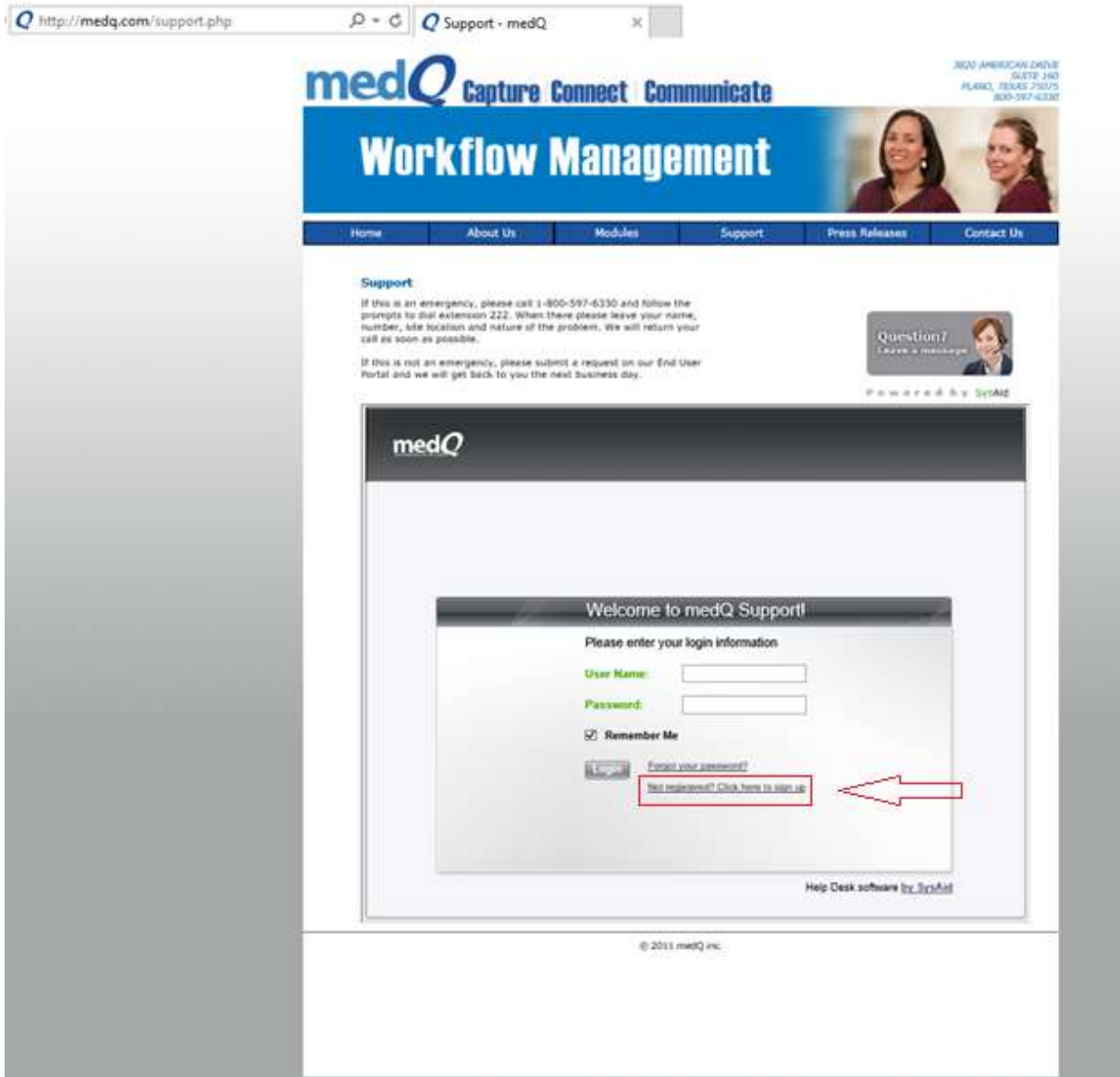


Support End User Portal Quick Reference Guide



I. Creating a medQ End User Portal Account

1. Open www.medq.com.
2. Click on **Support**.
3. Select the [Not registered? Click here to sign up.](#)



4. Fill out the form and enter required fields.

SysAid Signup

Experiencing technical problems? Sign up for medQ support. Once you sign up, you'll be able to easily submit service records to medQ Support.

* Required fields

Email*:

First Name*:

Last Name*:

SMS:

Telephone:

Cell phone:

5. You will receive email notification with Account ID and Password.

From: medQ Support <support@medq.com>
Sent: XXX
To: [XXX](#)
Subject: Welcome to SysAid

Congratulations. You have been registered as a SysAid user. SysAid will let you submit service records to support professionals.

When you're ready to try out SysAid, log into at <http://medq.sysaidit.com/Login.jsp>

Your account ID is: medq

Your username is: [XXX](#)

Your password is: [XXX](#)

6. Enter your login information and click on the Login button.

Welcome to medQ Support!

Please enter your login information:

User Name:

Password:

Remember Me

[Forgot your password?](#)

[Not registered? Click here to sign up](#)

7. You now have access to the following:

- Submit a Service Request
- View Your Service History
- Support Calendar
- Supervise medQ User Problems (Must have Supervisor Access)
- Search medQ Knowledge Base
- Change Settings



II. Submitting a Service Request

1. Open <http://medq.sysaidit.com/Login.jsp>.
2. Click on **Submit a Service Request**
3. Enter and include all pertinent incident/request details. Provide any necessary attachments or links.

Submit Incident

General Details
Nuvodia Location

Company AMI - Advanced Medical Imaging - Lincoln NE

*Application

*Impact

*Urgency

*Title

*Description

Links

Attachments

4. Click on **Submit**. You will receive your Service Record ID and an email notification with the Service Request ID (SR#).

III. Updating a Service Request

1. Adding a note/update to the SR by clicking on **Add a note**. Public notes can be shared between you and medQ Support

Service Desk - Incident # 65008		
Title:	TEST	
Description:	TEST	
Category:	none none	
Company:	[REDACTED]	
Request user:	T Gomolski	
Status:	New	
Urgency:	Low	
Priority:	Low	
Assigned to:	none	
Public Notes:		Add a note
Screen capture:		
Attachment:	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="Remove"/>
	<input type="checkbox"/> Close a service record	<input type="button" value="Ok"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/>

2. Close an SR by clicking the checkbox **Close a service record** and click **Ok**.

Service Desk - Incident # 65008		
Title:	TEST	
Description:	TEST	
Category:	none none	
Company:	[REDACTED]	
Request user:	T Gomolski	
Status:	New	
Urgency:	Low	
Priority:	Low	
Assigned to:	none	
Public Notes:		<input type="button" value="Add a note"/>
Screen capture:		
Attachment:	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="Remove"/>
	<input checked="" type="checkbox"/> Close a service record	<input type="button" value="Ok"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/>

3. Reopen an SR if needed by clicking **Reopen**.

Screen capture:		
Attachment:	<input type="text"/>	<input type="button" value="Add"/> <input type="button" value="Remove"/>
	<input type="button" value="Ok"/> <input type="button" value="Cancel"/> <input type="button" value="Apply"/> <input type="button" value="Reopen"/>	