mPulse

JOB AID

How to Create & Submit a Case in mPulse Community

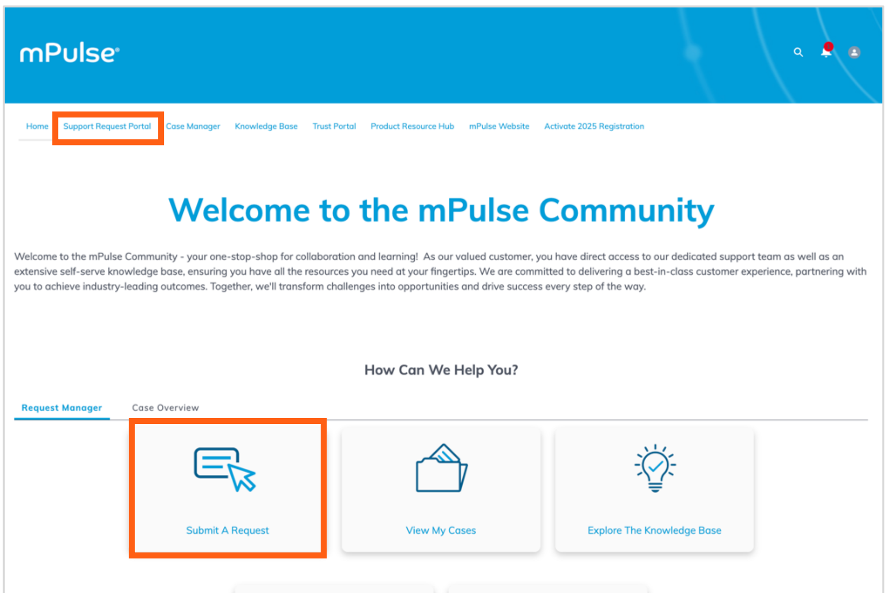
2025

Introduction

Within mPulse Community, the Support Request Portal is designed to streamline case submission and ensure all inquiries are resolved efficiently. The Support Request Portal is used to report system outages, submit support-related questions, and request enhancements to existing products. This guide walks you through the process of creating and submitting a case in the Support Request Portal.

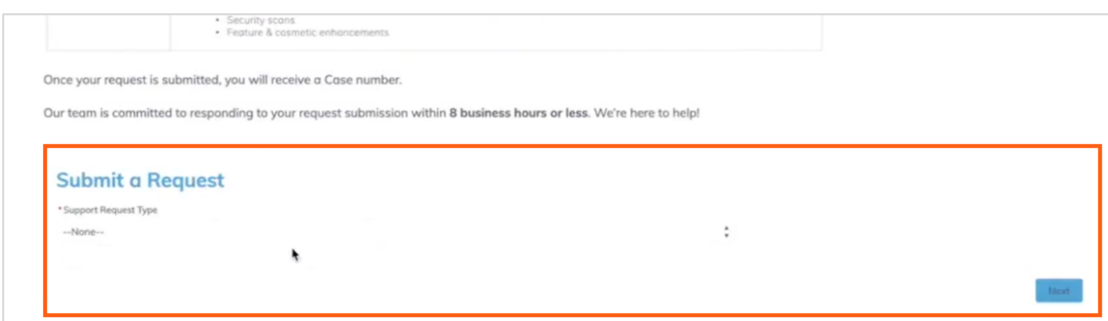
Create & Submit a Case

1. Once you are logged in, click on the **Support Request Portal** tab in the navigation bar or at the top of the **Submit a Request** tile on the homepage. NOTE: Clicking either button will take you to the mPulse Support Request Portal page where you can submit new requests.



2. Once in the mPulse Support Request Portal, review the information on the request types and priority levels.

3. After reviewing, scroll down to the **Submit a Request** form.



4. Click the **Support Request Type** drop-down to specify the required type of assistance. Refer to the table below for support request types:

