



# TELUS Health Community Portal Guide

Revised November 30, 2016

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# TELUS Health Community Portal

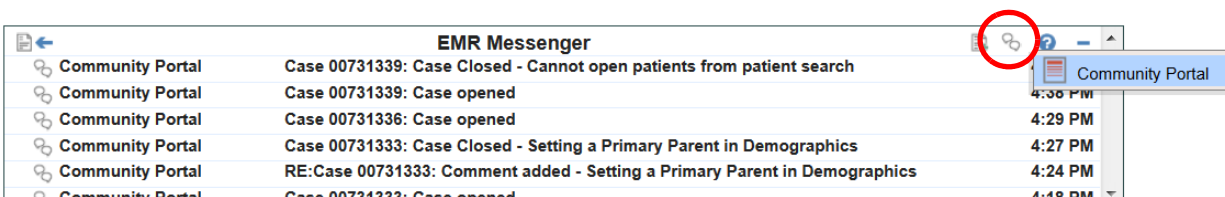
The TELUS Health Community Portal is a web portal designed for physicians, clinicians, clinic managers and administration staff who use TELUS Health electronic medical records (EMR) software. On the community, you can:

- Create groups, share best practices and interact with your peers within the **Chatter** social networking feature.
- Submit suggestions for new **Ideas** and enhancement requests for your EMR. Vote and comment on other people's suggested **Ideas**.
- Search for answers to your questions. If you don't find the answer, you can post your questions in the **Q&A** section and receive answers from TELUS Health or other community users.
- Request support by creating new **Cases** or tracking your existing open **Cases**.

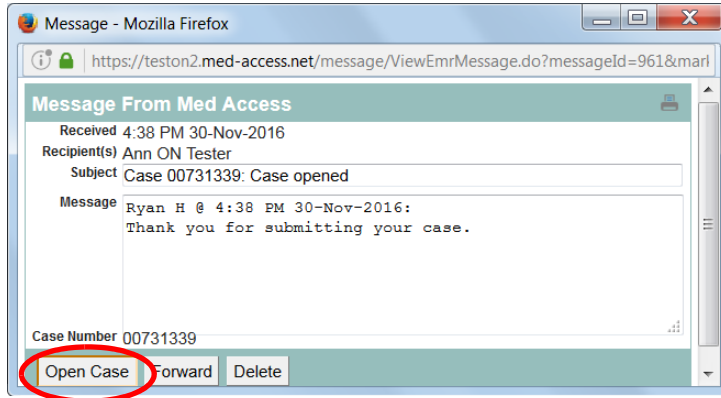
## Accessing the portal

You access the community portal through the Med Access **EMR Messenger** in one of the following two ways.

In the top right corner, click the portal icon  and choose **Community Portal**. This opens the **Home** tab of the portal.



Or, if you have received a message from the community portal regarding a support case, click the **Open Case** button within the message. This opens the case's details in the portal. For more information, see "Cases" on page 20.



No login is required.

## Set up your community profile

Set up your community personal profile to upload a photo and update your contact information and preferred language. This makes it easy for others portal users to contact or recognize you.

