



# **HOLON USER GUIDE**

## **Holon Help Center**

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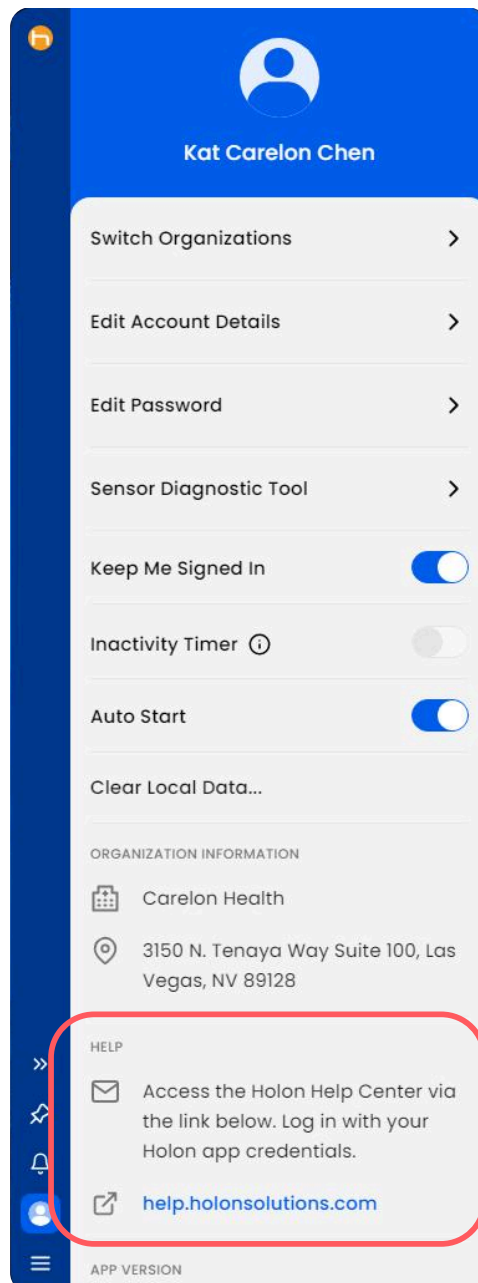
# Holon Help Center

## 01 Launch the Holon Help Center

Visit the following link to access the **Holon Help Center**:

 [help.holonsolutions.com](https://help.holonsolutions.com)

This link can be accessed via the Holon app by going to **Profile & Settings** > **Help** section at the bottom of the page.



## 02 Sign In

Sign into the Holon Help Center (powered by Zendesk) using your Holon app credentials.

Connecting to zendesk  
Sign In with your account to access Zendesk

**holon.**  
Healthcare should feel human.

Sign In

User ID

Password

Keep me signed in

[Sign in](#)

[Forgot password?](#)  
[Help](#)

## 03 Navigating Help Center

Through the Help Center home page, you will be able to submit and track support requests. In addition, you will have access to articles on installation, troubleshooting, and app user guides.

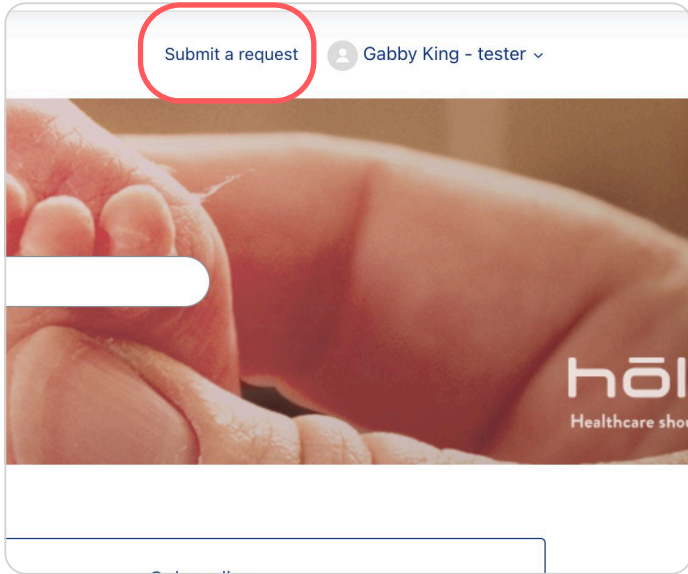
Holon Help Center [Submit a request](#) Gabby King - tester

[Installation](#) [Onboarding](#)

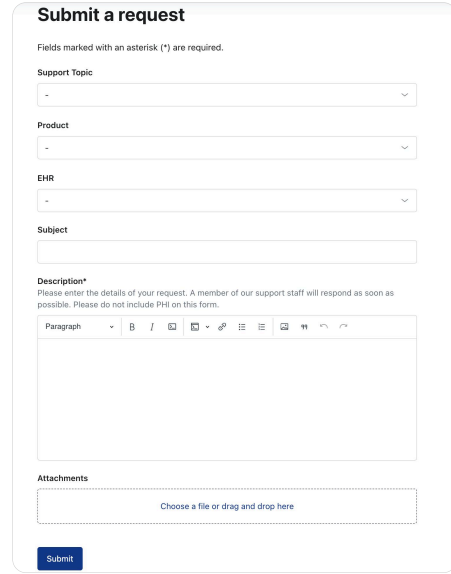
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## 04 Submitting and viewing requests