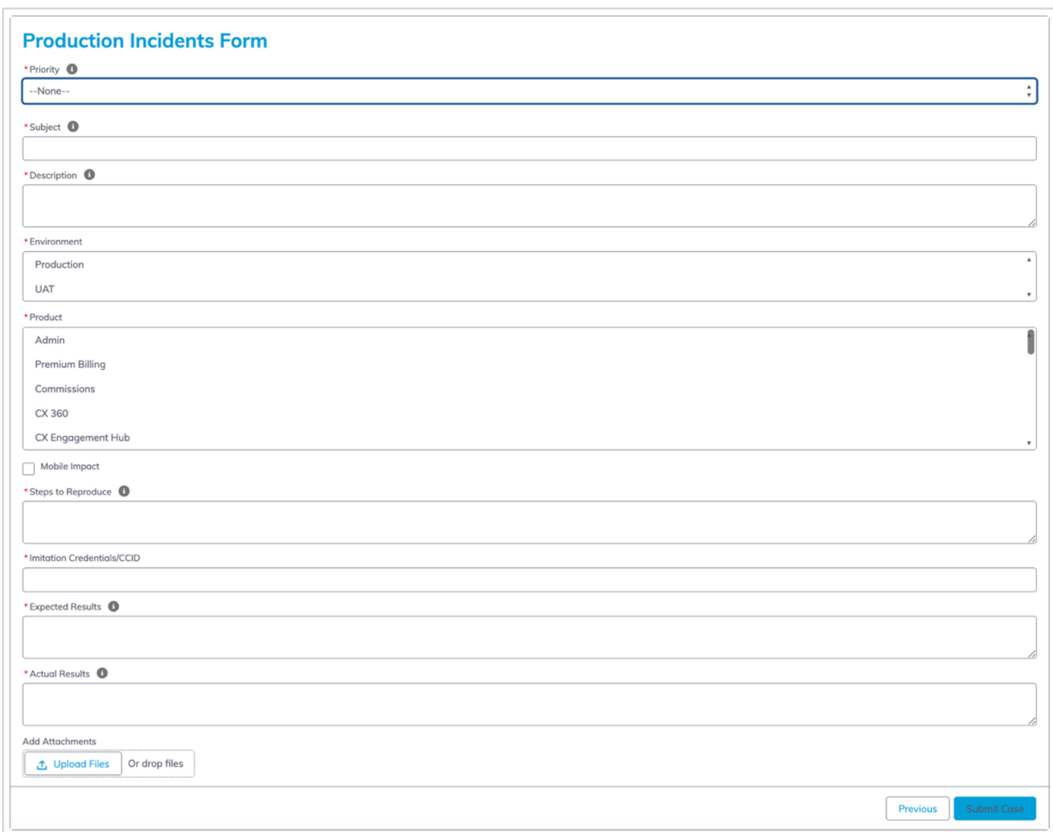
Action to Take	Scenario
Submit a Support Case	Functionality in production is not working as expected or you have general questions

Request a Production Change or New Feature	Requesting to add or change functionality within a purchased product
Report an Outage / Security Break	Experiencing a system outage or security breach with no workaround
Submit a Request Regarding an Active Professional Service Project	Use this to make requests during an active project implementation and receive support from our Professional Services team.

5. After a selection is made, click the **Next** button.

6. Once your selection is made, either a Production Incidents Form or Active Professional Service Project Request page will display. The form requires details about the incident to ensure a timely and accurate resolution.

