



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:

Enter your ticket details below. If you are reporting a problem, please remember to provide as much information that is relevant to the issue as possible.

General Information

Priority: Low

Ticket Specific Information EDS

Products: Elite
Validation

(REQUIRED FIELD) Which EDS Product and Area is this regarding?

Service Name: Imagetrend EMS
The name of the Service/Agency you are working with

State: MN
The State of the site you are accessing

Site URL: <https://www.imagetrendelite.com/Elite/Org>
The URL of the site you are accessing

Version: Report Writer/Field Bridge/MFI: 16.11.1.2
If applicable, enter the software version number

Web Browser: Chrome

Computer Operating System: Windows 10

Message Details

Subject: Elite: Need Assistance with Validation Rule 105

I am currently trying to build Validation Rule 105 requiring two sets of vitals when there was a patient transported but I can't get it to work. Can you please assist?

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?