



Introducing the Nuance Imaging Web-Portal

This document covers the end-user experience when accessing the Nuance Imaging Web-Portal.



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Nuance Web-Portal

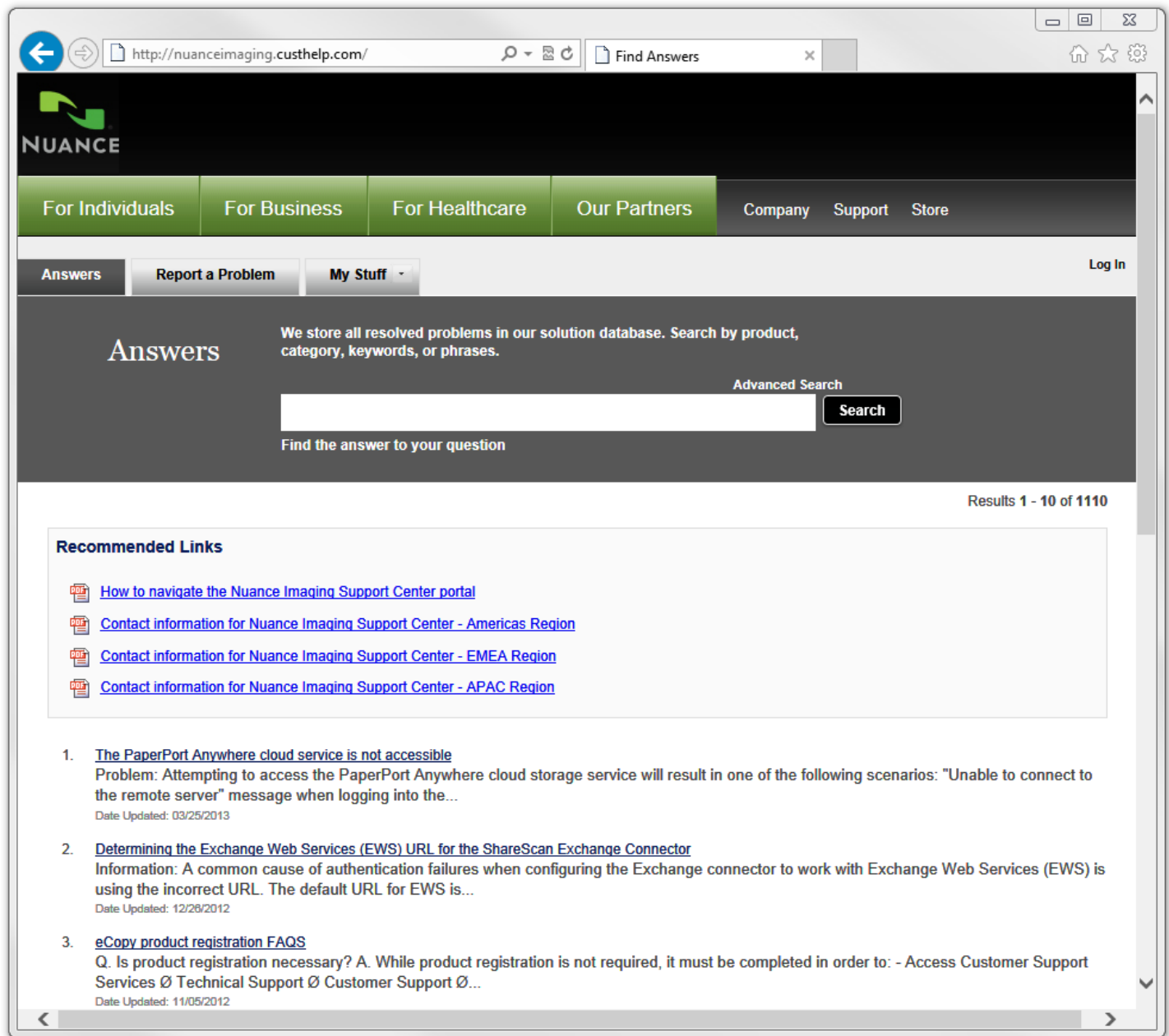
Customers, clients, and partners are able to access the Web-Portal, which is a Front-End web-page allowing users to search the Knowledgebase, submit incident (Report Problems), update existing incidents, and set up notifications for updates.

Accessing the Web-Portal

The Web-Portal can be accessed from the following website:

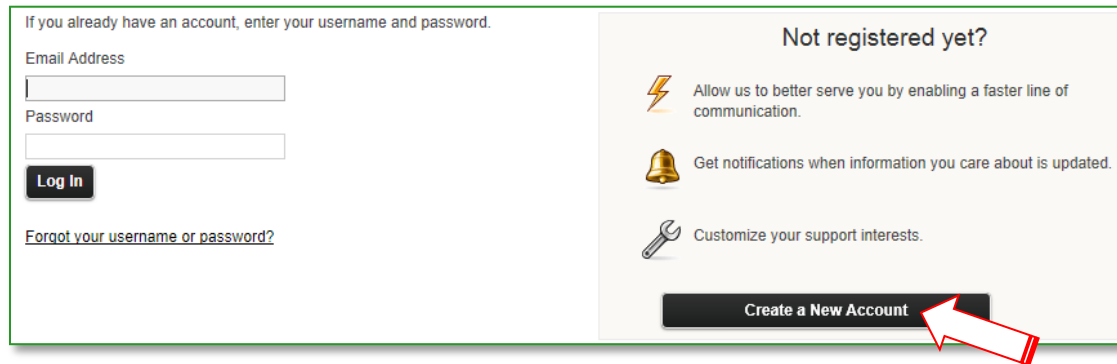
<http://nuanceimaging.custhelp.com>

The link will take you to the following page:



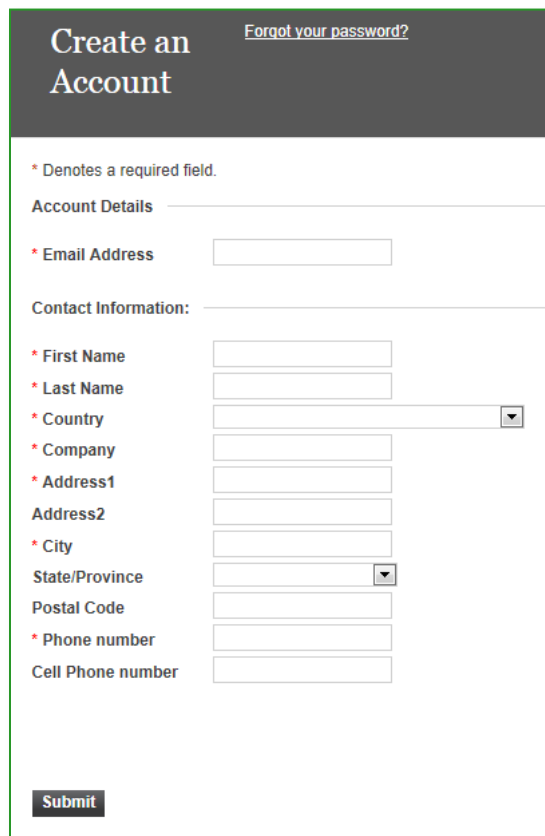
Without logging in, you will be able to search for Public Knowledgebase articles, though the rest of your access will be fairly limited. If you log in, you may or may not also gain access to our restricted Knowledgebase articles depending on the account settings you gain.

