

MedLook Technical Support User Guide

MedLook Hosted Environment



November 2009

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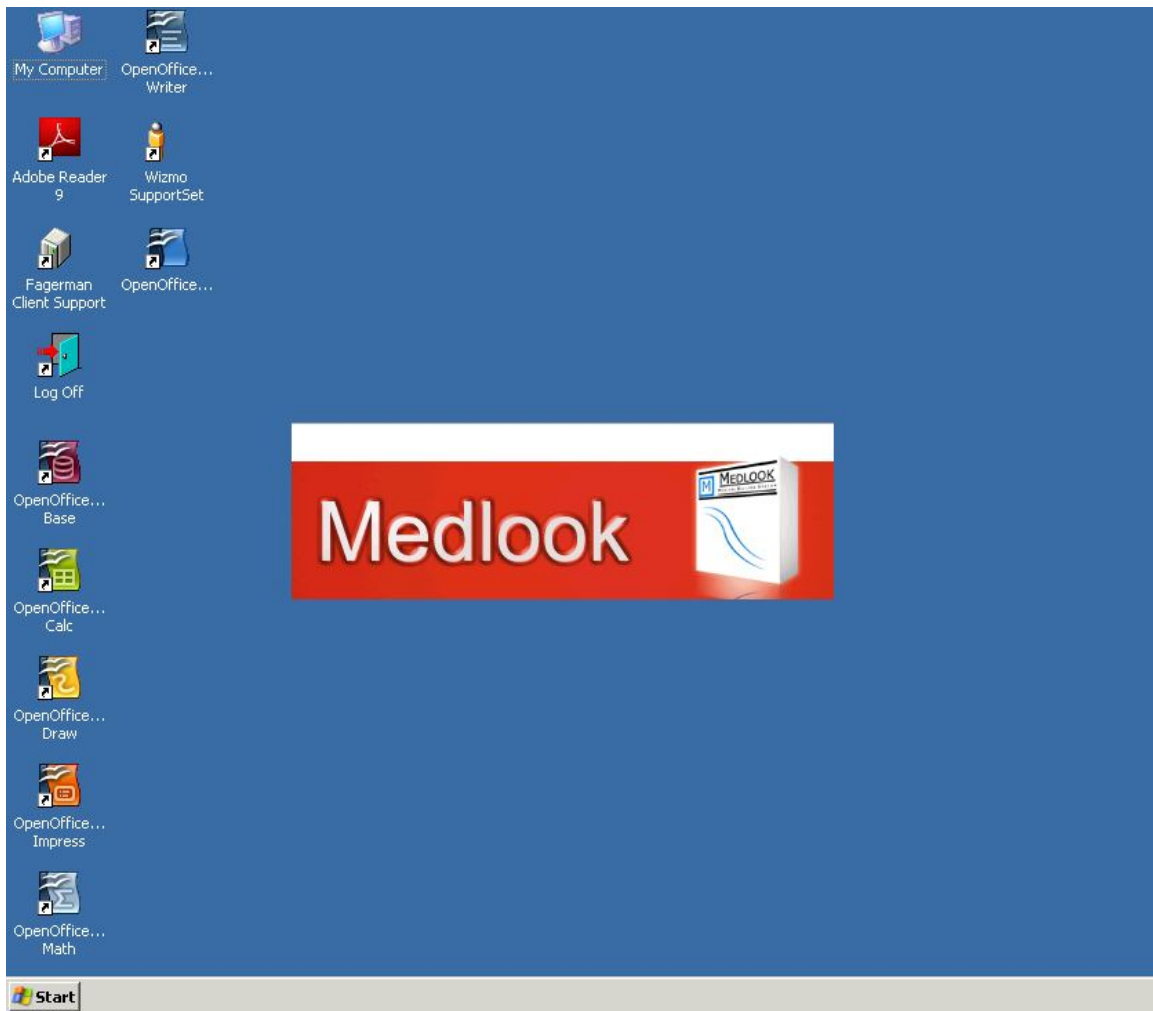
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Accessing Software Support Desktop

Via your Internet Browser (Internet Explorer 6.0 or higher), go to your Support Launch Page: <http://medlookSupport.wizmoworks.com>. Logging into this URL allows you to access any client in the SaaS environment.