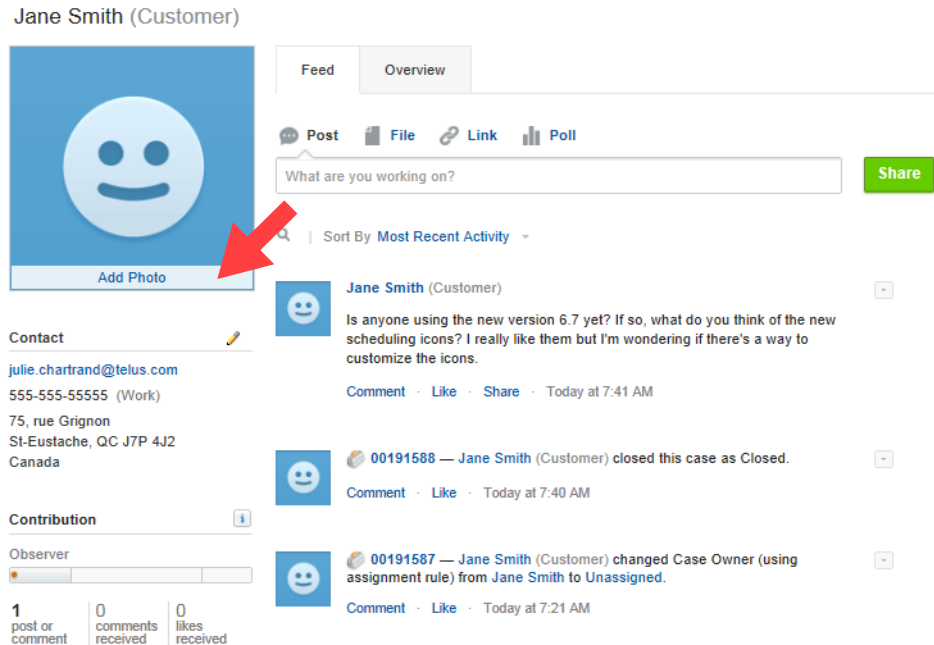
### Steps

1. Click your user name in on the top right corner of the screen and then click **My Profile**.




2. Upload a photo:

- Hover your mouse over the happy face icon and click **Add Photo**.



- Browse to your photo on your computer, select it, and save it.

3. Add or edit your contact information.

- Next to **Contact**, click the pencil icon .
- In the **About** and **Contact** tabs, add the information that you want to share. If you want to share your contact info with all community users, choose the **External** option. To make your information available only to TELUS Health employees, choose **Employees**.



4. View your profile and portal activities:

- Click the **Overview** tab to view your activity within the **Q&A** and **Ideas** sections, view which groups you belong to, and see who's following you and who you are following.
- Click the **Feed** tab to see your Chatter feed or to post an update.

# Chatter

Chatter is a social networking tool within the TELUS Health Community Portal and enables you to post information with other users and to follow other users, similar to Facebook, Twitter, and LinkedIn.

You see a feed of users' posts, and you can comment and join in discussions. You can share files, join groups, and follow other users.

You also see a feed of your **Cases** activity within the **Chatter** section of the community portal.

The screenshot shows the Chatter interface with five red arrows pointing to specific features:

- 1:** Points to the post type selection options: Post, File, Link, and Poll.
- 2:** Points to the search bar with the placeholder text "What are you working on?".
- 3:** Points to the "Click to add topics" section below a post.
- 4:** Points to the "What I Follow" sidebar menu, which includes options like To Me, Bookmarked, People, Groups, Files, and Topics.
- 5:** Points to the "Recommendations" sidebar, which lists groups like "PS Suite Group" and "ttran@234.co".

1. Post a new tip, thought, or conversation and then **Share** it. You can also choose to post a file, link, or poll.
2. Search for information within Chatter.
3. After you add content, add **Topics** so that other users can easily find the information.
4. Change what you see in your feed.  
You can search for **People** in the community and then choose to follow them to see what they post. See who you follow and recommendations of who to follow.

See what active **Groups** exist and join groups.

See all **Files** that were shared by other users within the community.

- Chatter provides **Recommendations** to help you identify the people, groups, files, and records that closely relate to your job and interests. The more recommendations you accept, the more updates you see in your feed.

## Viewing your feed

Your feed is the list of conversations that appears when you go to the Chatter section. By default, you see a chronological list of all of the content that was shared by people that you follow, shared to one of your groups, or shared directly with you (with an @ mention).

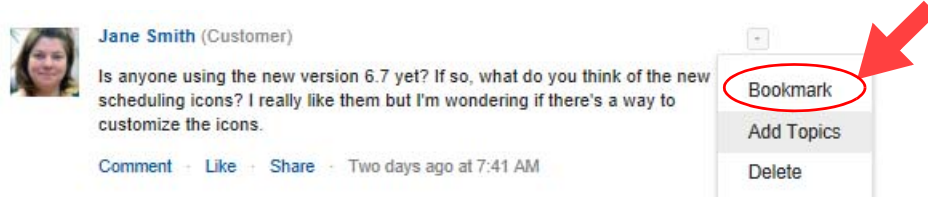
You can add more content in your feed by following more people and by joining groups.

The screenshot displays the Chatter 'Recent Posts' interface. On the left is a navigation sidebar for Jane Smith, including 'Feed', 'What I Follow', 'To Me', 'Bookmarked', 'People', 'Groups', 'Files', and 'Topics'. The main content area shows a 'Post' input field with a 'Share' button. Below it are two posts: one from Jane Smith asking about inserting a PDF handout into an EMR, and another from Jane Smith sharing a PDF file titled '1 - EMR 101'. The right sidebar features 'Recommendations' for groups like 'PS Suite Group' and 'Wolf EMR Users', and 'Trending Topics'.

