



## CLINISYNC TECHNICAL SUPPORT

### Service Desk Information

Core business hours are Monday-Friday from **8:00 A.M. until 5:00 P.M.**

When in need of technical support, submit a ticket via the CliniSync Online Support Portal at **[www.support.clinisync.org](http://www.support.clinisync.org)**

Click "**Log Into Your Support Portal**" in the center of the page. Once you log in, please enter all necessary information and submit the form.

Note: **ONLY** include PHI (Patient Health Information) in the box titled "Patient Health Information". This box is encrypted, while the others are not.

Patient Health Information

If patient health information is required to troubleshoot your issue, please place it in the box above titled 'Patient Health Information'

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For critical issues only, call the CliniSync Support line at **1-800-645-8192**

(Please see Support Guide for critical issue definition)