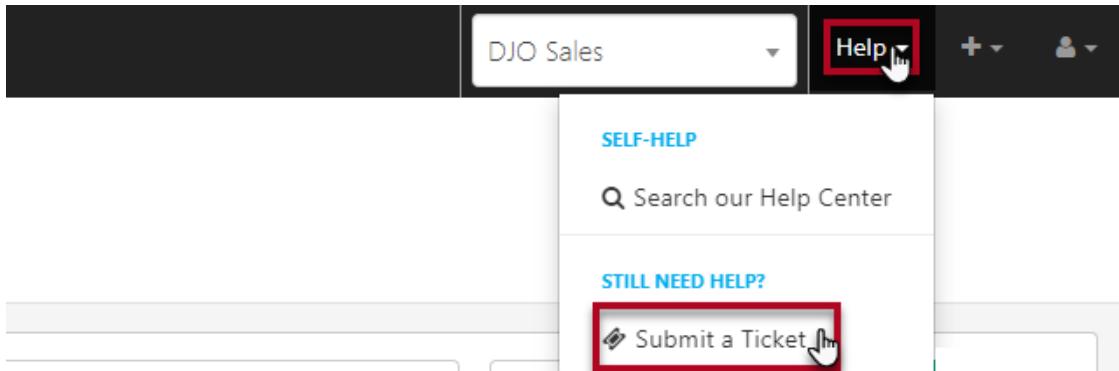


SUBMIT A HELP TICKET IN MOTIONMD

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

How can we help? X

Your Name *
Leigha Wismann

MotionMD Email Address *
leigha.wismann@enovis.com

What can we help you with? *

Select Issue

- Select Issue
- Login / Password Issue
- New User Request
- Patient Agreement Change
- Account Management
- Inventory Management
- Integration

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? X

Your Name * X

Your full name

MotionMD Email Address * X

you@example.com

What can we help you with? * X

Inventory Management

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

Describe the issue or changes needed * X

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

Priority X

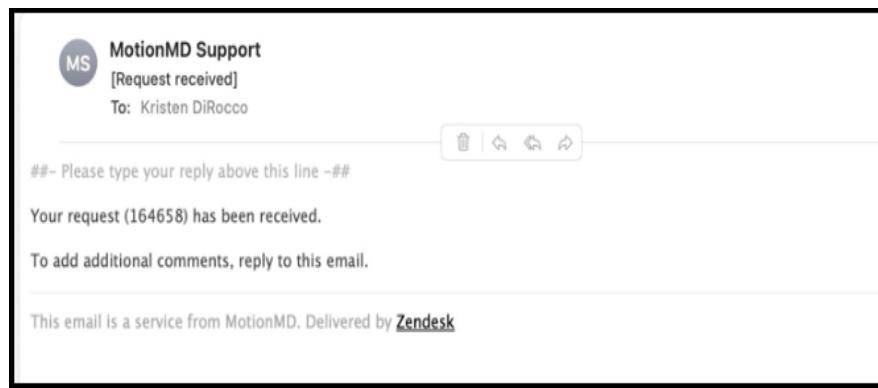
Normal

Attachments (optional) X



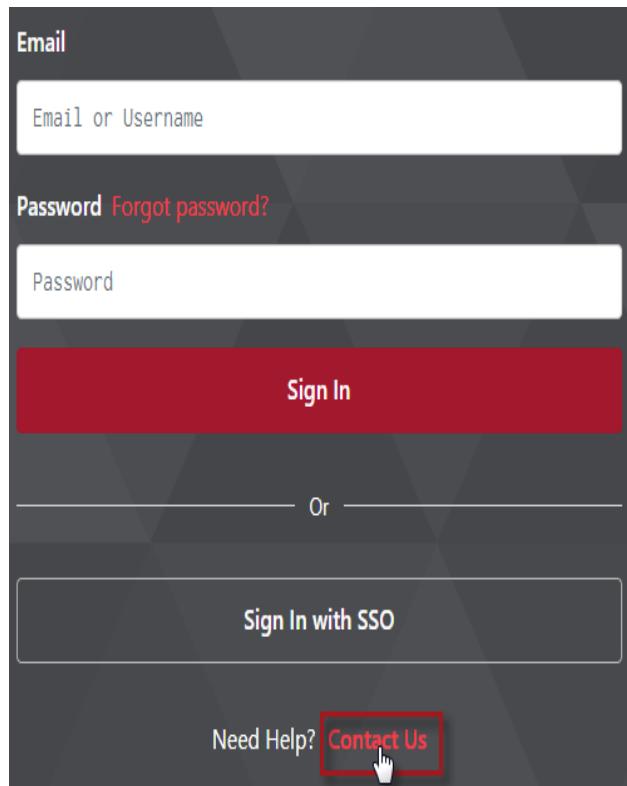
Click "Choose File" or drag and drop a file into this container to upload (PNG, JPEG, PDF, CSV).

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 screenshot shows the MotionMD login interface. On the left, there are fields for 'Email or Username' and 'Password' with a 'Forgot password?' link. Below these is a large red 'Sign In' button. To the right of the 'Sign In' button is the text 'Or'. Further down is a 'Sign In with SSO' button. At the bottom left, there is a 'Need Help?' link followed by a red 'Contact Us' button with a hand cursor icon. The 'Contact Us' button is highlighted with a red box.

How can we help?

Your Name *

Your full name

MotionMD Email Address *

you@example.com

What can we help you with? *

Select Issue

Select Issue

Login / Password Issue

New User Request

Patient Agreement Change

Account Management

Inventory Management

Integration