If you do not have an account, the system will allow you to create one! Unless you log in, anytime you try and access an account-restricted page, you will be presented with a login screen. On the right-hand side of that screen is where you will be able to create a new account.



Creating a new Web-Portal Account

Clicking the “Create a New Account” button will prompt you to create an account for yourself. You will need to fill out the details of this page as accurately as you can. The Nuance Support Desk utilizes a ticketing system that will allow you to view any problems or incidents that you submit, communicate updates, answers, or resolutions to your issues automatically. The system relies heavily on your account details to facilitate these communications, so please be accurate!



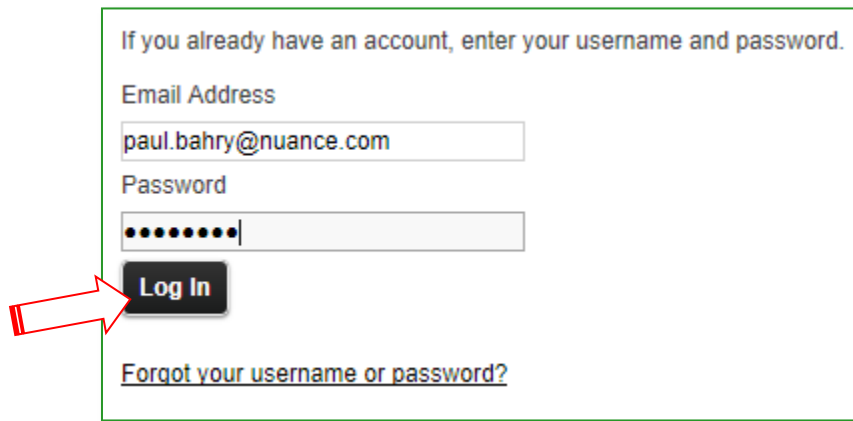
A side note about email addresses: We recommend you use your real company email address - our system will try and grant you additional access to the Knowledgebase automatically based on the email address you enter here, addresses such as @gmail.com, @hotmail.com etc. will not allow for additional access to be granted.

Fill in the required fields, and voila! The system will email you your account details, and you will now be able to log in!

Logging In to the Web-Portal

Once you have credentials, you will be able to log into the web portal. Logging in will give you access to functionality that public users do not have. The ability to create your own problem tickets by Reporting a Problem, for example. Assigning notifications to yourself about product updates, or knowledgebase article updates.

Any time you try and access an account-restricted section of the Web-Portal for the first time, you will be prompted to log in. Enter your credentials at this log-in page:



If you already have an account, enter your username and password.

Email Address
paul.bahry@nuance.com

Password
●●●●●●●●

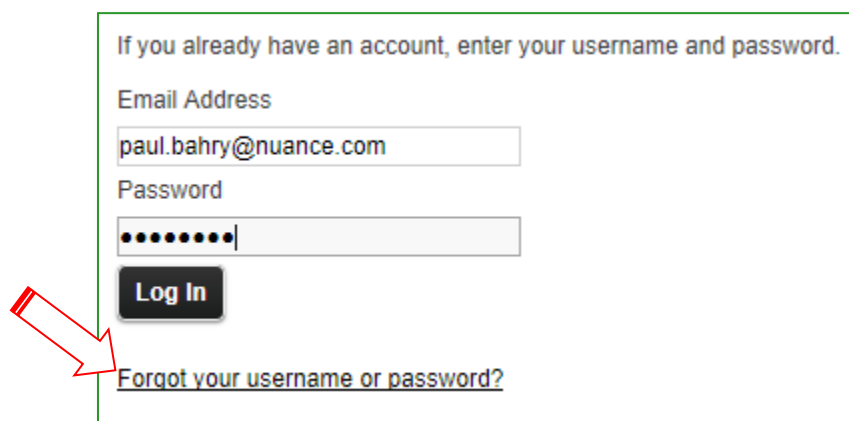
Log In

[Forgot your username or password?](#)

This will immediately take you to a page titled: “My Stuff”.

Did you forget your Nuance Imaging Web-Portal Password?

If you forget your Nuance Imaging Web-Portal password, simply follow the “Forgot your username or password?” link at the bottom of any log-in page to request a reset.



If you already have an account, enter your username and password.

Email Address
paul.bahry@nuance.com

Password
●●●●●●●●

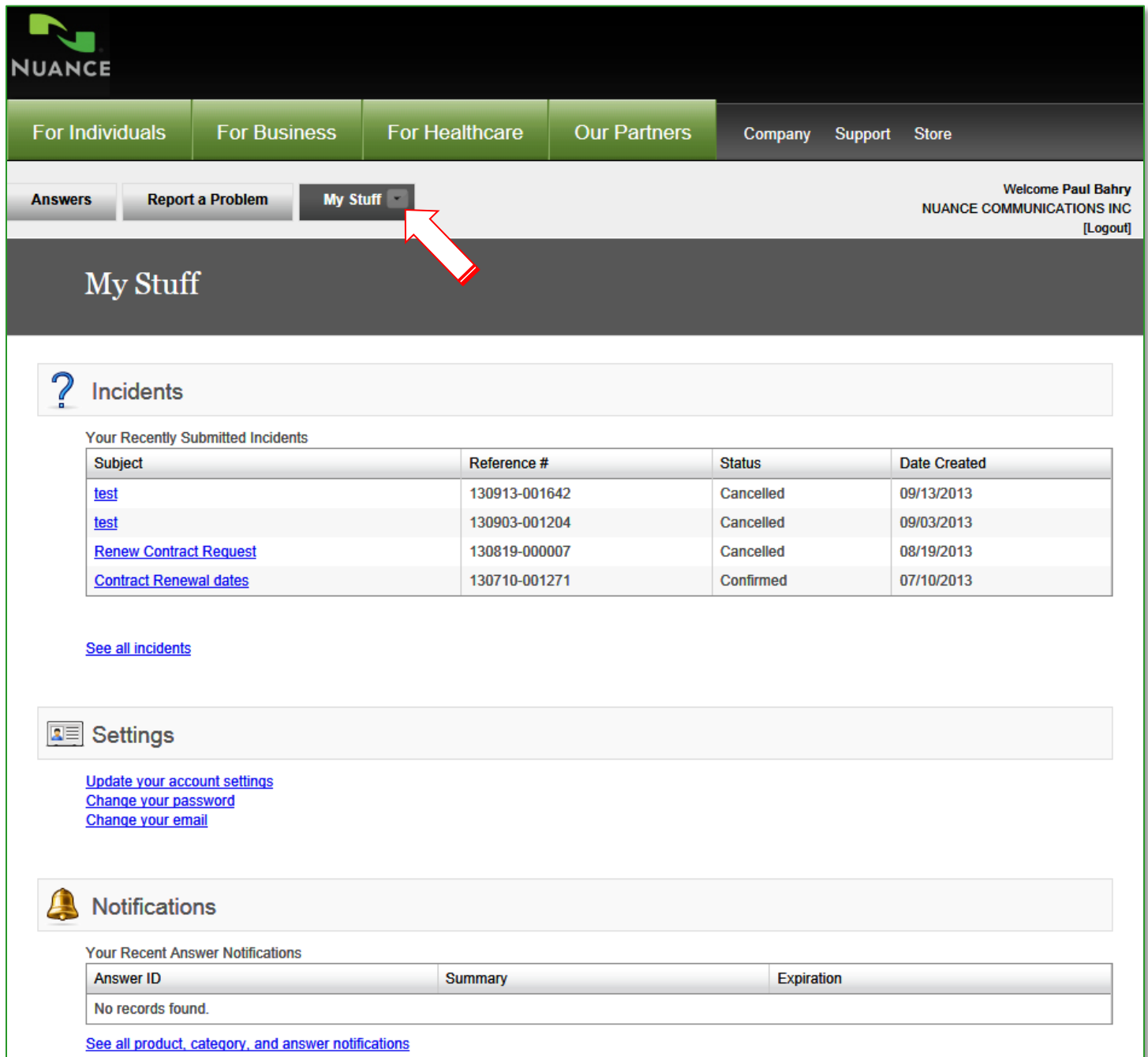
Log In

[Forgot your username or password?](#)

The system will ask you for your email address and automatically email you a notification of your reset with a new password, and reminder of your username (if it is different from your email address).

