



**As a new customer to MEDICUS – welcome aboard!** We are looking forward to providing you with IT support the Medicus way; “We Do IT Right”.

If something isn't working the way you expect it to – Let us know. Our helpdesk staff is here to help. Stuck in Microsoft Office? We use Office every day – feel free to give us a call

**FOR ALL URGENT OR EMERGENCY ISSUES, PLEASE CALL THESE INTO OUR HELPDESK TO ENSURE THEY RECEIVE PROPER ATTENTION.**

**ALWAYS ENSURE THAT YOU DO NOT SEND ANY ePHI TO US BY EMAIL OR ANY OTHER UNSECURE MEANS. THIS INCLUDES SCREENSHOTS WHICH HAVE PATIENT IDENTIFIABLE INFORMATION ON THEM.**

There are four (4) ways to get support from Medicus Solution:



### ***System Tray – The easiest way to open a ticket and provide the best info.***

- Every computer / laptop / tablet will have the Medicus Monitoring agent installed. This is the quickest and easiest way to open new tickets and will automatically open then under the correct company and computer name. **ENSURE THAT YOU INCLUDE YOUR NAME, EMAIL ADDRESS, AND PHONE NUMBER.**



### ***Email - [help@msinc.com](mailto:help@msinc.com)***

- This email address is in place to give to our Service customer's priority service.
- Sometimes forwarding an email (with a screenshot or without) is the fastest way to let us know there is a problem. All emails are then loaded as a Service Request into our Service Portal, work scheduled, and a technician assigned. (If you get an email quoting a ticket number – this is our way of saying we got your request and it is in the queue to be assigned.
- We recommend never emailing a technician directly as they may be out of the office or assigned to a project when your email is sent – Using [help@msinc.com](mailto:help@msinc.com) ensures that the issue is logged and will help reduce delays in an individual's response.



### ***Create a Ticket Online – <http://www.msinc.com> (click Client Login)***

- You will need a username & password to gain access.
- Although this may seem longer than picking up the phone - it can lead to faster support in many cases – If all technicians are on calls they may be able to see the issue and resolve it – even while on the phone with someone else. Service tickets created online are routed internally.
- While online it is also easy to see any updates to other open tickets – (If you see a status marked as 'In Progress' that means a member of our team is actively working on the issue.)



### ***Call Us Directly – 678-495-5900 or 1-888-572-2201***

- We strive to answer all calls live, however we do give you the option to leave a message if needed.
- After hours our service calls are dispatched by our phone system. When a voicemail is received in our “After-Hours” support box, the technician on call will be notified and should respond within 60 minutes.



# Technology Information

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MEDICUS will be performing support operations on your machine in the off hours.

**Please ensure to do the following:**

**Always log off of your machine every night – but leave it on.**

Leaving your computer on when you go home helps our staff do several things. First, we will keep your machine running at an optimal performance with a scheduled maintenance routine as needed for each machine. Next we will update the Microsoft patches, Office patches, antivirus updates, Internet Explorer updates, and more.

**MEDICUS will automatically restart your computer if needed, thus ensure that you save any documents which you may have open on your machine PRIOR to leaving for the day.**