omeda

Welcome to the Omeda Client Support Portal

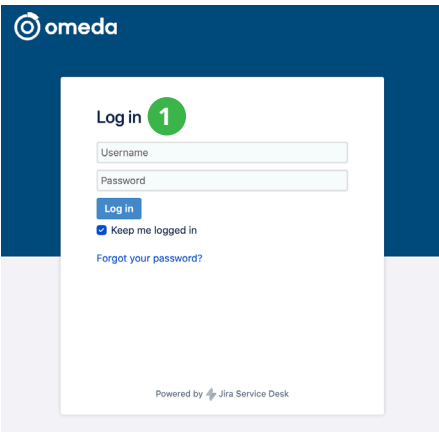What do you need help with? 🔍

Omeda Client Portal - Quick Start Guide

We are excited to introduce you to the new Omeda Client Support Portal - your one-stop interface to all our support options. Request service, report bugs, add products, ask a question and more ... all from one convenient place. Get started Now:

1 Log in with your existing JIRA account:

Use your existing JIRA account credentialsto log into your organization's service portal. Your log-in will automatically take you to to the Support Portal Home screen below.

If you don't remember your login, please use the "Forgot Your Password" Link or contact your Audience Services Team for support.

support.omeda.com

2 Submit a Request

You can search for request types, or select from the list to submit your service requests as needed.
Once you submit your request, we will automatically route it to the Omeda Support team member to assist you.

NOTE: Priority "Critical Path" is reserved for system outages/service interruptions, and emergency Email Support.

3 View Existing Requests

We have moved all of your existing open and resolved requests to the new portal for your convenience.

4 Manage your Preferences

View & Manage your Profile & Notification Settings
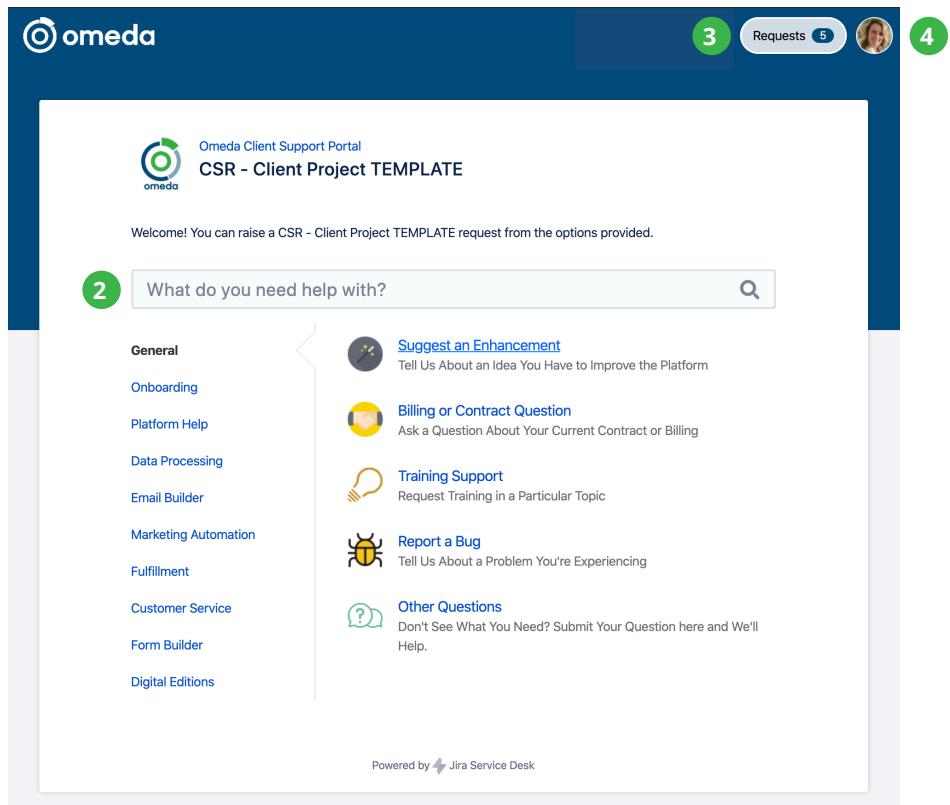
Questions? **Contact your Audience Services Manager.**

5 **Requests:**

Once you selected the "**Request**" button on the top right next to your profile icon, you will see a list of all requests you are involved with. The list defaults to "**Open requests**", but you can filter by the other options listed below.

omeda   Requests 5

Omeda Client Support Portal

Requests **5**

| Open requests ▾ | Created by me ▾ | CSR - Client Project TEMPLA... ▾ | Search for requests 🔍 |

Type	Reference	Summary	Service desk	Status	Requester
❓	OSDTEMP-27 **6**	test	CSR - Client Project TEMPLATE	REOPENED	Bettina Lippisch

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Powered by ⚡ Jira Service Desk

6 **Issue Detail View & Features**

Select the issue to view details, add comments, share with other's in your organization, and change issue status.

Omeda Client Support Portal / CSR - Client Project TEMPL... / OSDTEMP-27

test

Comment on this request... **7**   📎

Activity

Bettina Lippisch 11/Mar/20 9:27 AM LATEST **8**
Testing comment with Client

Bettina Lippisch 11/Mar/20 9:14 AM
Reply to customer comment

Your request status changed to **Reopened**. 04/Mar/20 4:29 PM

WAITING FOR SUPPORT
👁 Don't notify me
🔗 Share **9**
➡ Escalate **10**
➡ Resolve this issue
➡ Cancel request

Shared with **11**
Bettina Lippisch
Creator
Omeda Onboarding
Remove

7 **Comment**
Comment on an issue

8 **View Comment & Ticket History**

9 **Share**
Share a comment with other Jira users in your organization.
NOTE: This feature replaces the "Watcher" feature.

10 **Change Status**
Change the Request Status.

11 **View Participants**
View who is participating on the issue.