My Stuff

My Stuff is a page that summarizes everything going on with your account. From here you can view your Account Overview, Support History, Account Settings and notifications.



The screenshot shows the Nuance My Stuff page. At the top, there is a navigation bar with links for 'For Individuals', 'For Business', 'For Healthcare', 'Our Partners', 'Company', 'Support', and 'Store'. Below this, there is a secondary navigation bar with 'Answers', 'Report a Problem', and 'My Stuff' (highlighted with a red arrow). The 'My Stuff' section is titled 'My Stuff' and contains three main sections: 'Incidents', 'Settings', and 'Notifications'.

Incidents

Your Recently Submitted Incidents

Subject	Reference #	Status	Date Created
test	130913-001642	Cancelled	09/13/2013
test	130903-001204	Cancelled	09/03/2013
Renew Contract Request	130819-000007	Cancelled	08/19/2013
Contract Renewal dates	130710-001271	Confirmed	07/10/2013

[See all incidents](#)

Settings

[Update your account settings](#)
[Change your password](#)
[Change your email](#)

Notifications

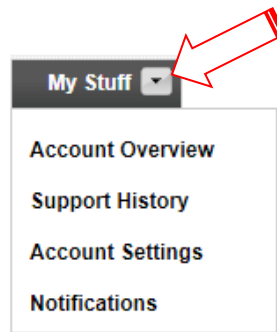
Your Recent Answer Notifications

Answer ID	Summary	Expiration
No records found.		

[See all product, category, and answer notifications](#)

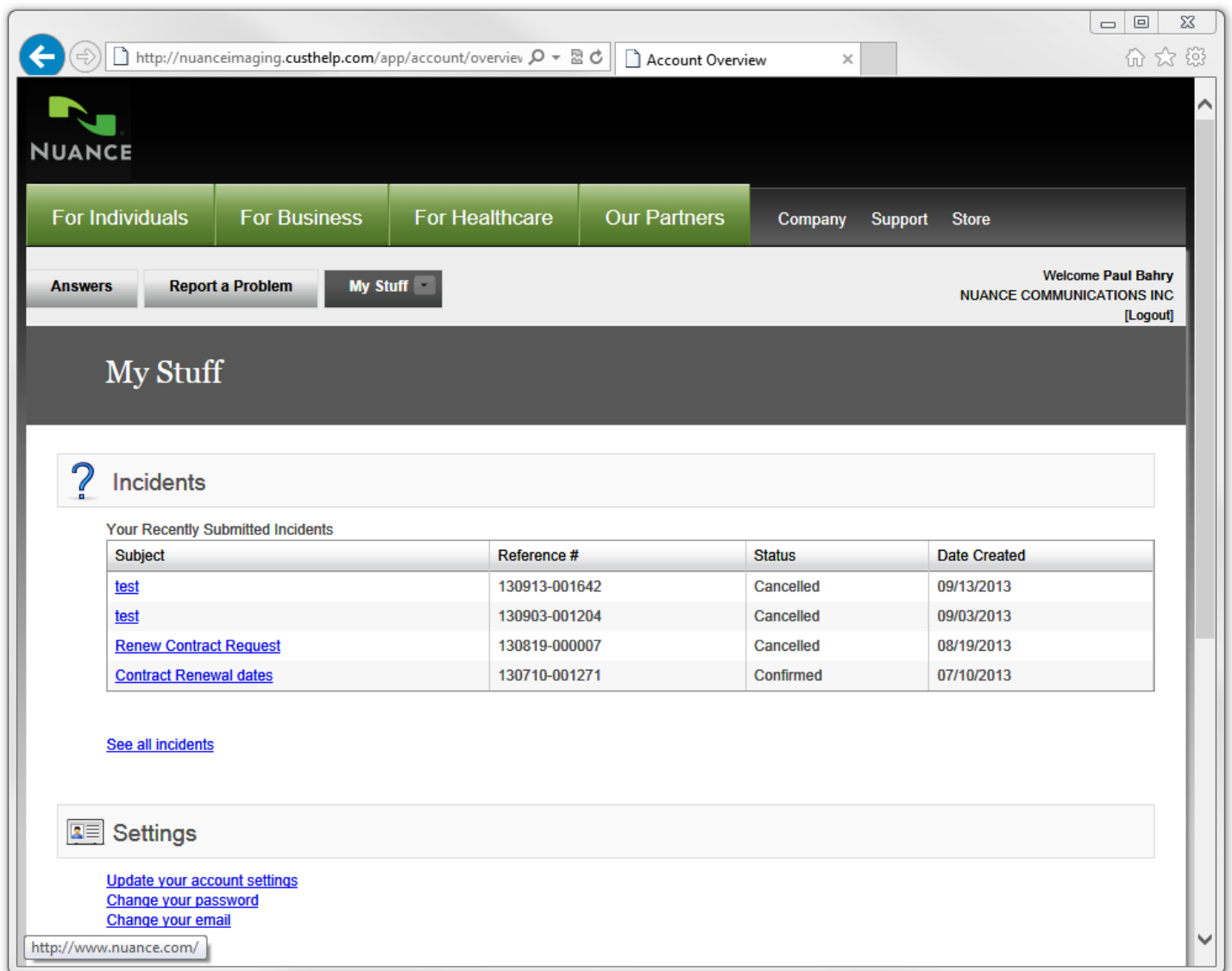
Feel free to spend some time browsing the functionality and features of My Stuff. You may well come across something you'll find quite useful!

Let's talk about some of the My Stuff features now. You can access this feature list by pressing the down-arrow next to the My Stuff link (pointed-out on the previous page):



Account Overview

Account Overview is a high-level summary of recent activity, settings and notifications you have set up. This will allow you at a glance to get up to date with what has been going on with your account:



Incidents

Your Recently Submitted Incidents

Subject	Reference #	Status	Date Created
test	130913-001642	Cancelled	09/13/2013
test	130903-001204	Cancelled	09/03/2013
Renew Contract Request	130819-000007	Cancelled	08/19/2013
Contract Renewal dates	130710-001271	Confirmed	07/10/2013

