



CliniSync Results Interface

Help Desk Information & Hours of Operation

Service Desk Information:

- Core business hours are Monday-Friday from 8:00 A.M. until 5:00 P.M.
- When in need of technical support, submit a ticket via the CliniSync Online Support portal at www.support.clinisync.org
 - Click “Submit a Request” at the top of the page to enter all necessary information and submit the form. **Do not include PHI in your submission**
 - Your ticket will only be received by CliniSync Technical Support if you have logged in or when your request is verified via email
- For critical issues only, call the CliniSync Support line at **1-800-645-8192**
(Please see Support Guide for critical issue definition.)

When Should You Contact Technical Support?

Below is a list of common issues that could occur at the affiliated practice and additional reasons to contact CliniSync Technical Support

- Alert CliniSync of upgrades or changes at the practice (Staff, IT, etc.)
- Results are not showing up in the iNbox/EMR
- Results are being sent to the iNbox/EMR that aren't wanted/needed.
- Provider additions/deletions (iNbox and EMR)
- Cannot access the URL to log into the iNbox (iNbox only)
- Reports aren't printing (iNbox only)
- Unable to log in; forgot password; account locked (iNbox only)
- General Questions or feature requests

From time to time, situations arise where an organization or practice may need to have adjustments made to components of the system that reside within the practice. If you are planning any of these or believe a change in your environment is scheduled that may impact the receipt of results, please submit a ticket through the CliniSync Online Support portal listed above with details of the planned event to determine next steps. **Failure to take the appropriate precautions may cause the platform to stop functioning and delay receipt of results.** The most common of these situations are listed below, but is not a comprehensive list.

- The machine hosting the platform is getting an Operating System upgrade
- An upgraded machine is replacing the existing machine where the platform is hosted
- Components or existing applications are being moved from one machine to another
- An EMR upgrade is occurring and the IP and/or Port that results are being sent to is changing