



In order to ensure that your experience with the *OffSite Image Management Service Desk*, is as positive as possible, we have assembled this guide to assist you when you engage support. The OffSite Service Desk is located at our headquarters in Saint Joseph, Missouri and is staffed by two OffSite Image Management team members and two Triggerfish Corp team members, from 8am – 5pm, Monday – Friday. Support staff are also on-call to handle emergencies and after hours calls.

Depending on request volume, it may not always be possible to engage support immediately. In the event of an emergency, please utilize the phone numbers provided below as there is always an analyst on-call in addition to the Service Desk. OffSite Image Management utilizes an incident prioritization procedure to ensure that our resources are deployed as effectively as possible and to address the varying needs of our clients. Given that OffSite Image Management supports several clients, at times, there can be a greater demand for service than we have capacity to support. While this generally does not impact our ability to respond to critical client needs, it is something that we must manage.

\*\*There are several ways in which you can engage support from our team\*\*

### **Option 1: *Direct Phone Support***

Available 24x7.

Recommended for **Emergent to High** priority issues

***Main:*** 816-232-7483

***Alternate:*** 816-676-0434

During Business hours, this number is answered directly by OffSite personnel or by Triggerfish personnel when OffSite personnel are not available. The alternate number is provided for use in the event that the main number is unavailable. Please listen to the options carefully as they may change from time to time.

*After Hours*, the call may be routed to an answering service.

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### **Option 2: OffSite Support Portal**

Available 24x7.

Recommended for **Medium to low** priority issues.

Access the Support Portal - <https://support.offsiteinc.co>

The **Support Portal** is the most convenient way to engage support. The Support Portal provides **chat** support with Offsite Support Staff or the ability to **Submit a Ticket** directly to our ticket system.

Additionally, there is a **knowledge base** available to you. We encourage the use of the knowledge base as it provides answers to many common questions and troubleshooting procedures to solve a variety of problems.

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### **Option 3: Email Engagement**

Available 24x7.

Recommended for **Medium to Low** priority issues.

Email Address – [support@offsite.inc.co](mailto:support@offsite.inc.co)

This email address is linked to the ticket management system used by OffSite to document, assign and prioritize work. By sending an email directly to the email above, a ticket is automatically created. Additionally, you will receive a response as soon as the issue is assigned to a Support Staff Member. Email review and ticket assignment is limited to 8am-5pm Monday through Friday.

***Email Engagement Requests*** submitted after normal business hours and Holidays should be **low** priority, as they will not be reviewed until the next business day.

**Priority Assignment** - All cases will be assigned a priority from Low to Emergency. Below is an outline of each Assignment.

**Emergency** - Impact to a critical enterprise application(s); Affecting multiple users or sites; resulting in lost production or direct impact to patient care. Tickets assigned with, **Emergency** priority status, will be updated at least once every hour, regardless of business hours, unless otherwise negotiated with the client or requestor, until a resolution is reached. Target resolution time is within 8 hours of initial acknowledgement.

**High** - Impact to multiple users or sites; resulting in diminished productivity workaround available. Tickets assigned with, **High** priority status, will be updated at least every four business hours unless otherwise negotiated with the client or requestor, until a resolution is reached. Target resolution time is within 24 business hours of initial acknowledgment.

**Medium** - Impact to individual user or site; No direct impact to productivity or patient care; Tickets assigned with, **Medium** priority status, will be updated at least every 8 business hours unless otherwise negotiated with the client or requestor, until a resolution is reached. Target resolution time is within 72 business hours of initial acknowledgment.

**Low** - Requests/Observations/Questions/Projects that have no significant impact on users or sites. Tickets assigned with, **Low** priority status, are not traditionally assigned a resolution time frame. Updates will be noted as results become available or deemed necessary.

## When Engaging Support

- Provide an accurate description of the problem.
  - Incomplete/Inaccurate descriptions will cause delays in identifying a root cause of the problem.
- Provide all relevant information as to what might have caused the problem.
  - If the issue being reported is either directly or indirectly caused from the effects of an action taken in the organization or an individual user, we need to know.
- Provide all contact information as to how you can be reached by the Service Desk Agent.
  - Either Direct phone number or phone number to your department & an email address.
- Provide timely feedback to the Service Desk Agent.
  - Untimely responses could cause the ticket priority to be changed at the discretion of the OffSite Agent or other parties involved.
  - If there is no response within 48 hours of an agent's reply to your problem, the ticket may be marked as closed.

When providing information please adhere to **HIPAA** Guidelines.

## Offsite Support Staff

Jamison White

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