register Here**.
6. You'll move to *User Registration* page. Select one of the following in the *Start here: Choose your profile* section.
 - a. Healthcare User - a user of supported Healthcare Products (requires Maintenance Contract)
 - b. Healthcare Local Administrator - an administrator of iSupport users (requires Maintenance Contract)

Note: Choosing the *Healthcare local administrator* option will allow you to approve other users who register to use iSupport at your organization.

7. Click the **Next** button to move to the *User Registration – Enter your organization information* page.
8. Type your **Organization number**.
9. Click the **Next** button to move to the *User Registration – Enter your personal information* page.
10. Enter the following information:
 - a. Type your **First Name, Last Name, and User Name** (User Name will be your iSupport Login ID),
 - b. Type your **Password** (Password should be at least 6 characters long, must contain at least one number, and cannot contain any repeating characters such as 'ss' or '77')
 - c. Type your password again to **Confirm Password**.

- d. Type your **area code** and **phone number**. Although this is not required, entering your phone number now will save time when you are configuring your iSupport profile later.
 - e. Type your **e-mail address**.
11. Click the **Next** button to move to the *User Registration – User Registration Summary* page.
 12. Click the **Continue** button to save and return to the iSupport Welcome page.
 13. At this point, you will receive an e-mail stating that you have registered to use iSupport. Save this e-mail as it also contains your User ID and Password information.

Once you have registered, you must wait for an e-mail which states your iSupport account is approved before attempting to login. Your facility may have a designated local iSupport Administrator who will approve your iSupport account. If your facility doesn't have a designated local iSupport administrator, Nuance's iSupport Administrator will approve your registration, usually within one business day. Please contact Nuance's iSupport Administrator via e-mail at iSupport.admin@nuance.com to answer any iSupport registration questions.

Login to iSupport

You will need your approved iSupport User ID and Password to access iSupport. If you don't have a User ID and Password, refer to the *Register to be an iSupport User* section of this document. Please e-mail Nuance's iSupport Administrator at iSupport.admin@nuance.com with any questions regarding registration, login and password concerns.

1. Launch your internet browser and navigate to the website: <https://iSupport.Nuance.com>
2. In the *Logon* group, found on the *Welcome to iSupport* page, enter your **User ID** and **Password**.
3. Click **Go**. Upon successful logon, the *iSupport Home* page will display.

Please note: To sign out of iSupport, click the **Sign Out** link found at the very top right of any iSupport webpage.

Configure Your Profile

Most of the profile information was configured when you registered to become an iSupport user; however, there are some profile settings that can only be configured once you're an approved iSupport user. The following provides instructions on how to add your contact information, address information, set your time-zone preference, and verify an account number is assigned to you. Performing these steps will save you valuable time when submitting a Service Request via iSupport by automating the population of required fields.

Add Contact Points

Your contact information should be configured already based on the information you submitted when you registered for an iSupport account. However, telephone number is not a required field when registering. Follow the first-two steps below to verify you have both an e-mail address and phone number listed in the contacts. Continue with step 3 if you need to add your telephone number, otherwise, continue to the next section, "Create a Contact Address."

1. Click the **Profile** link which is located at the top right of the *iSupport Home* page.
2. Click the **Contact Points** link in the *User Profile* group, which is located in the blue area on the left.
3. Click the **Create** button.
4. Select **Phone** in the *Communication type* drop-down box.
5. Select **Mobile**, **Office Phone**, etc in the *Phone Line Type* drop-down box.

6. Enter the **Country code** (optional)
7. Enter the **Phone Area Code**.
8. Enter the **Phone Number**.
9. Click the **Save** button, located on the bottom right of the screen.

Create a Contact Address

The first address entered will be the address that auto-populates the required contact fields when submitting a service request via iSupport. This will save you valuable time when submitting a service request via iSupport.

1. Click the **Addresses** link in the User Profile group, which is located in the blue area on the left.
2. Click the **Create** button found on the right side of the screen.
3. Select a **Country** from the drop-down list.
Note: 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.
4. Enter an **Address Name**.
Tip: We suggest that you enter the location where the Product resides. For example, Lake Side Facility.
5. 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.
6. Enter a **State** by clicking the flashlight on the right side of the field; then, search for your state and select it. Once selected, you will return to the form and the information will automatically populate the field. Please Note: If you are in Canada, enter your Province in the State field.
7. Enter a **County** (optional).
8. Enter a **City**.
9. Enter a **Postal Code**.
10. Click the **Save** button.

Select a Time Zone

Selecting a time-zone will provide the correct time-zone displayed on any Service Requests submitted. The Nuance support analyst will see date and time information relevant to your time-zone.

