

# Reporting a Problem: Creating Support Cases

[Reporting a Problem - 3.0.docx](#)

When a user encounters an issue or has a question concerning Clearwave functionality, a problem may be reported. Reporting a problem will create a Case with the Clearwave Technical Support Team to be addressed as soon as possible.

## Requirements:

- Must have an active Clearwave User Account.

## Steps to Create a Support Case from the Clearwave Provider Portal

1. Log-in to the Clearwave Provider Portal.
2. Click on the **Question Mark (Help/Support/Report a Problem) symbol** in the upper right hand corner of the page, next to your **Username**. See Figure 1.
3. Select **Report a Problem** from the drop-down menu. A new window will open with the **Support Module**. See Figure 2.
4. Select the **Log a Case tab** to report your problem. See Figure 3.
5. Complete the form, and then click **Submit**. Required fields have \* next to them. See Figure 4.
6. A Case will be created, and a Clearwave Support staff member will be assigned ownership. Clearwave Support will contact the user based on the preferred Contact Method designated with the Case. The Case will remain Open until a complete resolution is achieved.

## Images

Figure 1



Figure 2

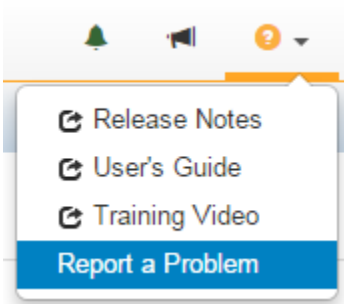


Figure 3

[Home](#) | [Log a Case](#) | [View Cases](#) | [Logout](#)



Hi, Sehwon Kim.

Search for possible solutions by clicking on the "Find Solution" tab.  
 Create a support case by clicking on the "Log a Case" tab.  
 View open and closed cases by clicking on the "View Cases" tab.

Our support business hours are:  
 Weekdays: 8:00 AM to 6:00 PM ET  
 Cases received after support hours will be addressed the following business day.  
 Clearwave Support can also be reached via phone at (678) 738-1120 or email at [support@clearwaveinc.com](mailto:support@clearwaveinc.com).


Logged in: Sehwon Kim from Clearwave Headquarters

**My Open Cases**

Number	Subject	Created Date
00007532	<a href="#">Problem with Kiosk</a>	8/24/2015 1:56 PM

Figure 4

[Home](#) | [Log a Case](#) | [View Cases](#) | [Logout](#)



To log a support case, please enter the required information and press submit. Please provide as much information as possible to expedite your resolution. We strive to resolve your support case as soon as possible.

**Resolutions to your support cases are delivered via e-mail. You may also view resolutions within your closed cases.**

**Log a Case**

Contact Name:  
Sehwon Kim

Account Name:  
Clearwave Headquarters

Contact Phone Number: \*  Organization Location: \*

Contact Phone Extension:  Priority:


Preferred Contact Method: \*





Subject: \*

Description: \*

## Unable to Access the Report a Problem Page

If you encounter the message in the screenshot below, your User Account is not enabled for Report a Problem access. A request for access has been sent to the Clearwave Support Team. You may try again after 10 minutes, at which point your User Account will be enabled for Report a Problem access.


[Visits](#) | [Appointments](#) | [Patients](#) | [Eligibility](#) | [Reports](#)




 demo.sehwan

**You have successfully requested access to the Clearwave Support System.**  
**We are currently processing your request. Your account will be activated in the next 10 minutes. Please try again momentarily. Thank you.**