Once inside the support environment, you will have access to all pertinent support applications. *Wizmo **SupportSet*** and **Client Support** are addressed in this user guide.

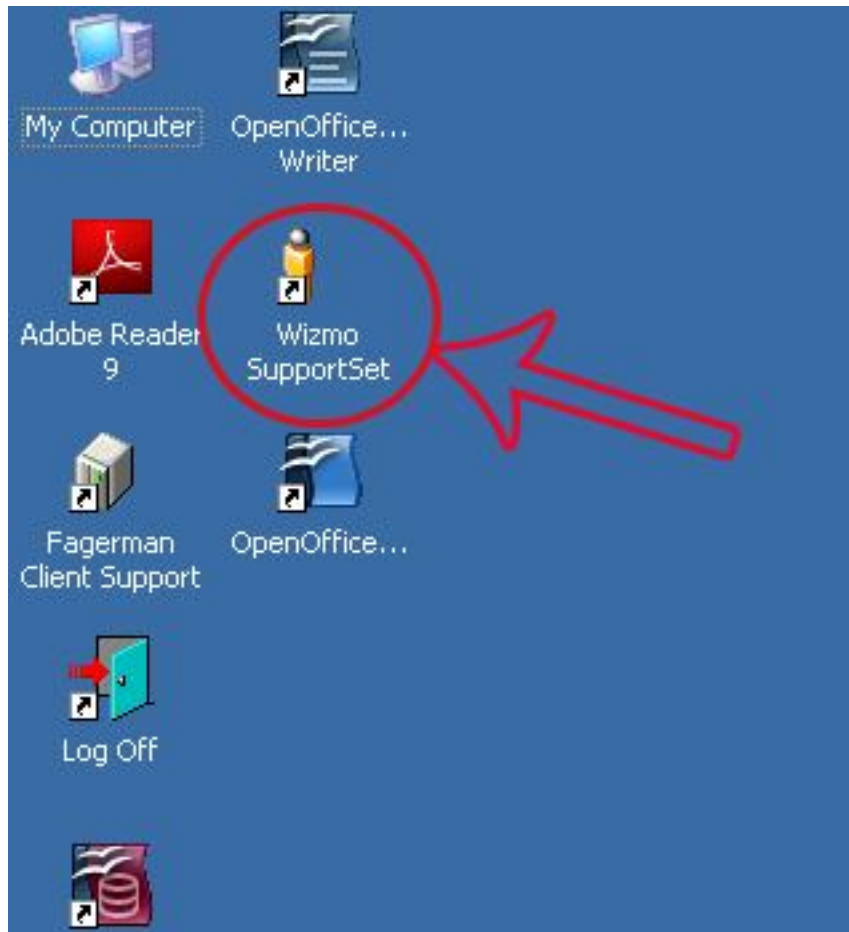


Wizmo Support Set

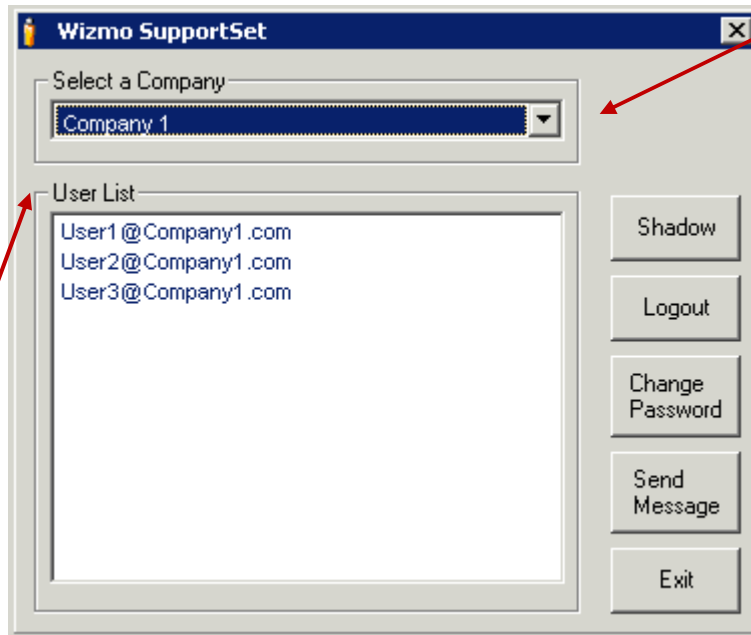
The **Wizmo SupportSet** tool is designed to meet the needs of your support team. The application allows the SupportSet user to perform the following functions on users within the SaaS environment: **Shadow, Logout, Change Password** and **Send Message**.

