

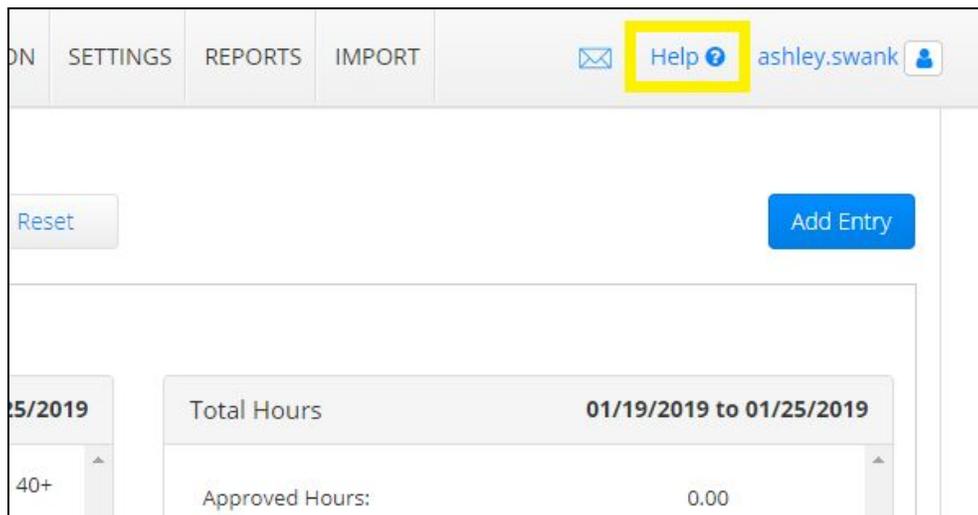


Direct Care Innovations

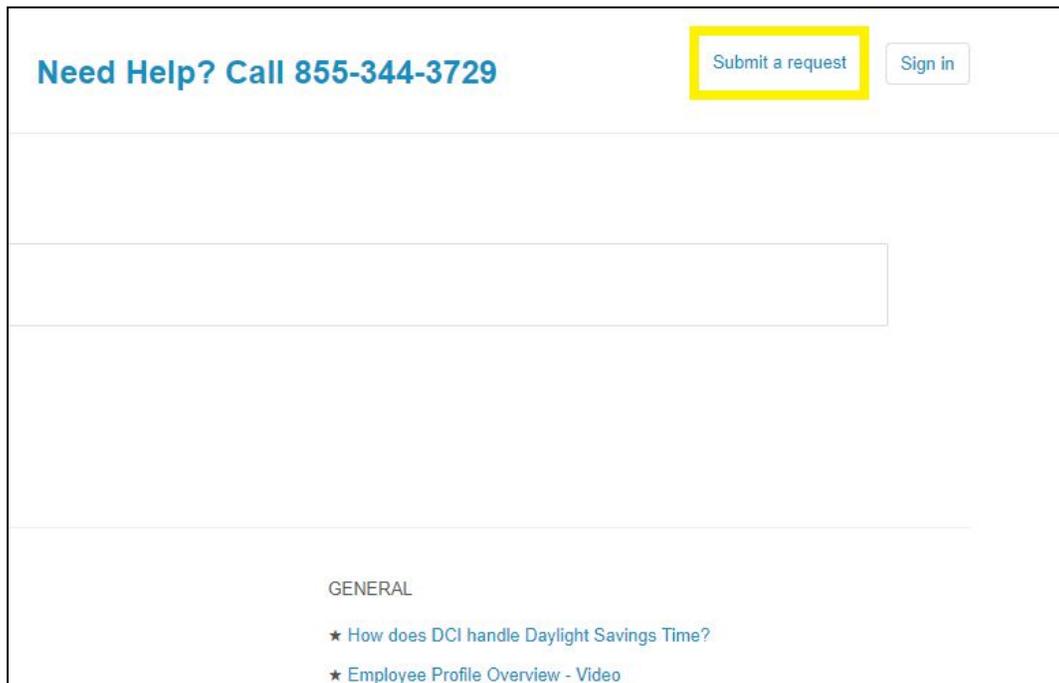
A Super User's Guide to Submitting a DCI Support Ticket

If you are unable to resolve your question or issue by accessing the resources in the DCI Help Center, or for requests for services or new features, follow these steps to submit a ticket to the DCI Support Team. If you do not have a Help Center login but feel you need one, contact your DCI Account Manager.

- 1) Navigate to the DCI Help Center by clicking “Help” in the upper right hand corner of your DCI Home screen.