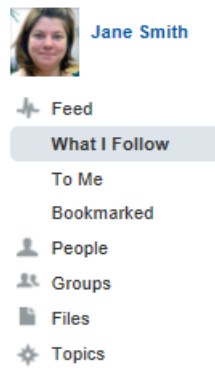
### Tips

- **Comment** on, **Like**, or **Share** a conversation in your feed using the links below that conversation.
- Use the **Recommendations** on the right side of Chatter to discover new people and content. Click **Follow** next to the person, record, or file you want to follow.
  - Click **Join** to become a group member.
  - Click **More** to see an even longer list of recommendations.

- To find a post later, click the arrow next to a post and **Bookmark** it.



- Change what you see in your feed. In the left side of Chatter, choose to view people, groups, files, or content by topics.



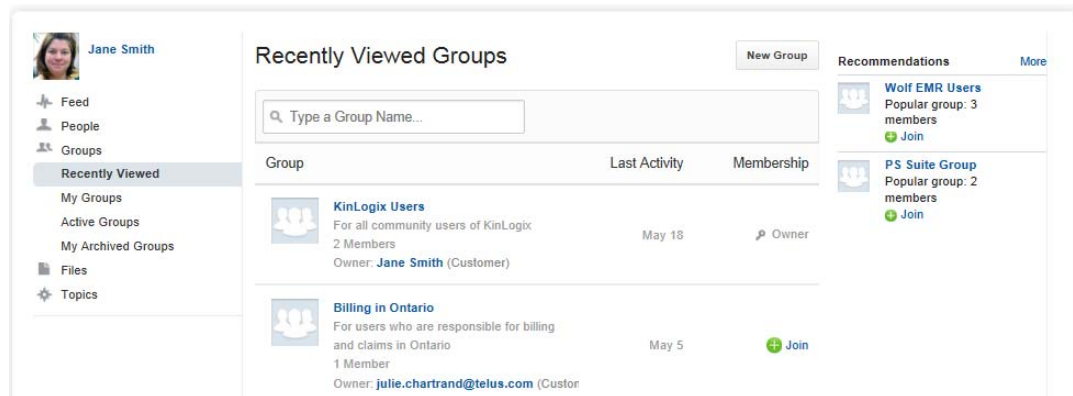
## Joining and creating groups

Join an existing group or create a new group to participate in special-interest discussions and collaboration and to see more content in your Chatter feed. You see all of your groups' posts within your Chatter feed.



## Steps

1. To see available groups, to join a new group, and to create a new group, click **Groups** in the left menu.



2. To create a new group, click **New Group**, name your group and provide a description so that other users know what you will discuss in this group. If you make a group private, you must manually accept new members. Anyone can join a public group.
3. To join an existing group, click **Active Groups** in the left menu to see all group. Then, click **Join** or **Ask to join** (for private groups).

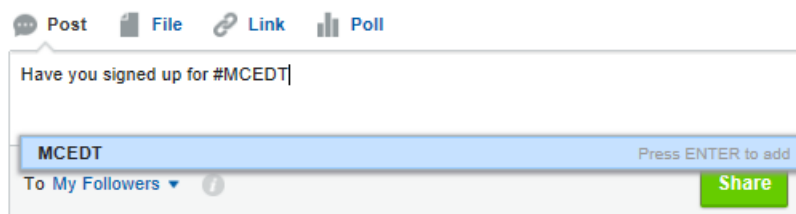
## Posting an update

You can quickly share a tip, ask a question, and share a file or link with other portal users. The people who follow you or are in the same groups as you will see what you post within their Chatter feeds. People can then comment on your post and engage in a conversation right in the feed.

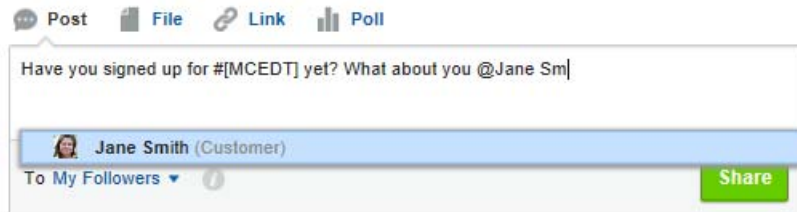
If someone does not follow you or is not in the same groups as you, they can still see what you have posted by viewing your profile from the People section of Chatter or by searching within Chatter. Posts made in a private group can only be seen by members who are in that group.

