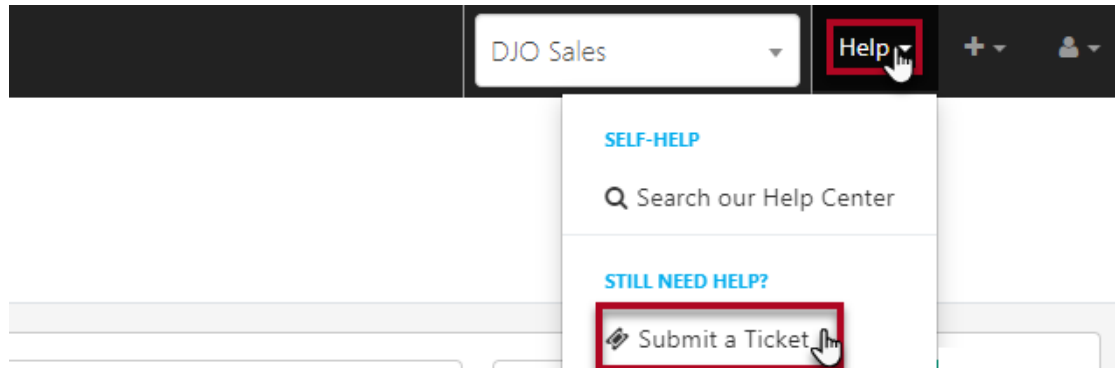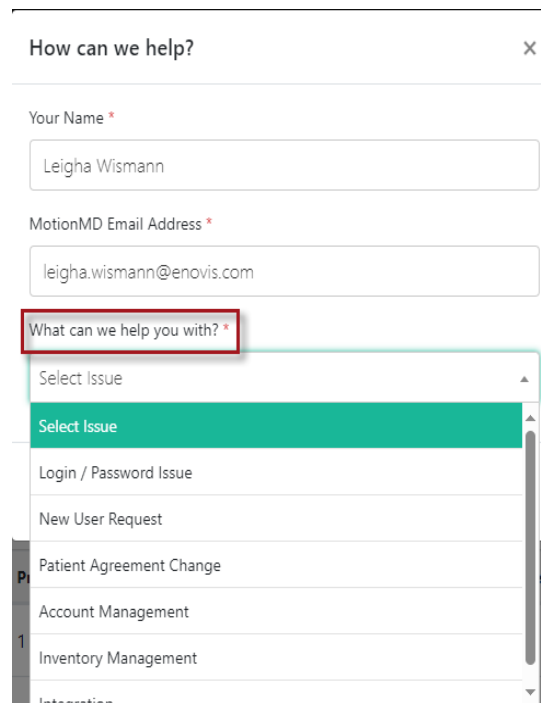## SUBMIT A HELP TICKET IN MOTIONMD

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.

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.
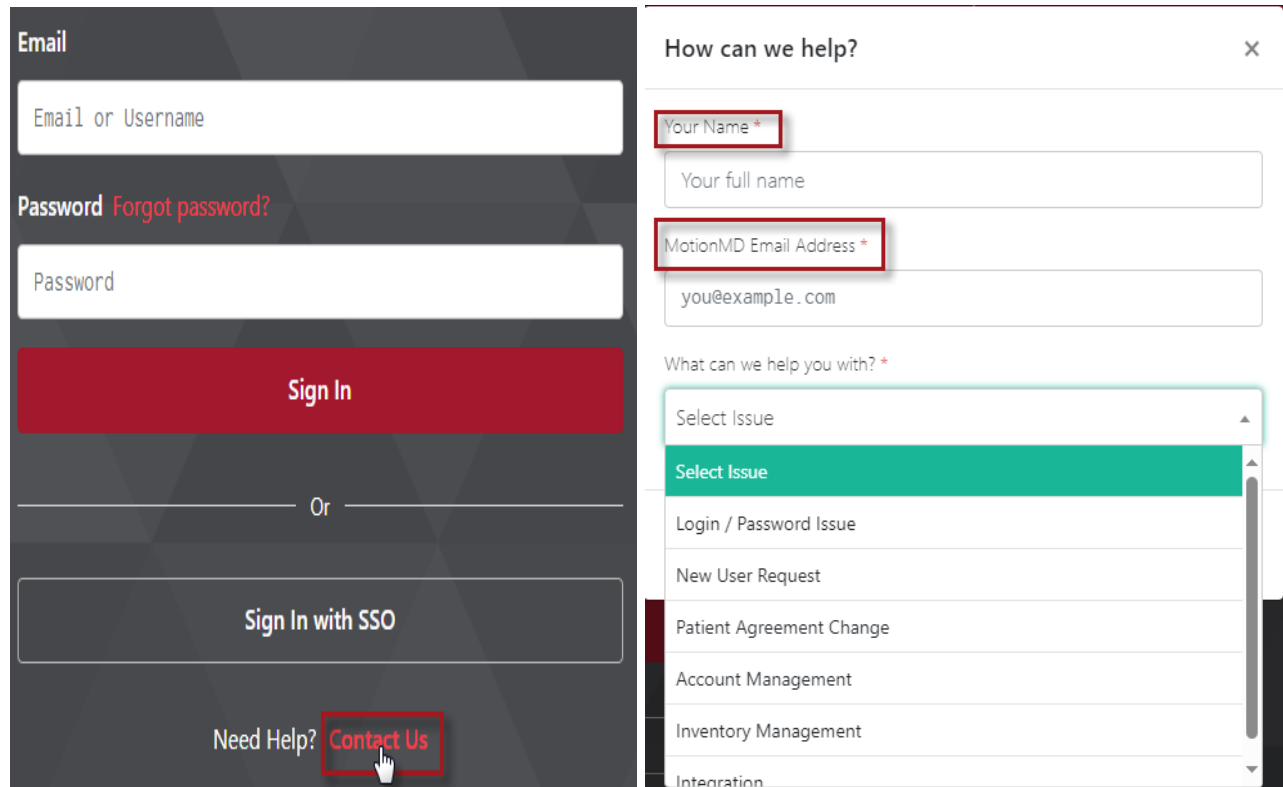

Users will receive an auto-confirmation email stating the help ticket was successfully transmitted:
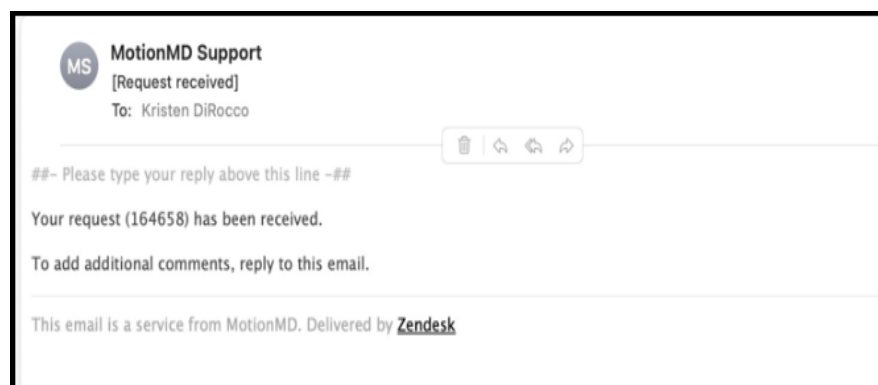
SUBMIT A HELP TICKET IN MOTIONMD

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.