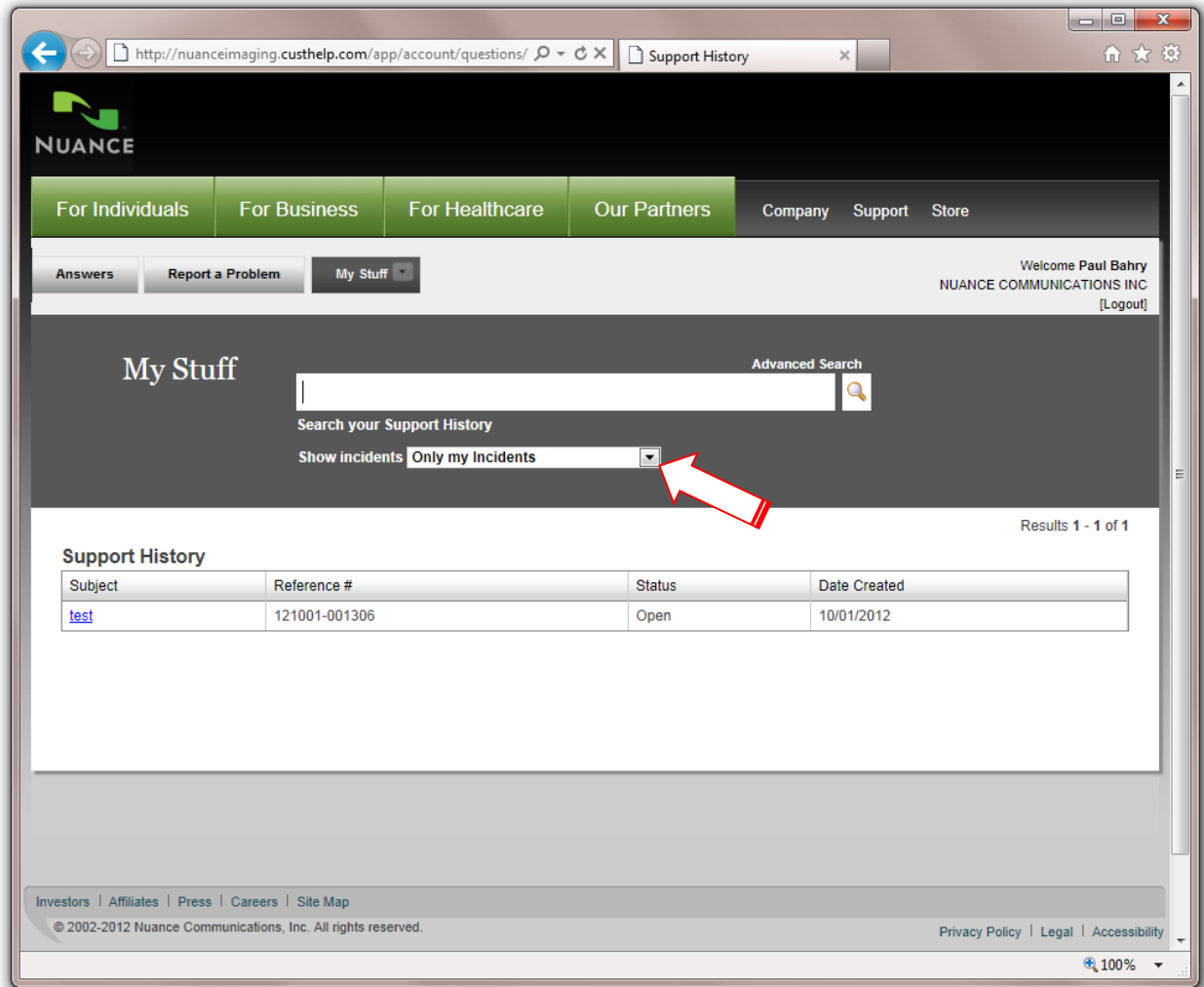
[See all incidents](#)

Settings

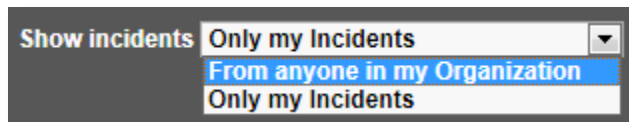
[Update your account settings](#)
[Change your password](#)
[Change your email](#)

Support History

Support History gives you a detailed breakdown of any Support issues you have been involved with. By default, this page will only display issues that you yourself initiated by calling into Support, or by creating an Incident through the portal yourself.



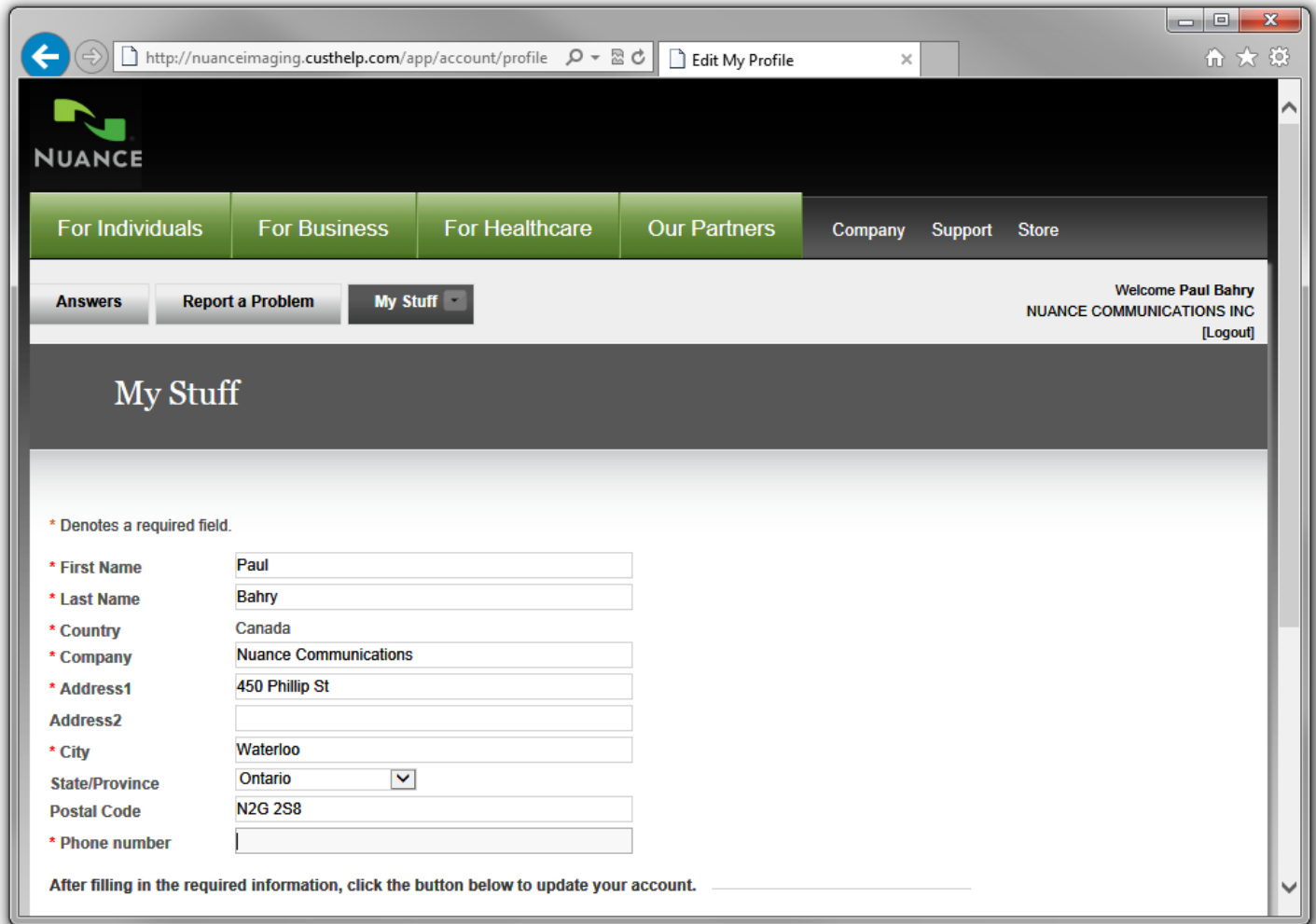
However, by choosing the drop-down menu titled Show Incidents, you can expand what you are seeing on this Support History page to include incidents other contacts in your organization have created.