Wizmo Support Set is very similar to Wizmo Admin Set on the client desktop, with one difference: within Support Set you are able to choose which company you want to work with.

To access the SupportSet tool, double click on the Wizmo SupportSet icon.

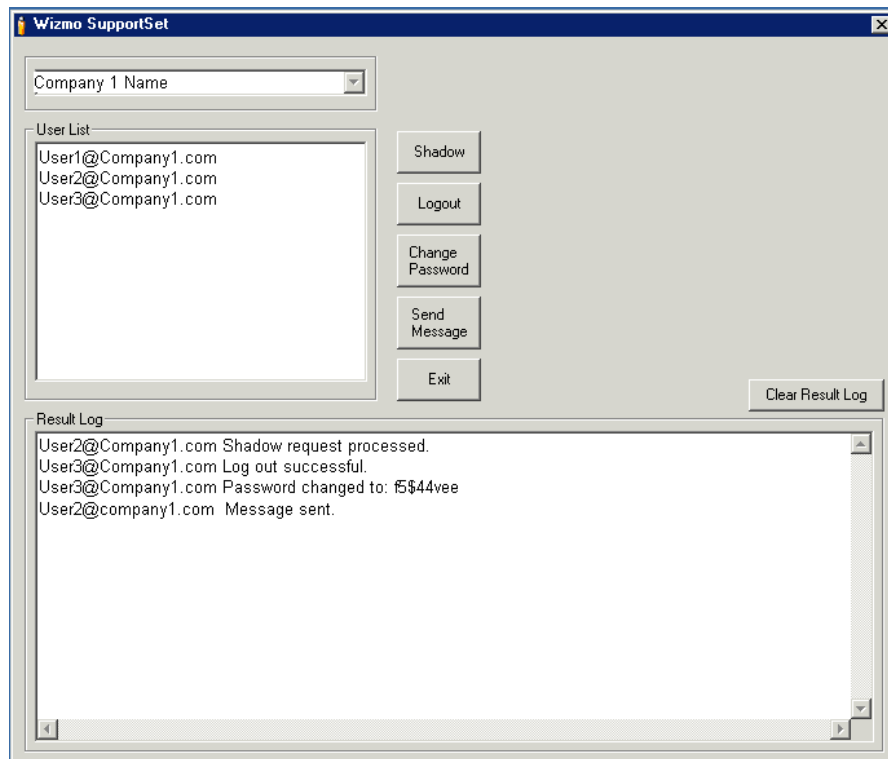


You must first select the company from the **Select a Company** drop down menu.



The active users for that company will appear in the **User List** portion of the window.

At the end of each action selected, you will be presented with a **Results** box. This Results box will display the outcome for your intended action.

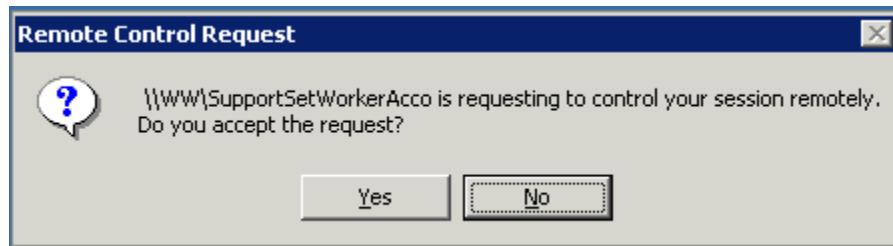


Shadowing a User

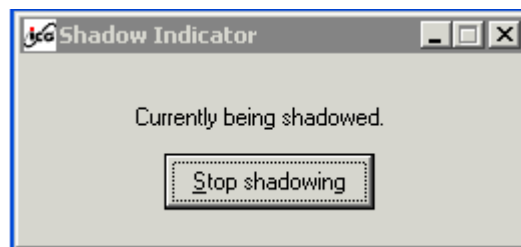
The **Shadow** feature allows a SupportSet user to view only one user within the SaaS desktop at a time.