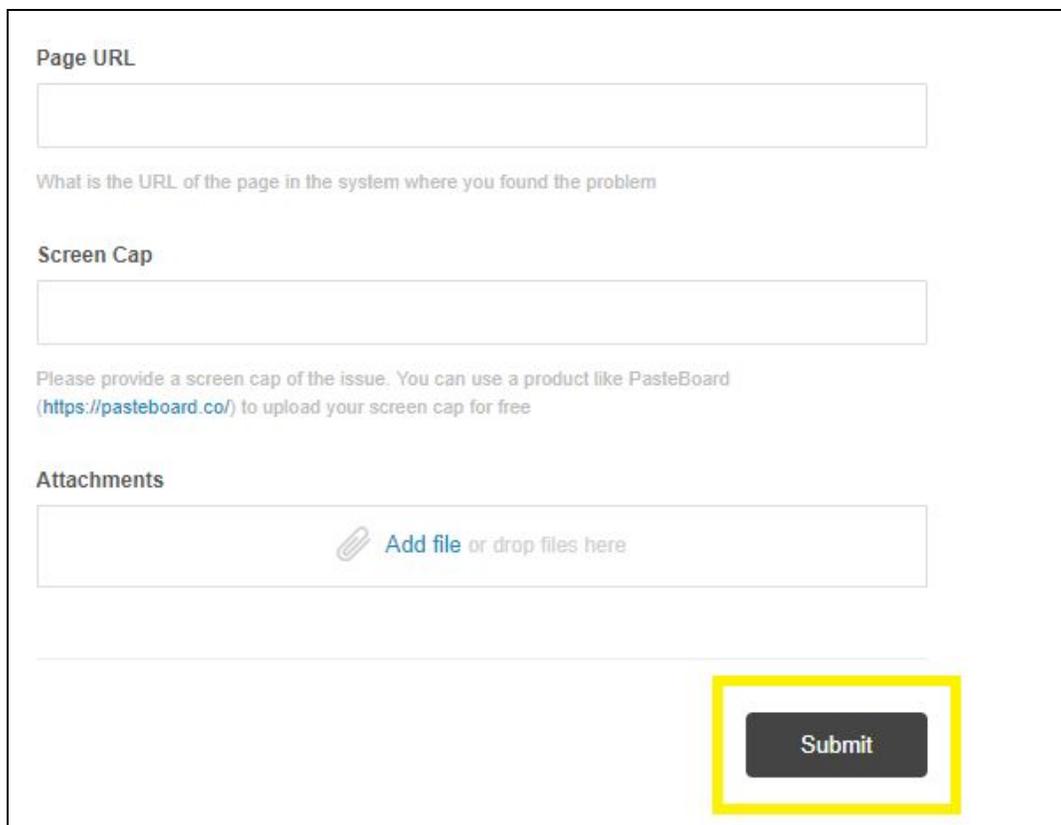
- 2) Click “Submit a Request.” You will be prompted to sign in using your Help Center credentials (these are different than your DCI Portal credentials).



The screenshot shows a help center interface. At the top left, there is a blue link that says "Need Help? Call 855-344-3729". To the right of this link is a yellow rectangular box containing the text "Submit a request". Further to the right is a button labeled "Sign in". Below these elements is a large, empty white rectangular area, likely a form for submitting a request. At the bottom of the page, there is a section titled "GENERAL" with two links: "★ How does DCI handle Daylight Savings Time?" and "★ Employee Profile Overview - Video".

- 3) Complete the form as follows for issues:
- **Your Name:** Enter the name of the person submitting the ticket
 - **Subject:** Provide a short description of your issue. For example: “John Smith unable to use Client Transportation.”
 - **Description:** Provide a detailed description of your issue, including:
 - The precise steps taken that resulted in the issue you’re experiencing (in other words, the steps to recreate the issue).
 - Any associated entry IDs
 - The User Interface (Web Portal, Mobile Web, or Mobile App)
 - The device type, operating system, app version and/or browser
 - **Page URL:** Copy and paste the URL from the page at which the issue occurred.
 - **Screen Cap:** We prefer you do not use this field for taking storing screenshots that may confidential information. Please use attachments for this purpose.
 - **Attachments:** Attach any relevant files. For screenshots, copy into another file, such as a Word document, and as an attachment.
- 4) Complete the form as follows for new feature requests:
- **Your Name:** Enter the name of the person submitting the ticket
 - **Subject:** Enter “Feature Request” followed by a short description of what you are requesting. For example: “Feature Request: Add pink button to home page.”
 - **Description:** Provide a detailed description of the feature you are requesting, including:
 - The problem you are trying to solve with this new feature.
 - How the system works today versus how you want it to work.

- One or two specific examples of what this feature would look like in your operational workflow.
 - **Screen Cap:** Leave blank.
 - **Attachments:** If you have any supporting documentation that would help us to understand your request, please add it here. Examples may include:
 - Mock-ups of what you would like the system to look like.
 - A file outside of DCI that you are using for the same task you're requested to be able to do in DCI.
 - Screenshots of another system that does something similar.
- 5) Click "Submit" in the bottom right hand corner. A member of the DCI Support Team will be in touch soon!



The image shows a web form for submitting a support ticket. It contains three main sections: 'Page URL', 'Screen Cap', and 'Attachments'. The 'Page URL' section has a text input field and a label 'What is the URL of the page in the system where you found the problem'. The 'Screen Cap' section has a text input field and a label 'Please provide a screen cap of the issue. You can use a product like PasteBoard (https://pasteboard.co/) to upload your screen cap for free'. The 'Attachments' section has a file upload area with a paperclip icon and the text 'Add file or drop files here'. At the bottom right of the form, there is a dark grey 'Submit' button, which is highlighted with a yellow rectangular border.

To view the status of your open tickets, click on your name in the upper right hand corner of the screen, and click "My Activities." By clicking on your name, you can also edit your profile, change your password, or sign out.

If at any time your issue requires immediate attention, contact your DCI Account Manager.