Choosing to display incidents "From anyone in my Organization" will give you the list of incidents that are logged with our Support desk regardless of who in your organization initiated those incidents. This will allow you to access, update, or check status on incidents your colleagues have opened!

Account Settings

We use your account information here to keep in contact with you. If things like your phone number should change, you'll want to update your Account Settings to reflect that. Please note: you will not be able to change your email address! If your email address changes, you will need to re-register for a new account!



The screenshot shows a web browser window with the URL <http://nuanceimaging.custhelp.com/app/account/profile>. The page features the Nuance logo and a navigation bar with links for 'For Individuals', 'For Business', 'For Healthcare', 'Our Partners', 'Company', 'Support', and 'Store'. Below the navigation bar, there are tabs for 'Answers', 'Report a Problem', and 'My Stuff'. The 'My Stuff' tab is selected, and the page displays a form for updating account information. The form includes fields for First Name, Last Name, Country, Company, Address1, Address2, City, State/Province, Postal Code, and Phone number. The form is pre-filled with the following information: First Name: Paul, Last Name: Bahry, Country: Canada, Company: Nuance Communications, Address1: 450 Phillip St, Address2: (empty), City: Waterloo, State/Province: Ontario, Postal Code: N2G 2S8, and Phone number: (empty). A note at the bottom of the form states: 'After filling in the required information, click the button below to update your account.'

* Denotes a required field.

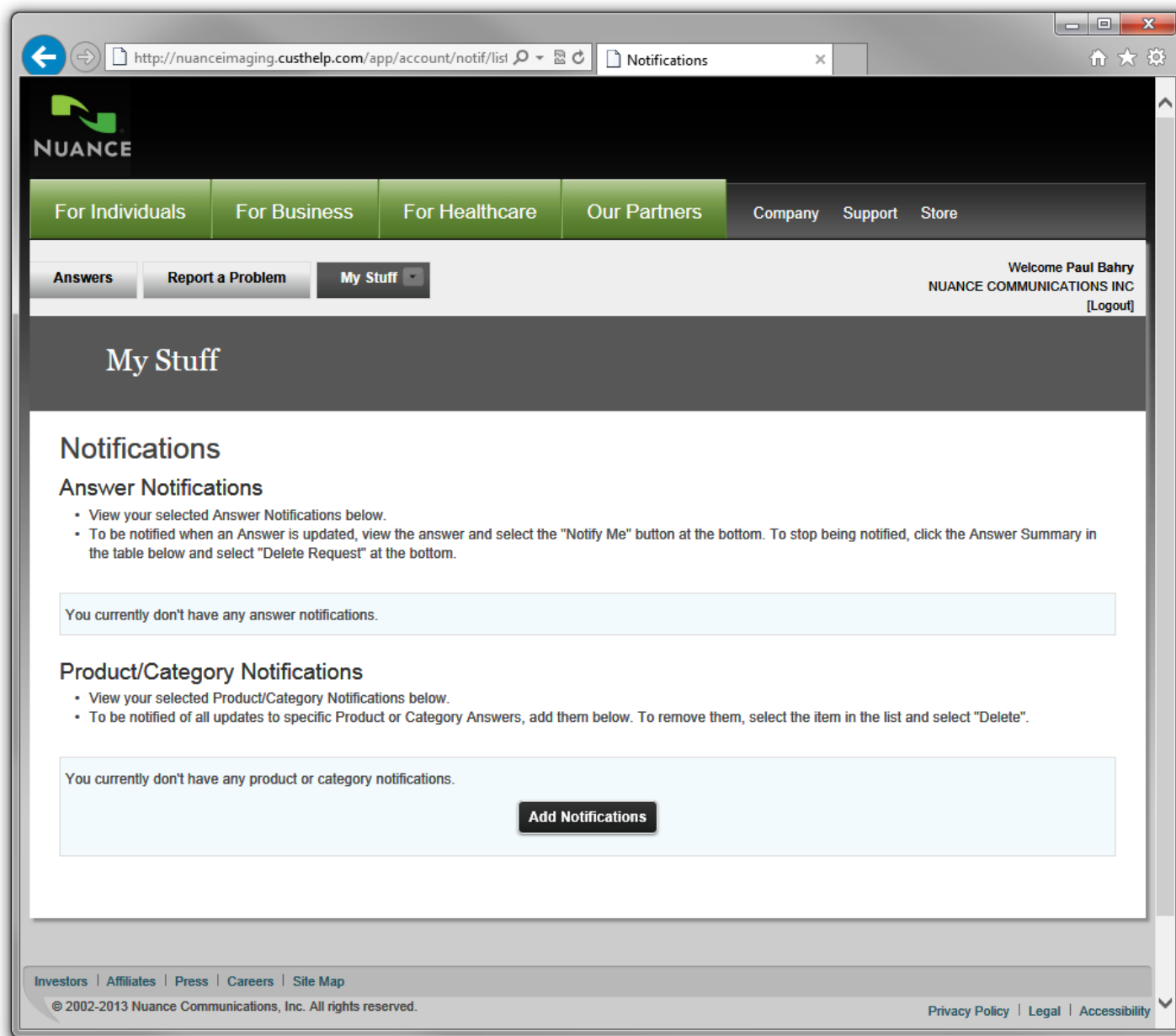
* First Name	Paul
* Last Name	Bahry
* Country	Canada
* Company	Nuance Communications
* Address1	450 Phillip St
Address2	
* City	Waterloo
State/Province	Ontario
Postal Code	N2G 2S8
* Phone number	

After filling in the required information, click the button below to update your account.

Please note: after you create an account, you will be able to edit most of your details here, but changing your email address and country information will not be available once the account is registered.

Notifications

A notification is where you can set up your account to email you notifications about certain things. You can set this up so that every time your incidents are updated, you receive an email notification about that update. You can also set it up to email you for any updates to specific knowledgebase articles, or to receive updates about new product releases!

