MediEase
Immunization Tracking Software©

Using the On-line MediEase Helpdesk

Welcome to the On-Line Helpdesk! To better serve you, SynCo Technologies added on-line support for MediEase Immunization and the SynCo Scheduler.

What the On-line Helpdesk provides
The On-Line Helpdesk allows you to quickly search the existing database of help topics that may relate to a problem, issue or question you have about MediEase Immunization or the SynCo Scheduler. If you have a support contract you may add a new "Incident" at anytime and we will quickly respond and add it to the Knowledge Base.

How to get to MediEase On-line Help
The web address for the MediEase Helpdesk is http://genisys.syncotec.com/MedSup. The On-Line Helpdesk requires using Internet Explorer 5.0+ as your browser.
There are two easy ways to reach the Helpdesk:
1. Go directly to http://genisys.syncotec.com/MedSup
2. When in MediEase click on Help, and choose mediease.com. At the mediease.com website choose On-Line Help and then MediEase Help On-Line.

Logging-in
The On-line Help site is password protected. To enter you must enter your assigned User ID and Password. To log in, the User ID and Password is your domain name (For example mediease.com).

If you forget, send an email to info@syncotec.com and state your institution and you forgot your ID and/or Password.

The Structure of On-line Help
Once you have logged in, a menu of different options become available depending on whether you are a MediEase and/or SynCo Scheduler user and if you have a support contract. The entire available menu is:

LogIn | MediEase Helpdesk | MediEase Knowledge Base | My Profile | Scheduler Helpdesk | Scheduler Knowledge Base | Support | Websites | LogOut

- **LogIn** – To re-login

- **MediEase Helpdesk** – For MediEase Support Contract Holders. You may open a new incident and review all closed incidents you have reported.

- **MediEase Knowledge Base** – All MediEase owners can access this database of MediEase user questions and issues. Search the "MediEase Knowledge Base" of technical support information and self-help tools for MediEase. Select your problem and a number of past resolved incidents will be displayed with short descriptions. View the incident that fits your problem. Use the scroll bar on the right to read the entire contents or (Double click to enlarge).

- **My Profile** – All MediEase and Scheduler owners can update to a new password, add users from your institution with telephone numbers and email addresses.

- **Scheduler Helpdesk** - For all Scheduler Support Contract Holders. You may open a new incident, review closed incidents and all incidents you have reported.

- **Scheduler Knowledge Base** – All SynCo Scheduler owners can access this database of Scheduler user questions and resolved incidents. Search the "Scheduler Knowledge Base" of technical support information and self-help tools for the SynCo Scheduler. Select your problem and a number of past resolved incidents will be displayed with short descriptions. View the incident that fits your problem. Use the scroll bar on the right to read the entire contents or (Double click to enlarge).

- **Support** – Support Options

- **Websites** – Links to a selection of pertinent websites including mediease.com, syncotec.com, the CDC National Immunization Program and the American College Health Association recommended pre-matriculation requirements.

- **LogOut** – When finished using on-line help, click here to log out and end your session.

Using On-Line Help
Open and track an Incident using the MediEase and/or Scheduler Helpdesk (Requires a Support Contract)
In the top menu row of On-Line Helpdesk, click the MediEase or Scheduler Helpdesk tab and the following menu appears:

Open Incident Report | My Open Incidents | My Closed Incidents | Contact Us

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- **Open Incident Report** – To enter an incident select "Open Incident Report". Select your name from Contact: and your telephone and email address are automatically added. (If your name is not available on the list go to My Profile and "Add" your information and "Save").

  Select an Incident type and then under Description: explain what the problem you've encountered is about or what question you have. Click on Save. Now we have record of the problem and as soon as possible we will contact you.

- **My Open Incidents** – The next tab allows you to keep track of your incidents. To see the status of a certain incident Click on View. Within this incident there will be an overall status box, plus notes describing what actions we are taking. All you need to know will be right in front of you.

- **My Closed Incidents** – Once the "Open Incident" has been resolved and closed it will also appear in the "My Closed Incidents" and "Knowledge Base".

- **Contact Us** – Click on Contact Us to send an email.

For more information about support contracts please contact us.

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