To shadow a user:

- Select the company in which the user resides from the **Select a Company** drop down menu.
- Highlight the user you wish to shadow and click the **Shadow** feature button SupportSet will immediately send a request to the selected user.
- The selected user will receive a dialog box requesting permission for the SupportSet user to view there desktop.

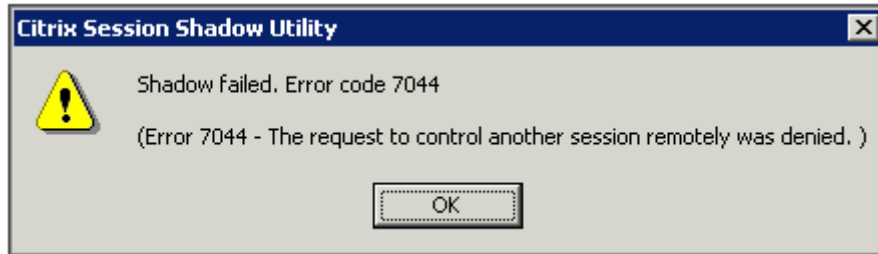


- If the selected user accepts (Yes) the Shadow request, an indicator dialog box will appear and remain on their desktop. The SupportSet user will now have access to the selected user's active session.



- At any time, either user can select the **Stop shadowing** button on the Indicator screen to end the session.

If the selected user choose not to accept the Shadow request or does not respond to the Shadow request in a timely fashion, the AdminSet user will receive the error message below.



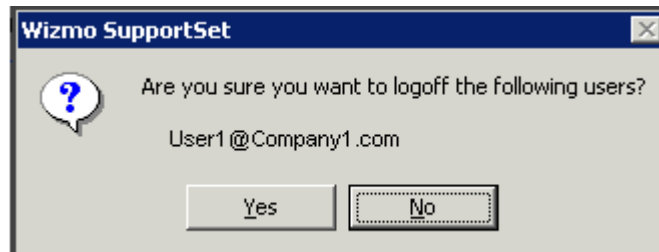
The SupportSet user must click on OK and will be brought back to the main SupportSet user request window.

Logging out a User

The **Logout** feature allows the SupportSet user to you to log off a user(s) out of their hosted desktop session immediately. The user is not given a chance to accept or deny this request.

To logout a user:

- Select the company in which the user resides from the **Select a Company** drop down menu.
- Highlight the user(s) in the user list. Then select the **Logout** option. The Logout dialog box will appear asking you to verify the action.



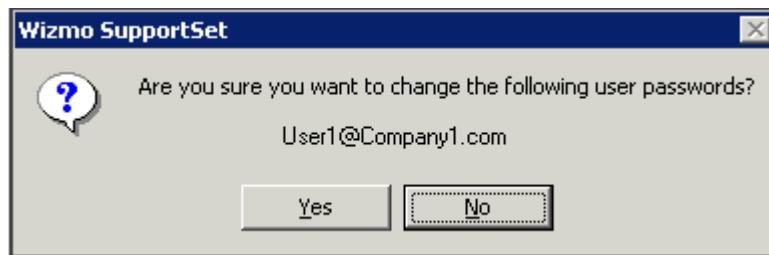
- Once you have confirmed your request, the user(s) will be logged out of their hosted desktop session immediately.

Changing a User's Password

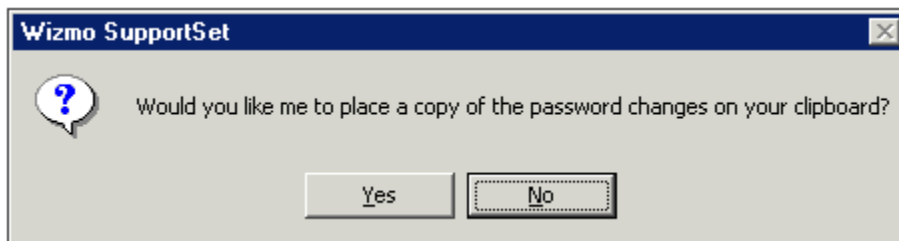
If a user cannot log into the hosted session due to password issues, or if you wish to change a user's password to prevent them from accessing the hosted environment, Wizmo SupportSet allows you to reset the password.