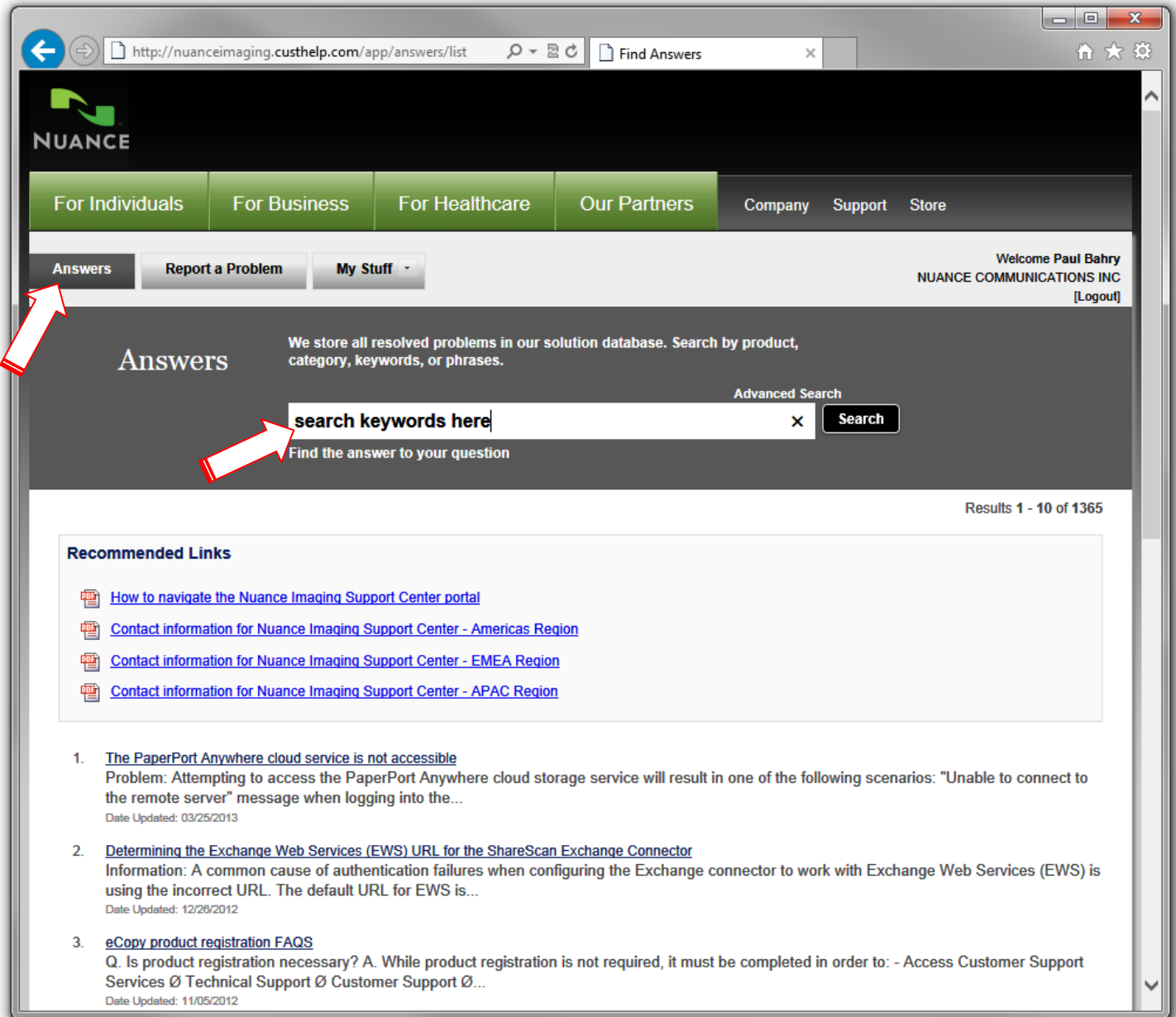


The page above is rather self-explanatory. It tells you how to set up notifications for Answers, or for Product/Category Notifications. Simply follow those steps if you would like to set up notifications for yourself!

Answers

The Answers page is your direct access to our public knowledgebase. You can choose it as one of the three main tabs at the top of your profile page. All of our public questions and issues are stored here. By searching a few keywords related to an issue you are experiencing, you will have access to the same database of solutions that our support desk uses to provide service to all of our customers.

Without logging into the system, you will gain access to the public Knowledgebase. After logging in, you may or may not gain access to our restricted knowledgebase articles as well. To request additional access, send an email to inquirydesk@nuacne.com.

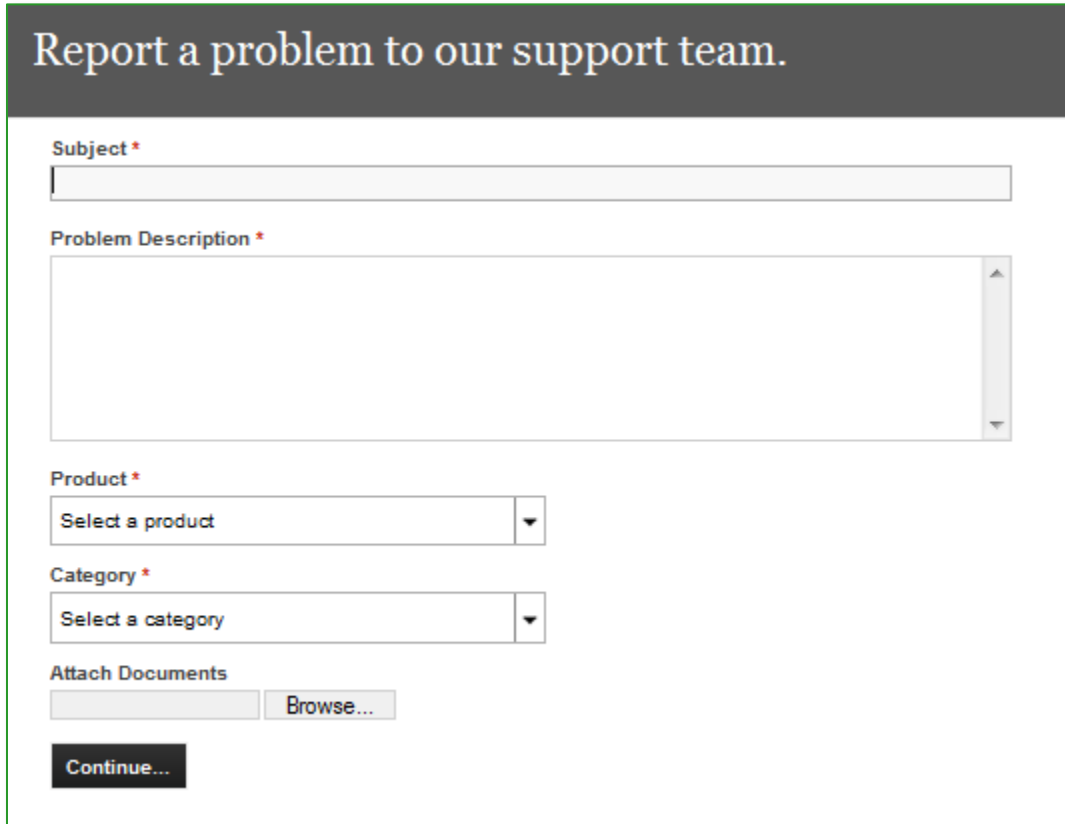


If you are unable to find an answer you are looking for, or a document that will help you solve the issue you are currently experiencing, you will have the ability to **Report a Problem**.

Report a Problem

The Report a Problem section is where you can submit a question or an issue you are experiencing and have it assigned directly to our helpdesk.

It is an intuitive form; it will ask you additional questions about your problem depending on the choices and selections you make – we will discuss these and the additional fields beginning on the next page!



The screenshot shows a web form titled "Report a problem to our support team." in a dark header. Below the header, the form contains several fields: a "Subject *" text input, a "Problem Description *" text area with a vertical scrollbar, a "Product *" dropdown menu with "Select a product" as the placeholder, a "Category *" dropdown menu with "Select a category" as the placeholder, an "Attach Documents" section with a file input and a "Browse..." button, and a "Continue..." button at the bottom.

The above is a snapshot of what the form looks like in the beginning. Depending on the choices you make, the Report a Problem form may expand and ask you additional questions. These are the same questions one of our technicians will ask you when you call in for support. This form also helps your ticket automatically route to a support agent trained and skilled in the product and categories that you choose – helping ensure that you get assistance from the best suited technician or customer service representative to help you solve your issue.

Let's discuss these fields shown above a bit more on the next page.

