

WellSky Help

Did you forget your username or need your password reset and/or do you need your roles/permissions updated?

Do not contact WellSky Help, please contact:

- Your Clinical Manager or Administrator on Call
- Lindsay Sisler (lsisler2@lifebridgehealth.org)
- Gail Forsyth (gforsyth@lifebridgehealth.org) and/or
- Kristen Parsons (kparsons@lifebridgehealth.org)

WellSky Help Options

****If you have support issues, please let Kristen Parsons know so that this can be followed up on with WellSky****

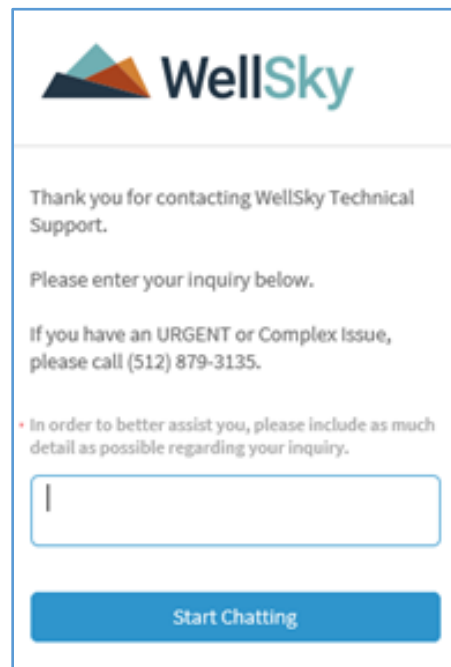
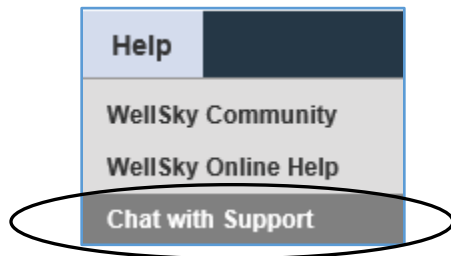
E-mail – Please send questions or non-critical issues to enterprise.support@wellsky.com. Expect a 1-day response time.

Call – Carroll Hospice staff will be placed in a priority queue when calling 877-399-6538 for support.

- Before calling, please send Kristen Parsons (kparsons@lifebridgehealth.org) any number that you may call support from so that they can add your phone number to the priority caller ID queue.

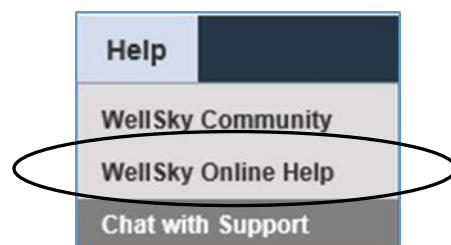
Chat – Carroll Hospice staff chat sessions will be prioritized in the chat queue. Chat is open from 8a-8p EST.

- To get to the chat, login to WellSky and go to Help→ Chat with Support. Once you select “Chat with Support” a chat box will pop up in the bottom right hand corner of your screen. Type your question and hit “Start Chatting”

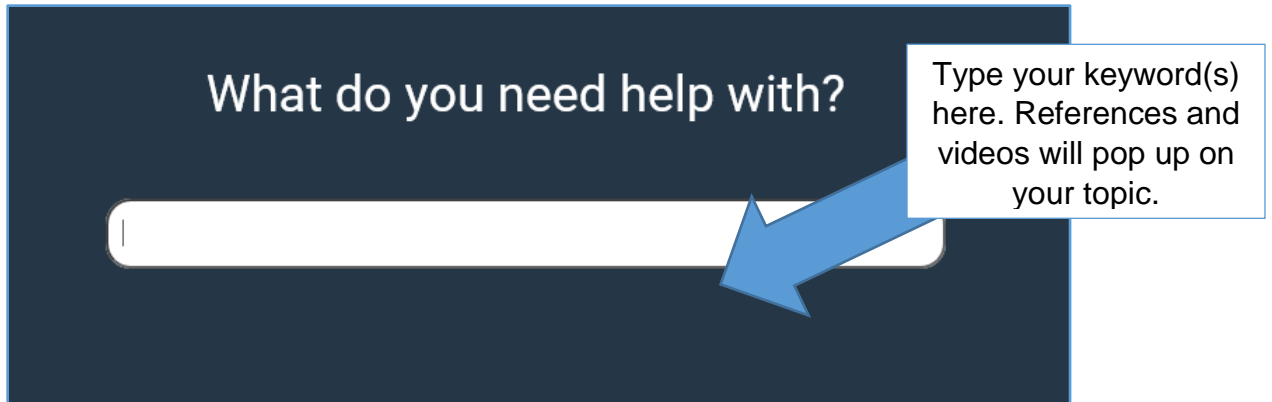


A screenshot of the WellSky chat interface. At the top is the WellSky logo. Below the logo, the text reads: "Thank you for contacting WellSky Technical Support." followed by "Please enter your inquiry below." and "If you have an URGENT or Complex Issue, please call (512) 879-3135." Below this is a text input field with a vertical cursor. At the bottom is a blue button labeled "Start Chatting".

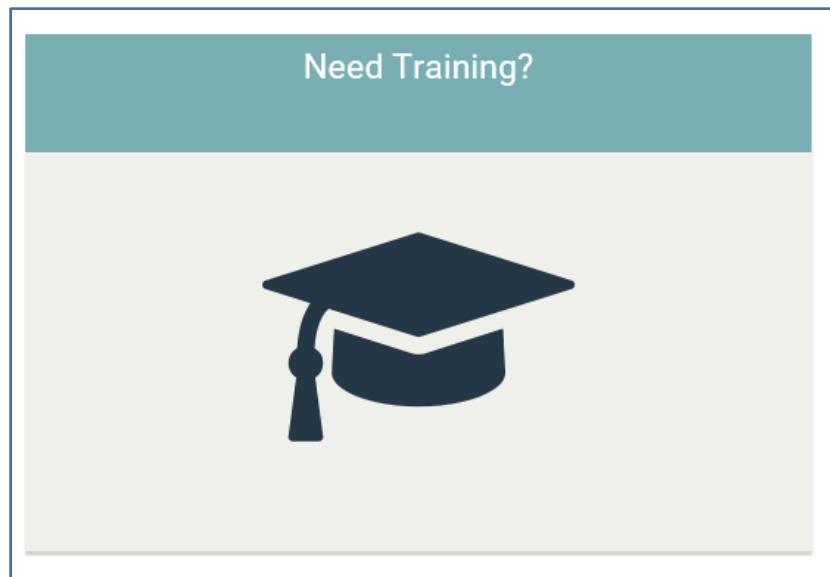
Online Help – Login to WellSky and go to Help→ WellSky Online Help



A new window will open, and you can search what you're looking for:



On the online help page, you can click the "Need Training" box to sign up for live webinars, and watch recorded training on how to use WellSky:



WellSky Community – If you can't find the answer you are seeking on the Online Help page you can try the WellSky Community. These are questions and answers posted by WellSky Users. Login to WellSky and go to Help→ WellSky Community:

