

## Insight Customer Portal (Medtech32)



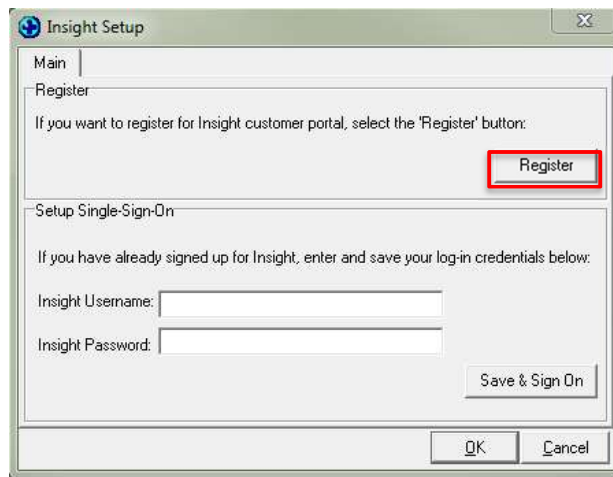
**Insight**, Medtech's customer portal, is a new channel of communication and knowledge sharing, specifically developed for Medtech customers. To make Insight as accessible as possible, direct, single-sign-on access to Insight from within Medtech32 has been made available.

**Note:** we recommend that the Practice Manager register for a practice, in the first instance, so that they can become familiar with Insight and its capabilities, prior to other users accessing it.

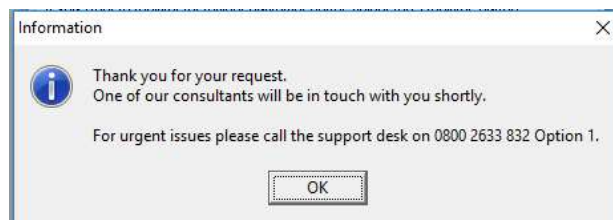
### Register for Insight, directly from within Medtech32

**File ► User Preference ► Insight Setup ► Register section**

In order to access the resources made available within the Insight customer portal, you can register for Insight, by selecting the 'Register' button.



Clicking on the 'Register' button will prompt with the following message:

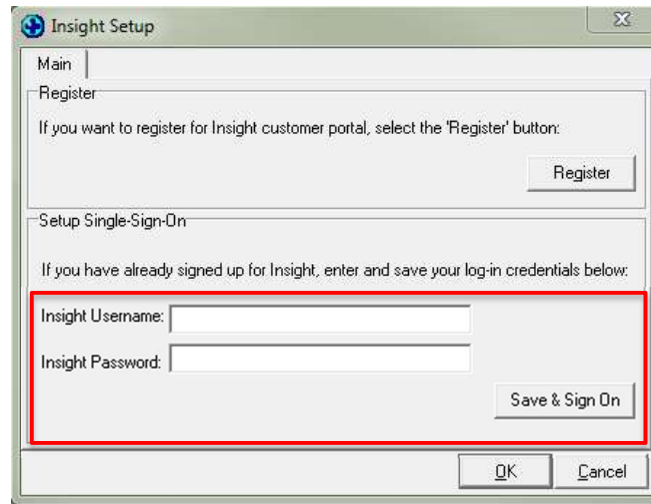


A Medtech Customer Support agent will contact you to complete the registration process.

## Setting up access to Insight, directly from within Medtech32

Once you have completed your registration process for Insight and have your login credentials, enter these in the 'Setup Single-Sign-On' section. Then, select the 'Save & Sign On' button to save your credentials and launch *Insight* using your default web browser.

