IMAGETREND
EMERGENCY DATA SYSTEMS™

ImageTrend EDS Support Overview

ImageTrend Support Standard Business Hours:

Monday - Friday   7:30am to 5:30pm CST (0830-1830 Eastern Time)

4 Ways to Contact Support:

1. **Create a ticket by Phone**: 888-730-3255
   a. Support Representative will answer phone & create a ticket for each contact for tracking purposes.
   b. If a Support Representative is unavailable, you will be asked to leave a voicemail or you can remain in the call queue.

2. **Create a ticket by Email**: support@imagetrend.com
   a. Ticket is automatically created for a Support Representative to address
   b. If you include Site Down in the subject or body of the email, a priority site down ticket will be automatically created and all employees of ImageTrend Emergency Data Systems will be emailed directly.

3. **Create a ticket by Live Chat with Kayako Support Suite Ticketing System:** https://support.imagetrend.com
   a. Live Chat directly with a Support Representative
   b. If a Support Representative is not available, you will be asked to create a ticket: see below…

4. **Create a ticket in Kayako Support Suite Ticketing System**: https://support.imagetrend.com
   a. Client creates ticket for Support Member to address and provides Ticket Specific Information

Example of Ticket Specific Information when creating a ticket through Kayako Support Suite Ticketing System:

Important information to provide when contacting support:

i. **Dept.** = Emergency Data Systems (Support Representative will already know this but this is asked when submitting tickets or using Live Chat in the ticketing system)

ii. **Priority** = Low, Medium, High, Site Down, CAD Down (ImageTrend reserves the right to adjust priority based on internal assessment of the issue/request)

iii. **Product** = Elite web or Elite Field

iv. **Product Area** = users

v. **Service Name** = Agency you are working in (i.e. "Scottsville Volunteer Rescue")

vi. **Site URL** = https://www.imagetrendelite.com/Elite/Organizationacuecc

vii. **Web Browser** = Chrome, Firefox, IE, Safari

viii. **Computer Operating System**: Windows 7, 8, 10, Android, iOS, etc...

ix. **Subject** = Identifies issues to Support Representative and helps determine priority
   - Example: "ImageTrend Demo Elite Site Down"
   - Example: "Unable to create Billing Export"
   - Example: "Need assistance creating user account"
   - Example: "Need Assistance with Validation Rules 105"

x. **Body** = Further explanation of request/issue
   - Expected behavior vs What is actually happening
   - Scope: system wide or specific agency? All users or one user? All computers or one computer?
   - Specific Examples or Examples (the single most helpful piece of information)
   - Screenshots or video of behavior when applicable/available (be careful NOT to include Patient Identifiable data)
   - Elite web vs Elite Field?