To change a user's password:

- Select the company in which the user resides from the **Select a Company** drop down menu.
- Highlight the user(s) in the user list. Then select the **Change Password** option. The Change Password dialog box will appear asking you to verify the action. You will then have to confirm your request.



- The application will create a one-time password, consisting of random characters, which the user will have to enter upon their next login.
- The system will ask if you would like a copy of the password on your clipboard, but will display the new password in the Results Log.



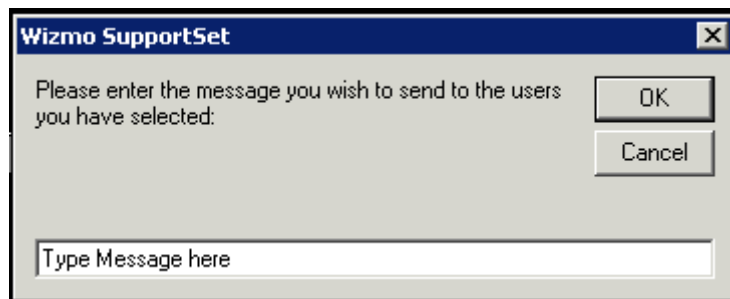
*** **Please Note:** the user will be required to reset the password upon first log in.

Sending a Message

The **Send Message** feature allows the SupportSet user to broadcast a message to one or more users within a selected company.

To send a message:

- Select the company in which the user resides from the **Select a Company** drop down menu.
- Highlight the user or users you wish to contact and select **Send Message**, you will be presented with a screen to compose your message.



- Click OK, the message will be sent immediately to the chosen users.

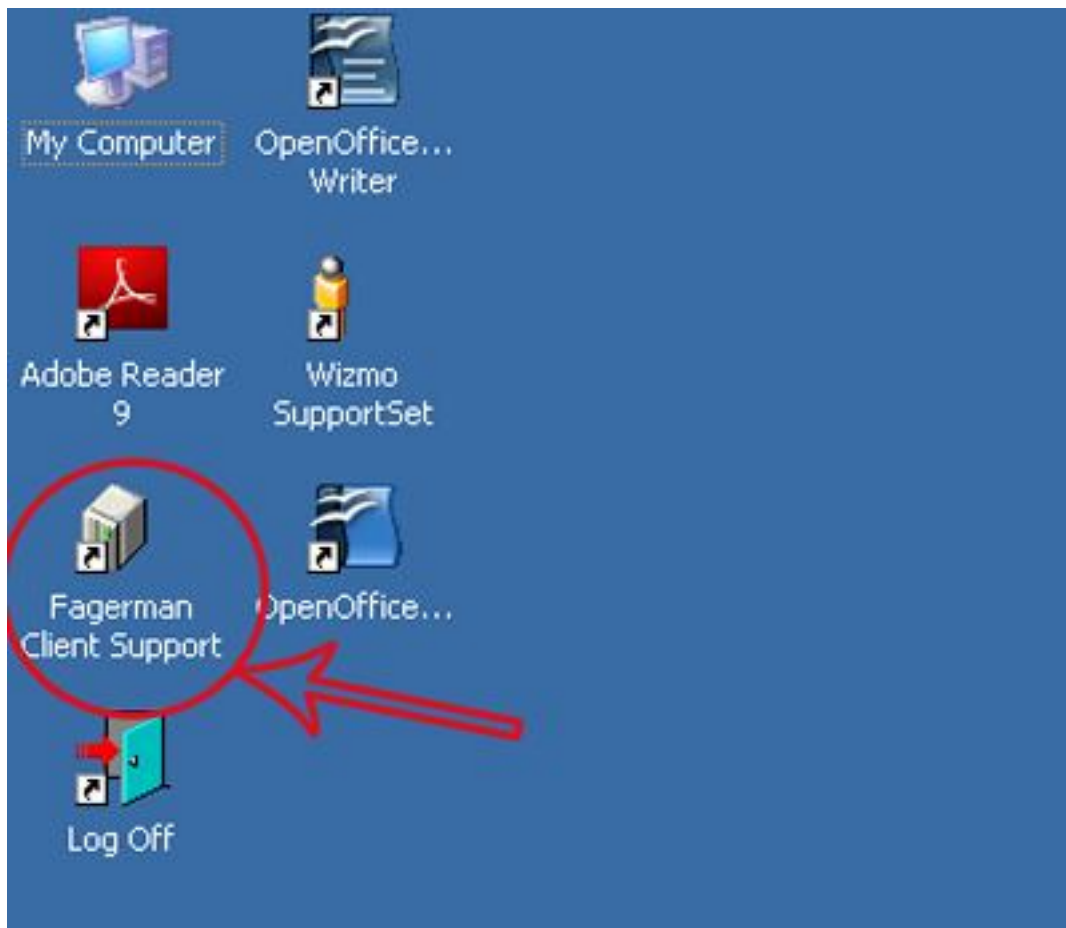
The user(s) receives the following broadcast notice on their hosted desktop session.