Report a Problem Information Collection Fields

- **SUBJECT** – this field is asking you what your issue is about. Tell us briefly what is going on. This will help us manually sort issues – if the system is unable to – and assign them quickly to get you the support you require a little faster.

Subject *

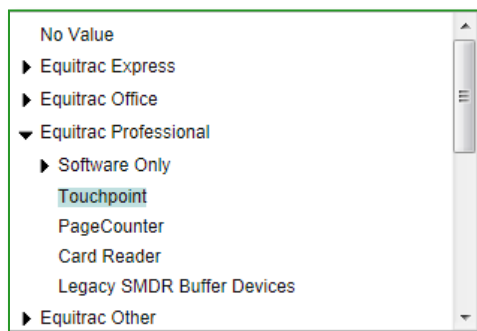
Sample Issue Summary Here

- **Problem Description** – This is where you can explain the issue you are experiencing in as much detail as you would like. Include information about the software or hardware you are running, tell us the symptoms you are experiencing with your issue, and let us know what you need.

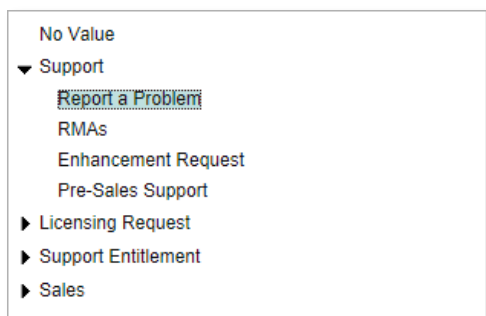
Problem Description *

This is where you can put all the details surrounding your inquiry to be provided to our support teams!

- **PRODUCT** – This is a drop-down menu that will allow you to choose a number of different products that Nuance offers. Depending on what your choice here is, the system may then ask you for things like “Serial Number”, “License Key” etc. This example below shows what you might choose from this menu if you were reporting a problem with a TouchPoint Console.



- **CATEGORY** – this field allows you to categorize your inquiry. Are you looking for Support, and are you reporting a problem, as the screenshot below shows? Or are you making a sales inquiry?



- **ATTACH DOCUMENTS** – this field lets you attach files like your email client would. If you want to attach a screenshot or a log file, you could do so here! Simply press the “Browse” button and search for the file you would like to include.

Attach Documents

Additional Report a Problem Information Collection Fields

As mentioned previously, depending on the product and category that you choose, some additional fields may populate and ask you additional questions. Some of these additional fields are: Serial Number / Product Key, Operating System, Input Device Model, End User Company, Incident Severity and Preferred Phone Number. Some of these may appear and be required fields depending on the options you've chosen! Please note, not *all* of these values will appear every time – they will appear and ask for information only when relevant based on the choices you make.

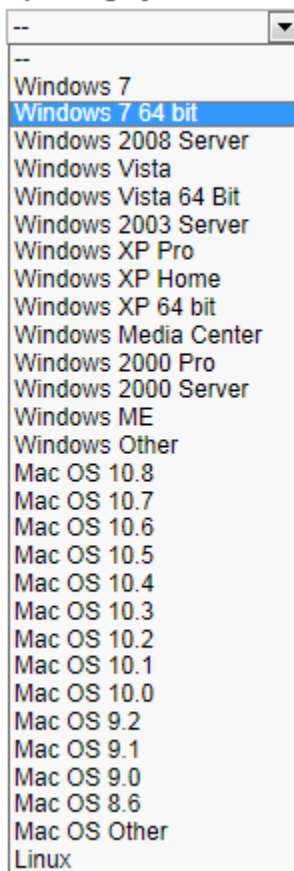
- **SERIAL NUMBER / PRODUCT KEY** – If this form asks you for a Serial Number or Product Key it is because the system believes you are reporting a problem that requires you have maintenance or support agreement contract to support. Maintenance and Support contracts are automatically validated by the system (we will talk more about those on the next page) when possible, and they are validated against serial numbers or product keys. If your issue is related to a piece of hardware, you will want to put the hardware serial number in this field. If your question or problem is related to software, you should put the software product key or software serial number in this field:

Serial number / Product Key *

Product Serial Number Here|

- **OPERATING SYSTEM** – The Operating System field is simply asking you for what Operating System your problem or question is related to. Is it occurring on a Windows 7 Workstation, or on a Mac OS 10.1 personal computer?

Operating System

A screenshot of a dropdown menu titled "Operating System". The menu is open, showing a list of operating systems. "Windows 7 64 bit" is highlighted in blue. The list includes various Windows versions (7, 2008 Server, Vista, Vista 64 Bit, 2003 Server, XP Pro, XP Home, XP 64 bit, Media Center, 2000 Pro, 2000 Server, ME, Other), Mac OS versions (10.8 down to 10.0, 9.2 down to 9.0, 8.6, and Other), and Linux.

Operating System
--
--
Windows 7
Windows 7 64 bit
Windows 2008 Server
Windows Vista
Windows Vista 64 Bit
Windows 2003 Server
Windows XP Pro
Windows XP Home
Windows XP 64 bit
Windows Media Center
Windows 2000 Pro
Windows 2000 Server
Windows ME
Windows Other
Mac OS 10.8
Mac OS 10.7
Mac OS 10.6
Mac OS 10.5
Mac OS 10.4
Mac OS 10.3
Mac OS 10.2
Mac OS 10.1
Mac OS 10.0
Mac OS 9.2
Mac OS 9.1
Mac OS 9.0
Mac OS 8.6
Mac OS Other
Linux

- INPUT DEVICE MODEL – Some of our supported products have an Input Device Model. If this field appears, it is because the system believes your issue is related to an Input Device and is requesting the model number here:

Input Device Model

- END USER COMPANY – This field allows you to state the End User Company, or, who is actually affected by the problem that you are submitting. If you are a Dealer or Reseller, or Partner calling on behalf of an End User, this is where you will be able to specify who the affected End User is. If you *are* the End User, simply put the name of your organization in here:

End User Company *

- COMMA SEPARATED CC – This field allows you to insert the email address of another additional individual(s) you would like to include on all correspondence relating to your incident. The addresses you insert here will receive all automated notifications and response emails that come from our support desk:

Comma Separated CC

Please include any email addresses, comma-separated, that you'd like to include in any and all notifications for this incident.

- INCIDENT SEVERITY – This field allows you to set the priority or severity of your incident. Is your incident a huge Production Environment outage? Or is it a simple question you're in no real rush for an answer on? Setting this field appropriately helps us quickly prioritize incoming incidents and problems. The choice you make here will be validated by a real person to ensure that your incident does in fact meet the definition of the severity you choose here, and the necessary urgency will be applied to your problem based on this choice:

Incident Severity *

--

--

Sev 1 - Production System Down

Sev 2 - Production Impacted

Sev 3 - Standard: working/non-critical

Sev 4 - Low urgency: questions/requests

Please select the level of functionality loss for this issue being reported.

- PREFERRED PHONE NUMBER – This is simply a free-text field asking if you have an alternate or preferred phone number to use. This will never be a *required* field, but you can choose to enter one if you'd like. A good example of why you would use this could be: if you're away from your desk but still in the office and would prefer to be contacted by your cell phone. This field will be especially important for high-severity issues!

