



There are various methods Core Options™ hospitals may use to place a service request to Quantros' Customer Support Team. This FAQ will serve as a convenient guide for those methods:

Customer Self-Service Support Portal

The Self Service Support Portal is a web based tool permitting an authorized user to log a service request to Quantros' Customer Support Team. This is the preferred method for contacting Support and will help expedite case resolution. Access to the portal can be found at this link: <http://quantros.com/supportportal.htm>

To request a **USER ID** and **PASSWORD** for portal access, send an email to support@quantros.com with the subject "Request for Self-Service Portal Access". Please note the Support Portal login is separate from our applications. The Support Portal User Guide can be downloaded by using the link below. <http://quantros.com/supportportal.htm>

Web-to-Case Form

If you are not registered to use the Support Portal tool, use the Web-to-Case form to request support. You can select a product from a drop down menu. *NOTE: This form is ONLY to be used for Technical Support related questions. Fields indicated with an asterisk* are mandatory so the case gets routed to the correct support engineer. <http://quantros.com/support/submit-a-support-request>

Support via Telephone

To speak directly with a Quantros Technical Support Engineer the standard support hours of operation are: 8:00AM – 9:00PM, Monday – Friday, Eastern Standard Time (EST) (excluding Quantros' observed holidays). Dial 1-877-782-6876 option 2, 3.

Requesting after Hours Emergency Phone Support

Should a service request be required after the standard Quantros support hours 8:00AM – 9:00PM, Monday – Friday, Eastern Standard Time (EST), a call to 1-877-782-6876 option 2 should be made. This request should be reserved for true Severity 1, emergency issues and should not be used for general questions or administrative requests. You will be prompted to leave a message and a support engineer will call back within one hour.

Response Times/Priority Descriptions

Quantros' committed Service Level Agreement (SLA's) and Priority Definitions are as follows:

Priority Level	Response Time	Priority Definitions
P1	1 Hour or less	Customer is experiencing system crashes when attempting to use product. Product is unavailable or not responding, HIPAA Violation, and/or data loss.
P2	4 Hours or less	Customer is able to continue working but is unable to complete important "time sensitive" tasks, and most password issues.
P3	8 Hours or end of next business day	Customer is able to continue working but is unable to complete tasks that are not considered "time sensitive". Customer has questions regarding "how to" use the product (training issues).
P4	16 Hours or next business day	Cosmetic, Documentation changes

Quantros Management Contacts

Quantros is committed to provide Exceptional Service to our Core Options™ clients with every interaction. Should there ever be a need to discuss a situation where less than Exceptional Service has been provided, please contact the team's management as identified below.

Name	Work Phone	Cell Phone	Email
Ryan Jung (Technical Lead)	(408) 514-4838	(415) 713-7654	rjung@quantros.com
Tim Methenitis (Director, Client Care)	(408) 514-4818	(408) 497-4763	tmethenitis@quantros.com