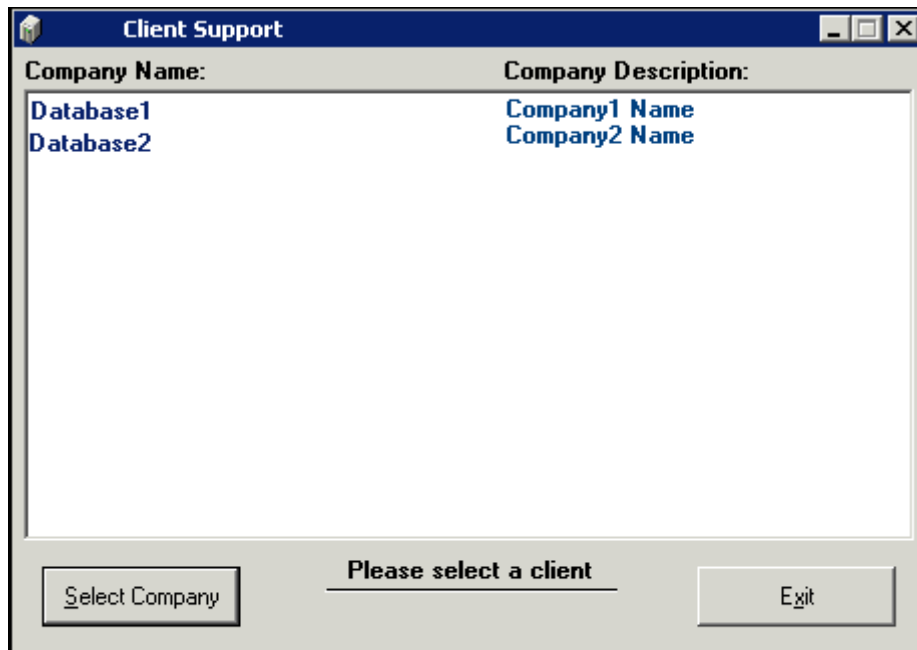
Wizmo Client Support Tool

The **Wizmo Client Support** tool is designed to meet the needs of your support team. The application allows the Client Support user to map into any company currently configured in your SaaS environment.

To launch the **Client Support**, simply click on the icon.



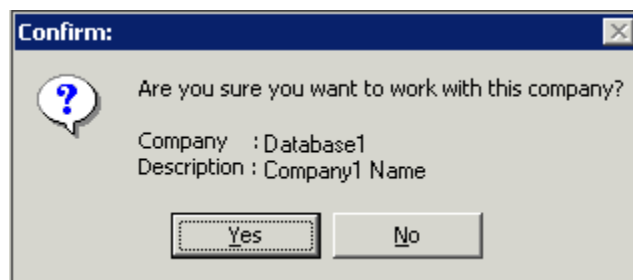
All companies currently configured in the hosted environment will appear. Highlight the company you will be working with, then click on the **Select Company** button.



