

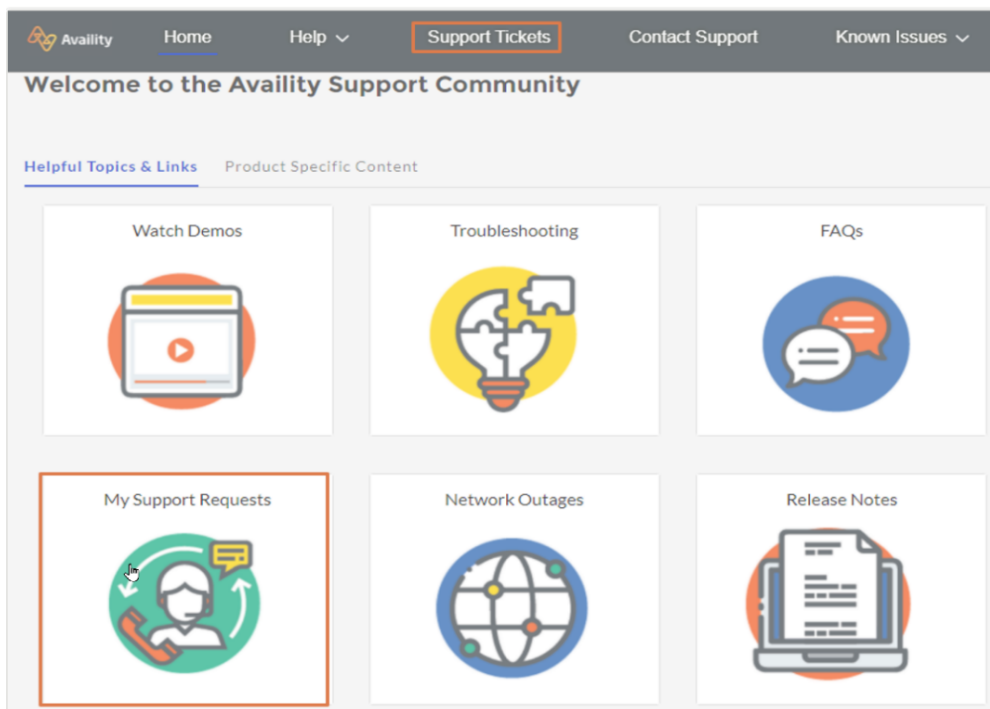
Digital solution options with Availity

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Availity offers digital solutions that can assist your organization in many ways by visiting the Availity Support Community. Below are the options available for support:

- Watch demos
- Troubleshooting
- FAQs
- Support requests
- Network outages
- Release notes

Log into **Availity** > Select **Help & Training** > **Availity Support** > Select the **Organization**, and continue to reach the **Availity Support Community**.



Below are the support ticket actions available:

Open

1. Select the **Contact Support**
2. On the Contact Support page, complete the fields in the **Create Case** section, and then select **Start Case**.
3. Complete the fields on the Contact Support page.

View

Select the **My Support Requests** tile.

- Select a ticket to see more information about the ticket.
- To filter the tickets by their status, do one of the following:
 - Select the **Open** tab to display your organization's open tickets.
 - Select the **Closed** tab to view your organization's closed tickets.
 - Select the **Archived** tab to view your organization's archived tickets.
 - Select **Contact Support** to open a new support ticket.

Update

Once a support ticket has been created, you can **update/edit** information in the ticket.

1. On the **Support Tickets** page, select the ticket you want to update.
2. On the ticket detail page, select **Edit Case**.
3. Update/edit the information.
4. When you've completed your changes, select **Save**.

Add comments

You can add comments to provide additional information for a support ticket.

1. On the **Support Tickets** page, select the ticket to which you want to add comments.
2. On the ticket detail page, type your comment in the **Add comment** field, then select **Comment**. Comments display in the **Case Comments** section on the ticket detail page.

Attach documentation

Use this feature to attach a file that could assist Availity in troubleshooting your issue. This feature supports most file types, including Word, Excel, and .jpg. If you receive an error message preventing you from uploading a specific file type, try saving the file in a different format.

1. On the **Support Tickets** page, select the ticket to which you want to attach files.
2. In the **Files** section of the ticket details page, select **Upload File** to open the Add Attachment window

Change status

You should change a support ticket's status when you want to perform functions such as close, re-open, or archive a support ticket.

- On the **Support Tickets** page, select the ticket whose status you want to change.
- On the ticket detail page, select **Change Status**.
- Select the status that you want from the **Status** field, and then select **Save**.
- **Closed**– Select this status to close the support ticket.
- **Re-opened**– Select this status to re-open the support ticket. (Do not reopen a case to report a new issue, open a new case instead).

- **Archived**– Select this status to archive the support ticket. When you archive a ticket, it's moved from a closed queue to an archived queue. Archiving tickets helps keep your closed tickets queue manageable.

Contact Availity Client Services

If you need to speak with an Availity Client Services representative, call 800-AVAILITY (282-4548).

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