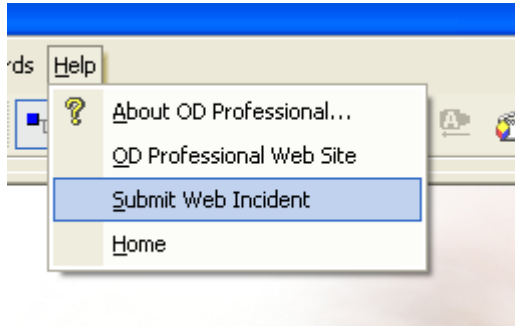


How to Submit a Web Ticket from within OD Professional

Please follow these steps to submit a web ticket from within OD Professional:

1. Go to Help on the top menu bar and select "Submit Web Ticket"



2. Please ensure that all areas that state {Required} are completed

OD Professional™ Incident Ticket

In order to help our support team service your needs effectively and efficiently, please be descriptive and specific. This will allow us to respond to and resolve your issue as soon as possible. **Please record only one incident per form.** If you have several incidents, you need to create separate incident tickets. Thank you.

Your Name:
Doctor's Name:
Email Address:
Phone Number: - -

Brief description of issue or question: [REQUIRED]

Provide patient names and/or invoice numbers or any other specific examples of the issue.

3. Please ensure to click Submit at the bottom (this will go directly to Client Services in an email)

Other: [SPECIFY BELOW]

Additional details: [OPTIONAL]