**Helpful Hints:*

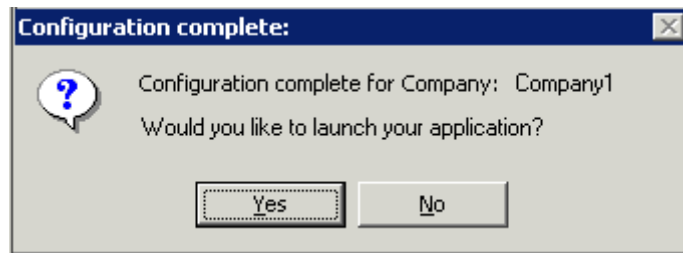
- *When minimizing the application, it will minimize to the system tray.*
- *You DO NOT need to logout and back in to support another company.*

A confirmation dialog box will appear asking you to verify the selected company.



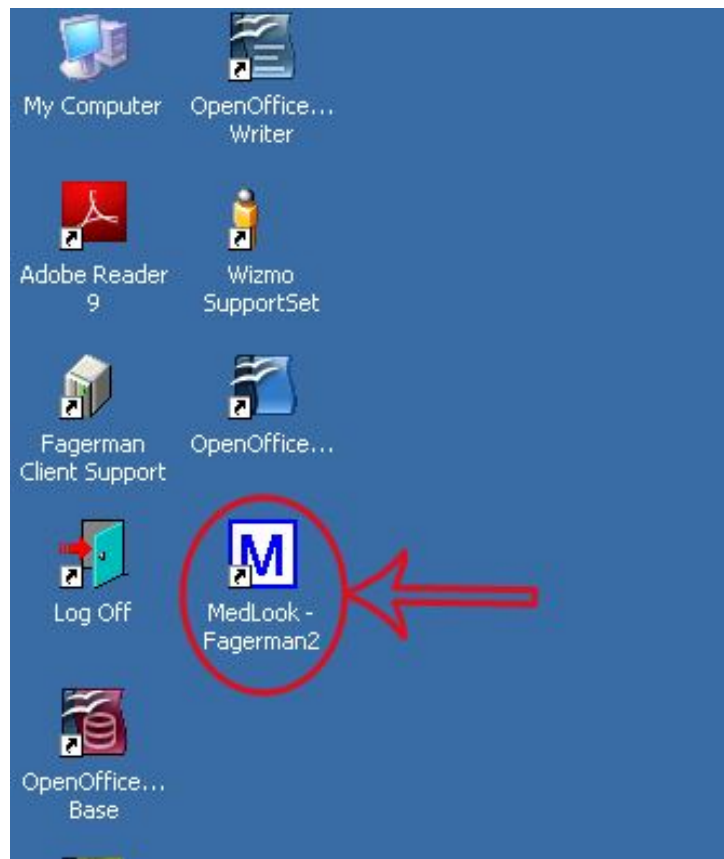
Click **Yes** to load this company; **No** to select a different company.

Once the selected company has been configured, a confirmation dialog box will appear confirming that the configuration is complete for the selected company and asking you how you would like to proceed.



If you choose **Yes**, the **Client Support** tool will launch with the chosen company's database in place, and the support tool will minimize to the system tray. You will then be able to login into the selected company specific SaaS environment.

If you choose **No**, you will be able to login later using the customized icon on the desktop.



To access a different company, you will need to access the **Client Support** tool (minimized in the System Tray unless you have exited the program). When you bring up the application it will list the currently configured customer in between the Select Company and Exit buttons. Simply choose another company and click OK. At this point the customized icon for the first company will be removed from your desktop and be replaced with a new icon for the next company you are supporting. ** You will need to close out of the access company software before choosing another company.



Wizmo Inc. Support Request

Tech support number: 1-888-914-2298 or 952-914-2299
Main number: 952.983.3300

Please have the following information available:

1. Company Name
2. Partner Company ID (as indicated on company implementation documentation)
3. Partner Support ticket# for easy reference
4. Time the issue occurred
5. Severity Level
6. Operating System (MAC/PC & version of OS)
7. Summary of issue

Severity level of issue (Severity levels are defined below)

Sev1 = Customer unable to perform critical function with no work-around

Sev2 = Customer unable to perform critical function with work-around

Sev3 = Low priority issue or feature request

In the event that Wizmo experiences an outage of any type Wizmo Inc. will notify Partner to inform you of the outage.