Production Incidents Form

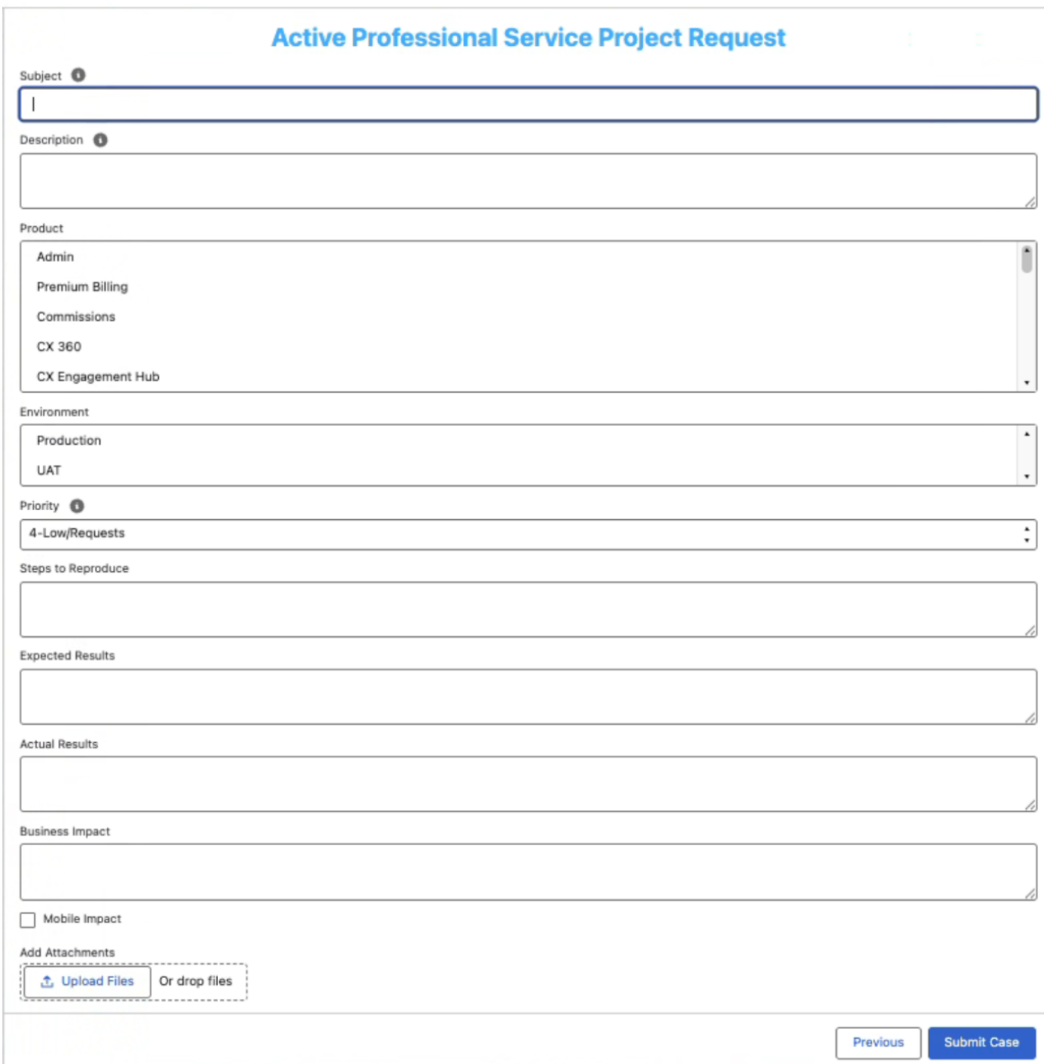


Complete all required fields listed below:

- In the **Priority** field, select the priority level of the incident based on its level of impact. Please refer to the request priority table below if you have questions on what priority level you should assign to your request.
- In the **Subject** field, provide a brief, but descriptive title for the incident.

- In the Description field, clearly explain the issue, including any error messages, symptoms, or details that can help the support team understand the problem.
- In the Environment field, select if the issue is occurring in Production or User Acceptance Testing.
- In the Product field, select the affected product from the list. Use the scroll functionality to view all products.
- Select the Mobile Impact checkbox if the issue is affecting mobile users.
- In the Steps to Reproduce field, provide detailed steps that explain how the issue occurs, being as specific as possible to help the support team replicate and diagnose the problem.
- In the Imitation Credentials/CCID field enter any test credentials that the support team can use to replicate the issue in the field. This is not a required field.
- In the Expected Results field, describe what the system should be doing under normal conditions.
- In the Actual Results field, describe what is happening when the user encounters the issue, including any error messages if available.
- In the Add Attachments field, upload screenshots, logs, or other supporting files to provide the support team with additional context to best address your request

Active Professional Service Project Request



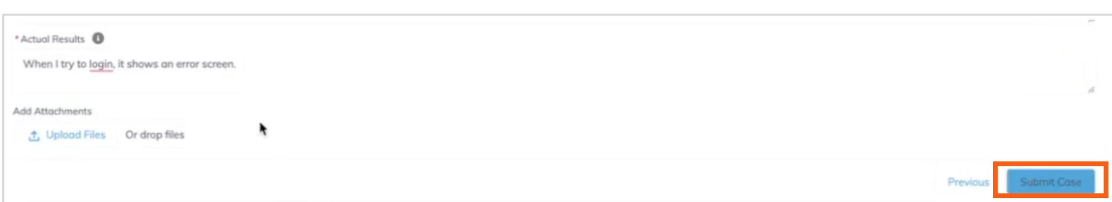
Complete all required fields listed below:

- In the **Subject** field, provide a brief, but descriptive title for the request.
- In the **Description** field, clearly explain the issue, including any details that can help the professional services team understand the problem.
- In the **Product** field, select the affected product from the list. Use the scroll functionality to view all products.
- In the **Environment** field, select if the issue is in Production or User Acceptance Testing.
- In the **Steps to Reproduce** field, provide detailed steps that explain how the issue occurs, being as specific as possible to help the professional services team replicate and diagnose the problem.
- In the **Expected Results** field, describe what the system should be doing under normal conditions.
- In the **Actual Results** field, describe what is happening when the user encounters the issue, including any error messages if available.
- In the **Business Impact** field, write a description of the issue's business impact. Note: This field is required for priority 1 & 2 requests.
- Select the **Mobile Impact** checkbox if the issue is affecting mobile users.
- In the **Add Attachments** field, upload screenshots, logs, or other supporting files to provide the professional services team with additional context to best address your request.

Request Priority Table

Request Priority	Definition
1: Critical	End users are impacted by an issue causing an mPulse production outage. Customers are unable to use the software and/or there is a PHI exposure or security breach. No workaround is available. **Note:** If a workaround is implemented, the issue will be downgraded to Priority 2 (High).
2: High	End users experience a production issue, classified as a high application functionality, that significantly degrades service or creates vulnerability. This includes system performance issues where a workaround is available.
3: Medium	Break/fix issue where non-critical application functionality is limited or not operating properly. **Note:** All non-production outages or non-production service degradation will be classified as Priority 3 (Medium) or lower.
4: Low	Break/fix issues causing non-critical application functionality to be limited or operate incorrectly. Includes: • Maintenance page requests • Digital certificate updates • Planned/scheduled updates (outside of incidents or break/fix issues) • Security scans • Feature & cosmetic enhancements

7. Once all required fields are populated, click the **Submit Case** button. Once the case is submitted, the user will receive a confirmation email with a case number and will see a Thank You screen with the case number for immediate reference.



8. The mPulse Support Team will begin working to address the case as soon as possible. The user can track the status of the request in the Case Manager section of the portal, which can be accessed on the top navigation bar. Our team will share updates through the portal and email notifications.