### File ► User Preference ► Insight Setup ► Setup Single-Sign-On section

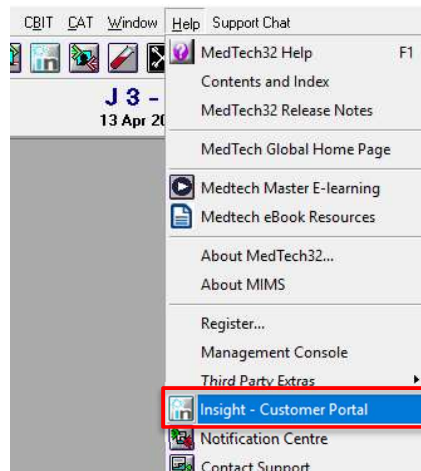



## Accessing Insight, directly from within Medtech32

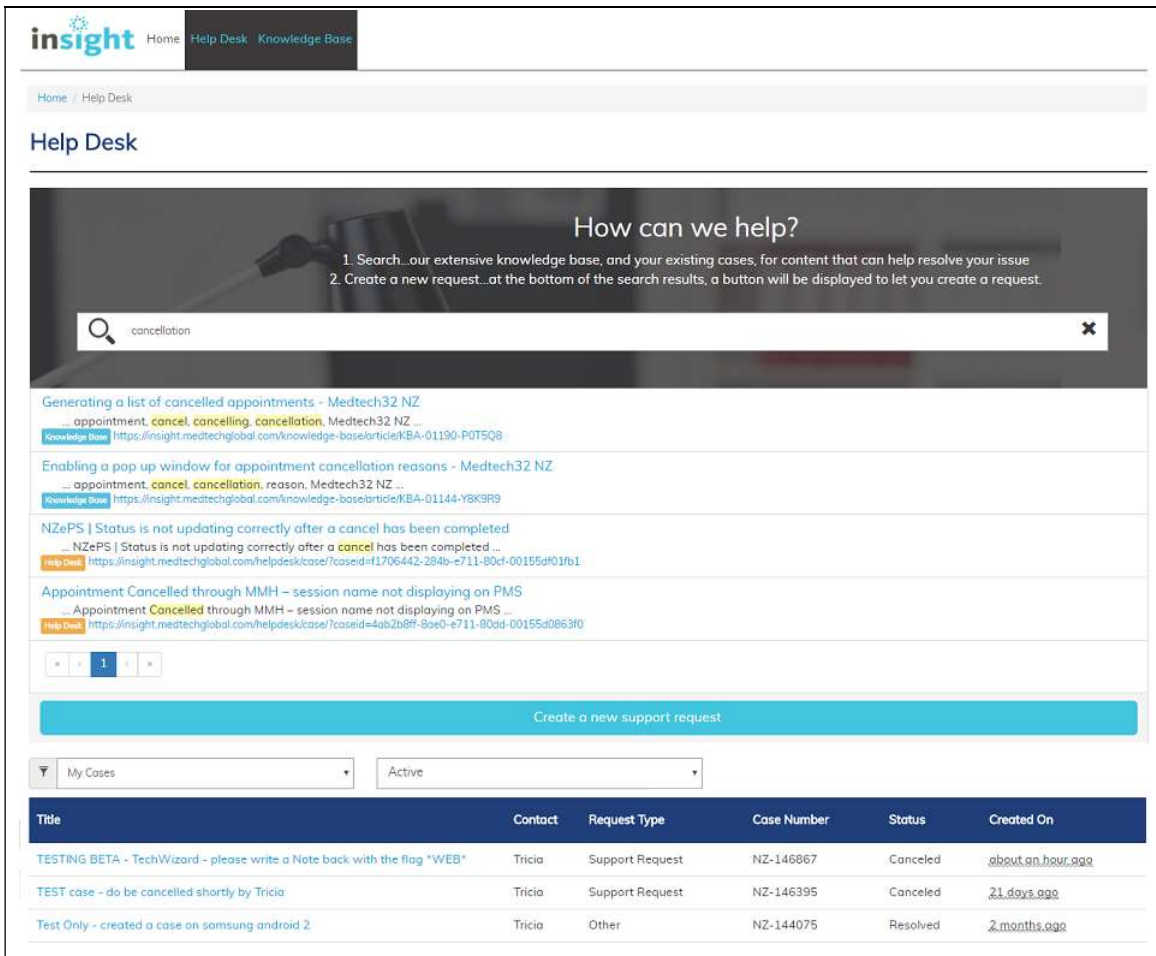
### Help ► Insight - Customer Portal

Once you have saved your login credentials, you can directly access the Insight customer portal from the Help menu, without having to re-enter your login credentials.

If you have not yet completed registered for Insight, and entered your user name and password into the Single Sign On setup, clicking on the **Help ► Insight – Customer Portal** option will open the 'Insight Setup' screen.



**Important Note:** An 'Insight – Customer Portal' button  is also available for you to add to your Toolbar via **Window ► Tool Bar ► Setup**.



The screenshot displays the 'insight' Help Desk interface. At the top, there are navigation links for 'Home', 'Help Desk', and 'Knowledge Base'. Below this is a breadcrumb trail 'Home / Help Desk' and the title 'Help Desk'. A large banner asks 'How can we help?' with two instructions: '1. Search our extensive knowledge base, and your existing cases, for content that can help resolve your issue' and '2. Create a new request...at the bottom of the search results, a button will be displayed to let you create a request.' A search bar contains the text 'cancellation'. Below the search bar, there are four search results, each with a title, a snippet, and a URL. A blue button labeled 'Create a new support request' is visible. Below the button are two dropdown menus: 'My Cases' (set to 'Active') and another dropdown. At the bottom, there is a table with columns: Title, Contact, Request Type, Case Number, Status, and Created On. The table contains three rows of data.

Title	Contact	Request Type	Case Number	Status	Created On
TESTING BETA - TechWizard - please write a Note back with the flag "WEB"	Tricia	Support Request	NZ-146867	Canceled	about an hour ago
TEST case - do be cancelled shortly by Tricia	Tricia	Support Request	NZ-146395	Canceled	21 days ago
Test Only - created a case on samsung android 2	Tricia	Other	NZ-144075	Resolved	2 months ago

For further information on these new features, or any other queries regarding the changes in this release, please contact Medtech Support via:

- Medtech32 application [**Help ► Contact Support**]
- Online Chat: [www.medtechglobal.com](http://www.medtechglobal.com)
- Email: [support@medtechglobal.com](mailto:support@medtechglobal.com)
- Phone: **0800 2 MEDTECH (633 832)**