Support Center Link

From the PowerChart Organizer:

1. **Click** on Help.
   a. **Select** Support Center.

2. **Complete** the following:
   a. **Report Your Experience**, **select** the best option:
      i. **Error**
      ii. **Performance**
      iii. **Other**
   b. Enter additional details if necessary.
   c. Click the < Troubleshooting Details to view pertinent information.
   d. Click Send.

3. An Incident Report message will appear.
   a. **Click** OK.
From a patient chart:

1. From left menu:
   a. Click Cerner Support.

2. Complete the following:
   a. Click New Request.
   b. Enter description or nature of issue.
   c. If needed, click Add to insert protected health information (PHI) data, screen prints, or supporting details.
   d. As appropriate, click Edit to modify impact of the issue.
   e. If needed, click Edit to modify the user experiencing the issue.
   f. If needed, click Edit to modify the contact information.

3. Click Create my request.

Note: For your reference, you will receive an email confirmation from Cerner Support upon submission.
Viewing My Open Requests

1. Within the Cerner Support tool:
   a. Click My Requests.
   b. Click the appropriate Request hyperlink.
   c. If necessary:
      i. Add Protected Health Information (PHI)/Attachments and Submit.
      or
      ii. Add an Update.