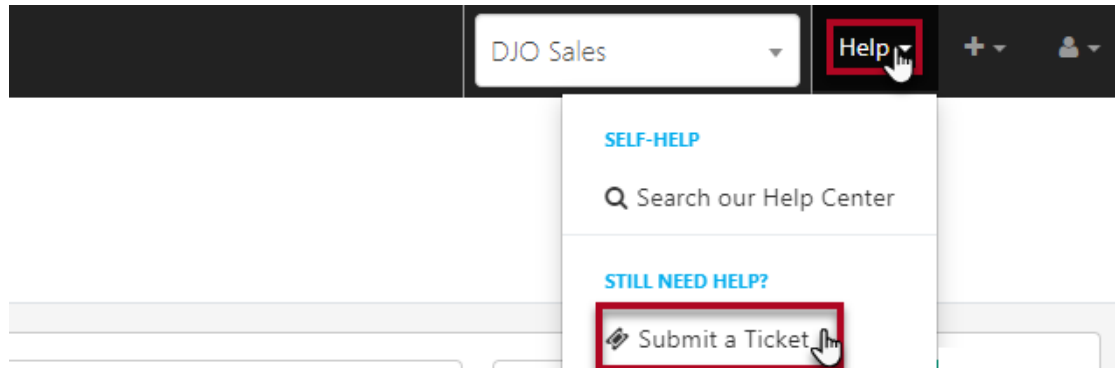


SUBMIT A HELP TICKET IN MOTIONMD

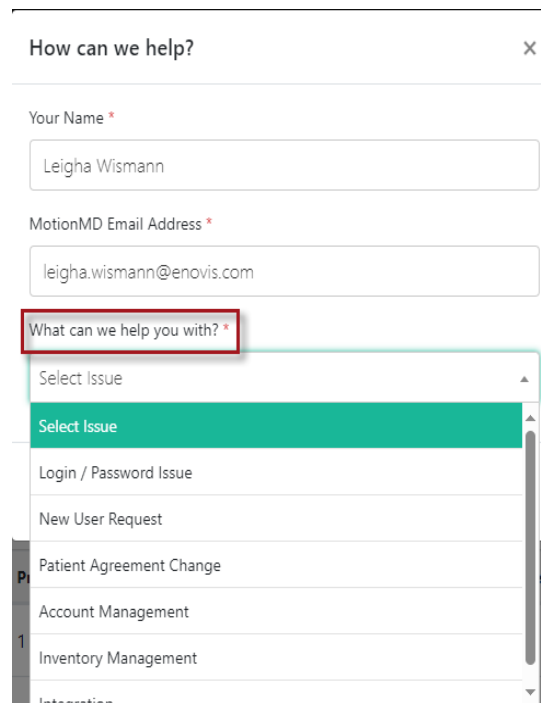
Use the following instructions to submit a **Help Ticket** for any requests or problems encountered on the MotionMD platform.

Users logged into MotionMD should navigate to the Help tab at the top right corner of the main navigation bar, then click on Submit a Ticket.



Select the appropriate reason for assistance from the drop down menu:

- Login/Password Issue
- New User Request
- Patient Agreement Modifications
- Account Management
- Inventory Management
- Integration Inquiries



NOTE: All fields with an * are mandatory to successfully submit a help ticket.

SUBMIT A HELP TICKET IN MOTIONMD

Add Attachments:

Users now have the option to add attachments on the initial help ticket submission. The document files allowed are PNG, JPEG, CSV and PDF.

It's recommended to add a screenshot, when possible, of an error message and/or issue to the help ticket. This will help the CSA team quickly troubleshoot to resolve the request.

How can we help?
×

Your Name *

MotionMD Email Address *

What can we help you with? *

Inventory Management

Account Number(s) or Inventory Location Name(s) *


Describe the issue or changes needed *

Please list or paste item numbers and quantities if stock records need adjusted or created.

Priority

Normal

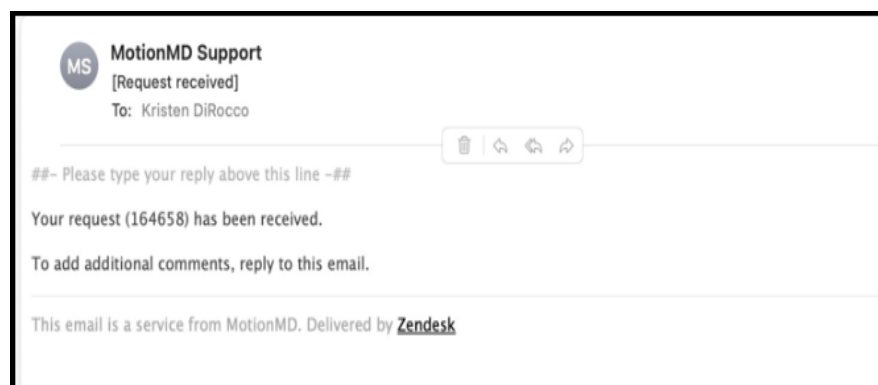
Attachments (optional)



Click "Choose File" or drag and drop a file into this container to upload (PNG, JPEG, PDF, CSV).