1. Click the **Display Preferences** link in the *User Profile* group which is in the blue area on the left side of the page.
2. Click the **Client Time Zone** drop down box and select the appropriate time zone.
3. Click the **Session Time Zone** drop down box and select the appropriate time zone.
4. Click the **Update** button to save these changes.

Verify Account Number is Enabled

It is very important to verify your user profile has an account enabled. If you do not have an account enabled you will get an error message when trying to submit a service request via iSupport. Perform the following steps to verify your user profile has an account number and then provide you with additional information on what to do if it's not available.

1. Click the **Accounts** link located in the *User Profile* group on the left side of the page in the blue area.
2. Perform one of the following two steps:
 - a. If your account number appears and the **default** button is enabled, skip to number 3.
 - b. If an account number doesn't appear, e-mail iSupport.Admin@Nuance.com and let them know. Nuance's iSupport Administrator will apply your account number and e-mail you when it is complete.
3. Click the **Home** tab located near the top right of the page to exit *Profile* settings and return to the *iSupport Home* page.

Configure Your iSupport Home Page

Based on enhancement requests submitted by our valued customers, Nuance has added a few new areas to the iSupport home page. These new areas allow you to more easily search our knowledge base and bookmark historical service requests. Perform the following steps to activate these new areas.

1. If you are not at the iSupport home page, click the **Home** tab.
2. Click the **Content** link which is located just above the *How can we help you* group on the left side of the page.
3. In the *Select Content Name* group click the boxes to the left of **Search for a Solution** and **Service Request Bookmarks** so a check mark appears in each box.
4. Click the **Update** button to save changes and return to the *iSupport Home* page.

Search the Knowledge Base for a Solution

The following describes how to search the knowledge base to find an article which may answer a question, and steps to save this article to the *Quick Links* group on the iSupport Home page for easy access.

Search the Knowledge Base

The following steps will guide you to an article that will display a list of solutions that house the user guides for PowerScribe family of products.

1. If you are not at the iSupport home page, click the **Home** tab.
2. In the *How can we Help you* group on the *iSupport Home* page, click the **Find a Solution** link to move to the *Knowledge Base* page.
3. In the *Search Solutions* text box type **User Guides PowerScribe**.
4. Click the **Go** button to perform the search.
5. Scroll down to the *Results* section and click the article labeled **PowerScribe 360 | Reporting User Documents**. Note: you can choose any of the solutions that include User Documentation.

Save Article as a Quick Link

Saving an article as a quick link serves two purposes. First, when the article is updated by Nuance, you'll receive an e-mail notification informing you that the article was updated. Next, you have easy access to that article from your iSupport Home page.

1. While viewing an article, click the **Add to Quick Links** button found at the top right of the article.
2. Click the **Home** tab to move to the *iSupport Home* page.
3. The article will be available in the *Quick Links* group.

Note: To remove from the Quick Link group, click the article number to view the article. While viewing click the **Remove from Quick Links** button.

Create a Service Request

The following describes how to create and submit a service request, which will save you considerable time over other procedures.

1. If you are not at the iSupport home page, click the **Home** tab.
1. In the *How can we Help you* group on the *iSupport Home* page, click the **Create Service Request** link.
2. In the *Service Request Type* area, click the product name link related to the system you are having an issue with. The *Create Service Request: Identify Problem* page appears.
3. The Primary Contact, Product Location Address and Identify Product section should be populated.
4. Scroll down to the *Problem Summary* section and type **iSupport Test** in the *Problem Summary* box.
5. If you would like, you may enter additional details in the *Problem Details* area and add an attachment in the *Attachments* section. These are not mandatory.
6. Click the **Next** button, located at the far right of the top or bottom of the service request, to move to the *Create Service Request: Suggested Solutions* page. You may need to use the scroll bar to move to the far right of the page to access the *Next* button.
7. Click the **Next** button to move to the *Create Service Request: Review page*.
8. Click the **Submit** button to move to the *Confirmation: Service Request Created* page.
9. Click the **Home** tab to move to the *iSupport* home page.

Close a Service Request

Perform the following to close the service request created in the previous section of this document.

1. If you are not viewing the *iSupport Home* page, click the **Home** tab.
2. In the *Service Request* group you will see a service request listed that has the problem summary *iSupport Test* and a status of *Open*, click the **service request number** to open the service request.
3. Click **Close Request**. A *Close Request* page opens with a field to enter *Additional Information*.
4. Type **Solved on my own** in the *Additional Information* field.
5. Click **Close Request** and a confirmation page will appear.
6. Click the **Home** tab to move to the *iSupport Home* page.