Preferred Phone Number

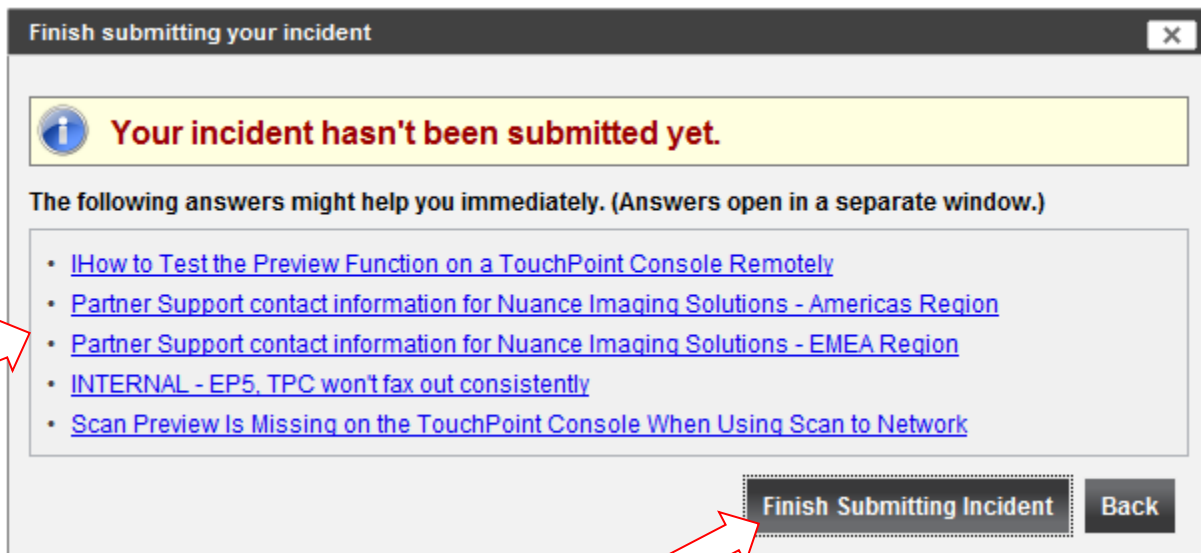
Submitting Your Incident

After you fill in the required fields on the incident submission form, there are a few more things that occur that you should be aware of. One is the submission process itself; the other is the Maintenance and Support validation process.

Continue...

Pressing the “Continue” button will enter your incident into our system. Stay tuned, a support agent should be in touch shortly by one of the contact methods you specified when creating your Web-Portal account!

Once you hit continue, your incident will be searched for keywords and provide you any Knowledgebase links found that seem to apply to the issue or question you have described. You will see the following window, and be presented any suggested articles the keyword-search finds and recommends:



In the above example, the Knowledgebase is suggesting an article that may solve the reported problem. If you agree, you can simply follow the article link displayed. If you don't wish to do that, you can simply choose “Finish Submitting Incident” and it will move on to the next step.

After you click “Finish Submitting Incident”, you will see the following page:



In the above example, the system has accepted your incident, and has provided you your reference number. Please note: the term “reference number” may be interchanged with “Incident Number”, “Ticket Number” or even “Case Number”.

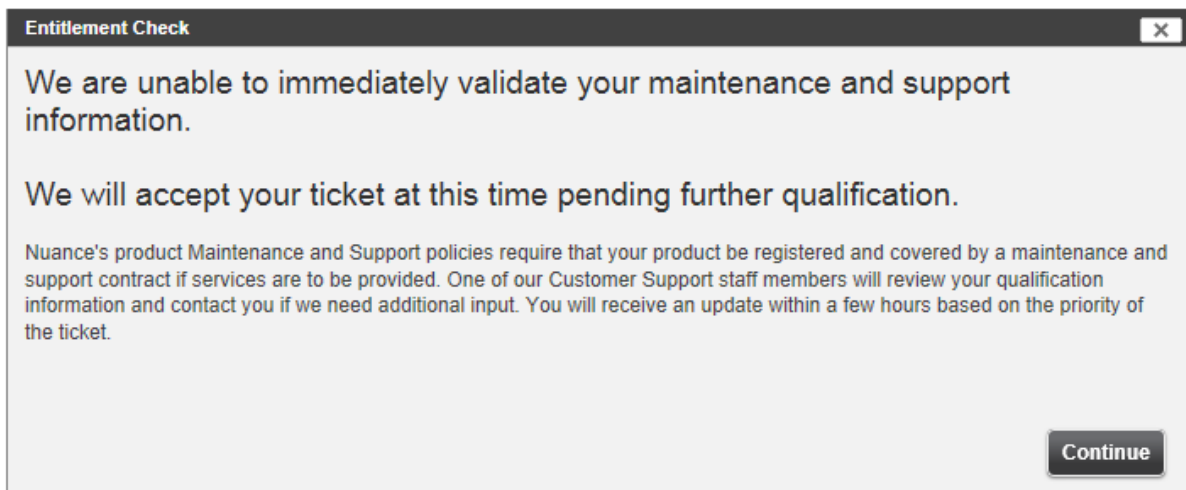
Maintenance and Support Validation

In the previous section, we discussed that maintenance and support will be validated against the value you insert into the Serial Number / Product Key field. This step also takes place in much the same way when you call in to the support desk to report an issue. The agent you speak to will ask for your Serial Number or Product Key, and they will manually check your Maintenance and Support validity against whatever value you give them.

Submitting an incident through the form we previously discussed will prompt our system to check for maintenance. If it is able to validate maintenance, you will see notice as shown on the previous screen – the system will accept your incident or problem report, create an incident for it, and submit it to our support desk. This is the same behavior that will occur if the system determines that a Maintenance and Support Validation check is *not* required.

But...what happens if the system cannot validate Maintenance and Support?

If the system cannot validate Maintenance and Support based on the values you entered, you will see the following pop-up:



But don't sweat it! Our Customer Support Services team will still receive your ticket, and they will do a manual check for you. If they find valid Maintenance and Support, they will edit your incident to reflect the proper status, and send it to where it needs to go to get you the support you need. If they are still unable to validate Maintenance and Support, someone from that team will reach out to you, and discuss your options – it may be as simple as double-checking the number!

Existing Incidents

If you have an open incident with our support team, you can access it through the My Stuff portion of the Web-Portal. If you see the incident you wish to read, update or check the status of displayed on you're My Stuff page: simply choose the link there! This will take you to a page providing all the details. This page will outline all the communications that have transpired on this issue between you and our support desk and anyone else who has been involved. It will give you access to any links or attachments the support agent has provided for you, and will also allow you to Update the incident with more information, should you wish to.

Let's say the agent sent you a link that they believed would solve your issue via email. You can access the web-portal here to answer their question. Look at the screenshot below. In this example that we have created, a customer (Paul Bahry) reported a sample problem. All of the communication between you and support will be displayed here; emails to and from, as well as the details of your phone conversations. From start to finish, this should reflect the overall communication in regards to your question or problem!

My Stuff

test

Update this incident

Add additional information to your incident

Attach additional documents to your incident

Browse...

Do you want a response?

Yes, please respond to my question

Submit

Communication History

Customer Paul Bahry via CSS Web09/14/2013 01:39 AM

test

Additional Details

Email Address	paul.bahry@nuance.com
Reference Number	130914-000005
Status	Open
Created	09/14/2013 01:39 AM
Updated	09/14/2013 01:39 AM
Product	<ul style="list-style-type: none">Equitrac OfficePageCounter
Category	<ul style="list-style-type: none">SupportReport a Problem
Serial Number / License Key	tes
End User Company	tes
Incident Severity	Sev 2 - Production Impacted
ASAP Escalation	No
RMA Message Displayed?	No