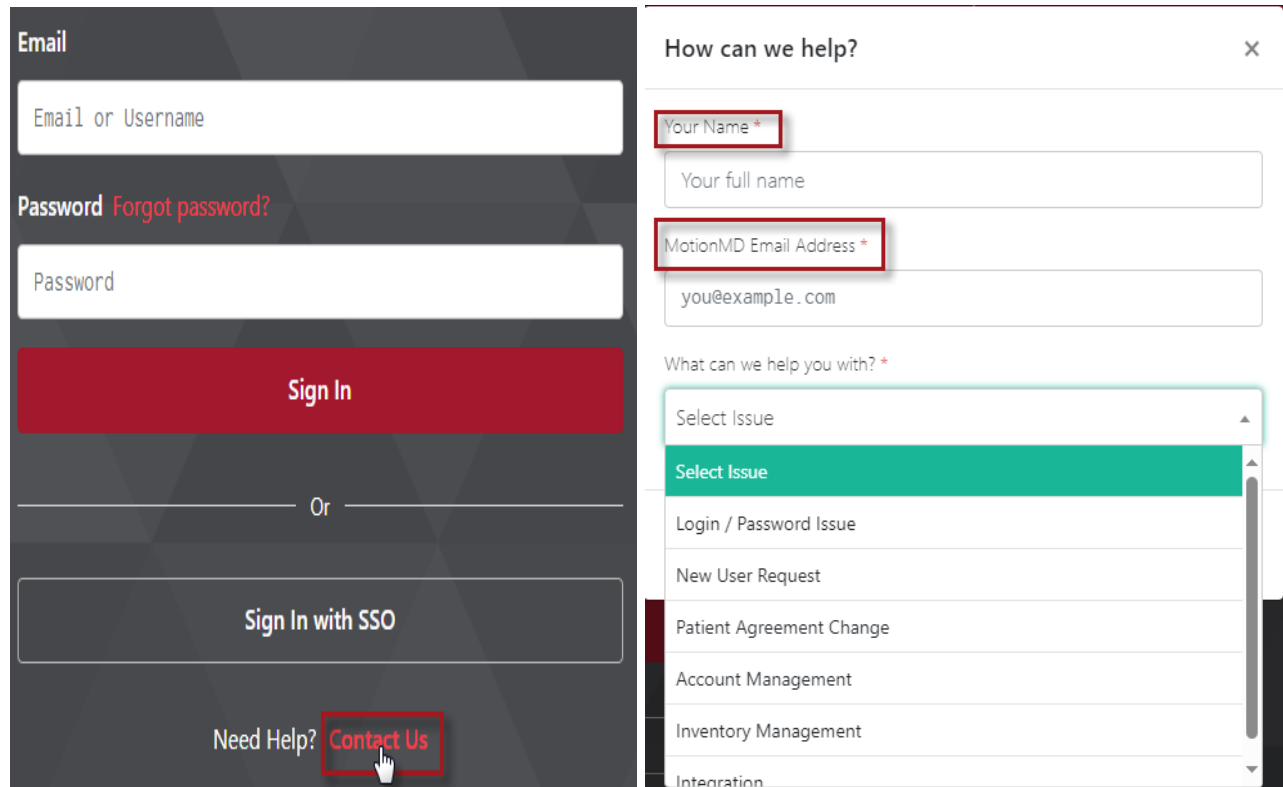
Choose File

Users will receive an auto-confirmation email stating the help ticket was successfully transmitted:



SUBMIT A HELP TICKET IN MOTIONMD

Users not logged into MotionMD that need assistance can utilize the **Contact Us** link on the main login page. In the ticket, users will need to enter their full name and MotionMD Email Address along with selecting an issue.



The image shows two parts of the MotionMD interface. On the left is the login page, and on the right is a help ticket form.

Login Page:

- Email:** A text input field with the placeholder "Email or Username".
- Password:** A text input field with the placeholder "Password".
- Forgot password?** A link next to the password field.
- Sign In:** A large red button.
- Or:** A separator line with the word "Or" in the center.
- Sign In with SSO:** A button.
- Need Help? Contact Us:** A link with a red box around it and a mouse cursor pointing to it.

How can we help? (Help Ticket Form):

- Your Name *:** A text input field with a red box around it.
- Your full name:** A text input field.
- MotionMD Email Address *:** A text input field with a red box around it.
- you@example.com:** A text input field.
- What can we help you with? *:** A dropdown menu.
 - Select Issue:** The selected option, highlighted in green.
 - Login / Password Issue**
 - New User Request**
 - Patient Agreement Change**
 - Account Management**
 - Inventory Management**
 - Integration**