**A** Click on **Submit a request** on the top of your page.

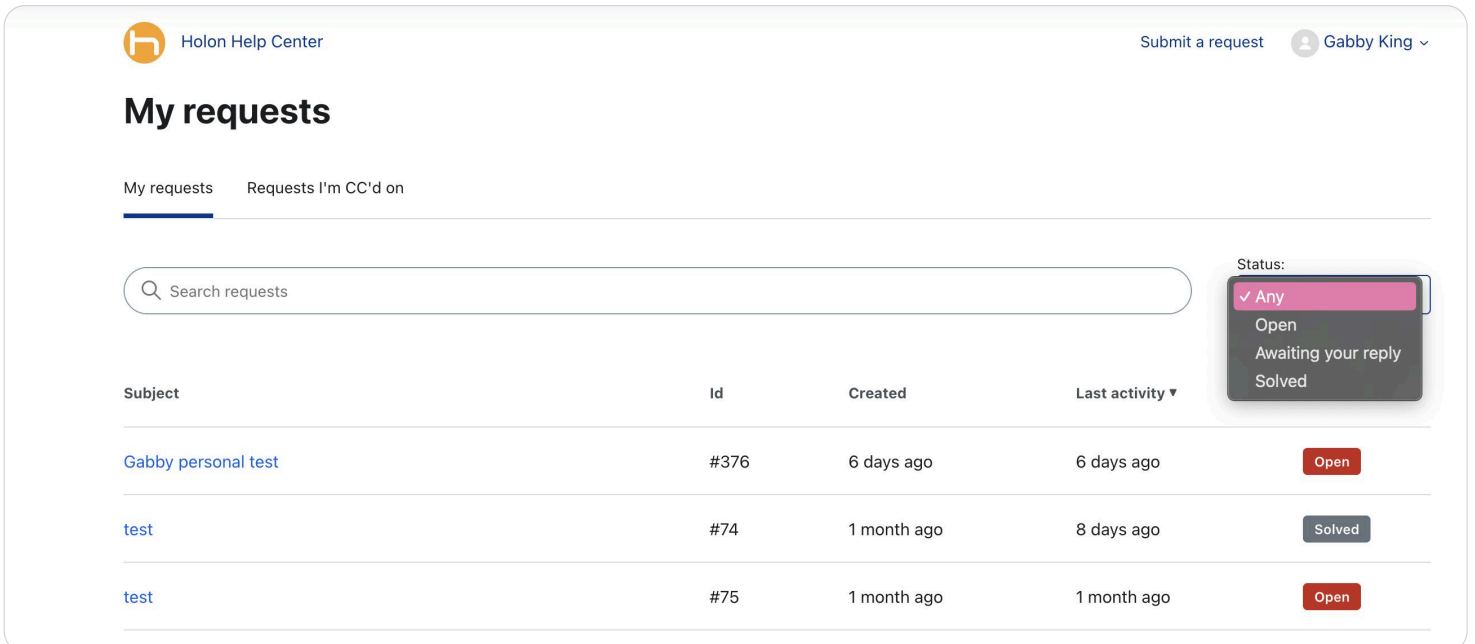


**B** Complete the support form and click **Submit** to finish creating your new support request

A screenshot of the 'Submit a request' form. The form includes fields for 'Support Topic', 'Product', and 'EHR', each with a dropdown menu. Below these is a 'Subject' text field and a 'Description\*' text area with a rich text editor toolbar. A note states: 'Please enter the details of your request. A member of our support staff will respond as soon as possible. Please do not include PHI on this form.' There is an 'Attachments' section with a 'Choose a file or drag and drop here' button. At the bottom is a blue 'Submit' button.

**C** Upon creating your new support request, you will receive an automated email linking you back to your case, where you can communicate with your Holon support team.

**D** To view your request, click on your profile in the top right corner and select **Requests**. You will be able to view and manage all your requests, including all of your active and past resolved tickets and tickets you have been cc'd on.

A screenshot of the 'My requests' page in the Holon Help Center. The page header shows the 'Holon Help Center' logo and the user profile 'Gabby King'. Below the header, there are two tabs: 'My requests' (selected) and 'Requests I'm CC'd on'. A search bar is present with the placeholder text 'Search requests'. A table lists the requests with columns for 'Subject', 'Id', 'Created', and 'Last activity'. A 'Status' dropdown menu is open, showing options: 'Any' (checked), 'Open', 'Awaiting your reply', and 'Solved'. The table contains three rows of data.

