

Contacting Client Support

Below are the approved methods for contacting AmkaiSolutions Client Support.

- Phone:** **Dial: 1-866-265-2434. You will be given 3 options:**
- **Press 1 for Support:** This option will ring to all of the available Client Support Analysts' (CSA) desk phones. In the event that all CSAs are on calls, you will be placed on hold and will hear a recorded message play periodically stating that all associates are currently busy. If your call is not answered, you will hear this recording a maximum of 3 times before your call is transferred to our outside answering service. The service will open a ticket on your behalf, and we will respond in the accordance with the Severity Level First Response SLA. If you have a Critical issue, clearly inform the Answering Service it is a Severity 1 issue, and the Answering Service will ensure your Severity 1 issue is addressed right away.
 - **Press 2 to leave a voicemail:** This option should NOT be used for Severity 1 issues or critical issues.
 - **Press 9 for a Severity 1 issue:** This option rings to all CSAs' desk phones, both Amkai and SIS. A SIS CSA may not be able to help you directly, but can engage an Amkai CSA who is working on a lesser severity issue.

AmkaiCentral: Visit AmkaiSolutions' online Support Portal at:
<https://siscentral.force.com/amkai/AmkaiLogin>.

- Email:** **support@amkai.com**
- Inbound emails are received in a general support mailbox which is monitored by designated analysts throughout each business day.
 - Emails are triaged based on first in, first out methodology and prioritized based on severity level.

- Live Chat:** **Via Help menu item in AmkaiSolutions Products**
- Best used for the quick how to, "on the fly" assistance requests during normal Support hours. More detailed conversations should switch to phone.

PRIVACY NOTE: As required by HIPAA, it is essential to comply with all Personal Health Information (PHI) confidentiality laws. Please de-identify any inbound emails, faxes, or email attachments unless that personal information is necessary for issue resolution. Please contact AmkaiSolutions Client Support for secure transfer methods should you need to provide PHI in any correspondence.