Subject	Id	Created	Last activity	Status
<a href="#">Gabby personal test</a>	#376	6 days ago	6 days ago	Open
<a href="#">test</a>	#74	1 month ago	8 days ago	Solved
<a href="#">test</a>	#75	1 month ago	1 month ago	Open

## 05 How to CC others to access a ticket

Once you have created a new support case, you can CC your team members to give them access into that ticket via email.

In your email inbox, find and open your ticket confirmation email from the Holon Help Center. Click reply all and add those you would like to have access to this ticket in the CC line. Click send.

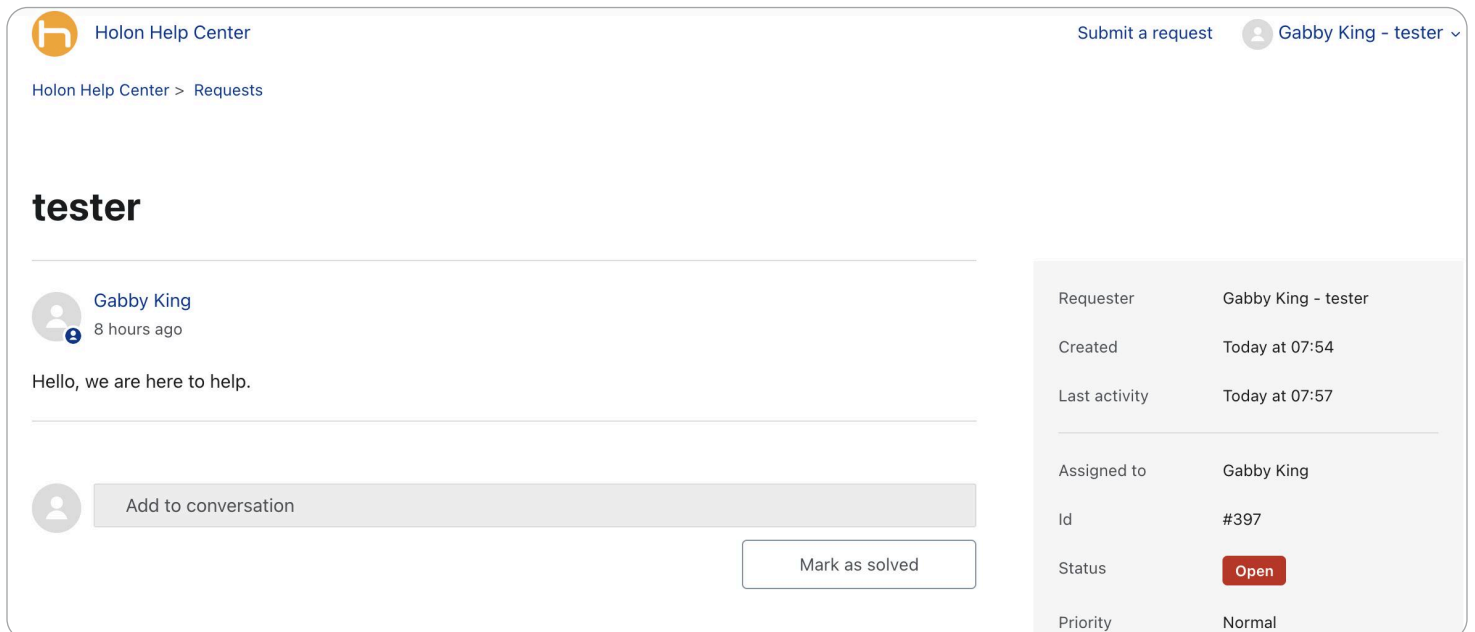


Anyone who has been CC'd on a ticket will be able to find this ticket in their own view of the Holon Help Center. CC'd requests can be found under **Account > Requests > Requests I'm CC'd on**. Please note, CC'd users will have the same capabilities to reply & act on support tickets.

## 06 Closing your request

While viewing your support case in the Help Center, you are able to take action on the request's status.

Open up your desired support request in the **My requests** page. To close the case, click **Mark as solved** beneath the conversation box.

A screenshot of the Holon Help Center interface. The top left shows the 'Holon Help Center' logo and name. The top right has a 'Submit a request' button and a user profile for 'Gabby King - tester'. Below the header, the breadcrumb 'Holon Help Center > Requests' is visible. The main content area shows the name 'tester' in large bold text. Below this, there is a profile card for 'Gabby King' with a profile picture, name, and '8 hours ago' timestamp. The message text reads 'Hello, we are here to help.' At the bottom left, there is a 'Add to conversation' button. At the bottom right, there is a 'Mark as solved' button. On the right side, there is a metadata table with the following information:

Requester	Gabby King - tester
Created	Today at 07:54
Last activity	Today at 07:57
Assigned to	Gabby King
Id	#397
Status	Open
Priority	Normal