## Tips

- Use hashtags (#) in your posts so that others can easily find information and to categorize your posts (e.g., #MCEDT or #billing).  
Type # and the word that you want to tag and then press Enter {Return} to add it.



- Use @ mentions to loop people into conversations and to directly mention them. Maybe you want to say thank you to another community user for sharing useful information (e.g., Thank you @Jane for sharing your stamp!). Type @ and part of the user's name. A list of users will appear. Click the user to add him or her.

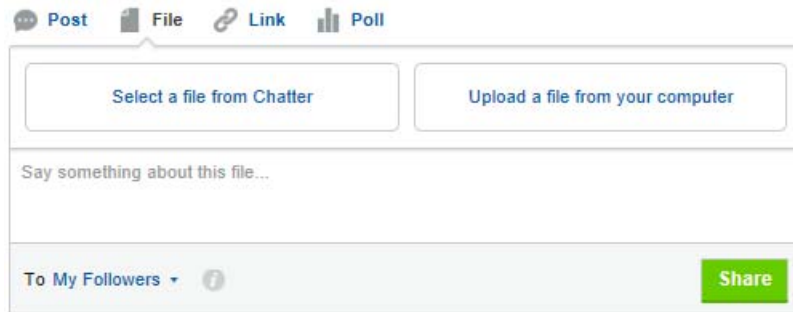


## Sharing files

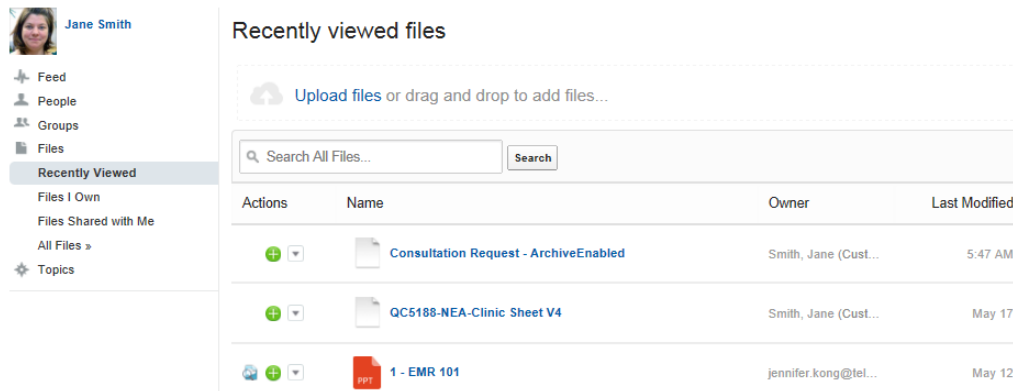
You can post a file that you want to share with other community users. For example, you can post a form, stamp, handout, or presentation.

## Steps

1. In your Chatter feed, click **File** and then select to **Upload a file from your computer**. Select the file, type a description, and then **Share** the file.



2. To see all files that were shared in Chatter, click **Files** in the left menu.



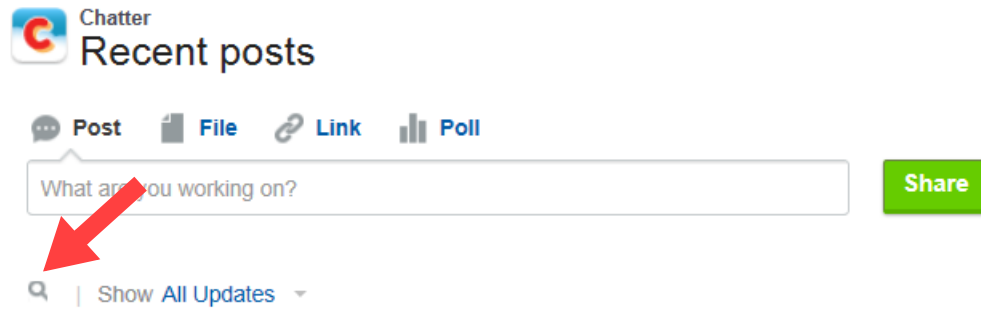
3. From the **Actions** column, you can choose to download the file, share it, or upload a new version.

## Searching for information in Chatter

Over time, your Chatter feed will become quite long. You can search your Chatter feed to find content that was already posted. You can also search for information that was posted by others and that does not appear in your feed.

## Steps

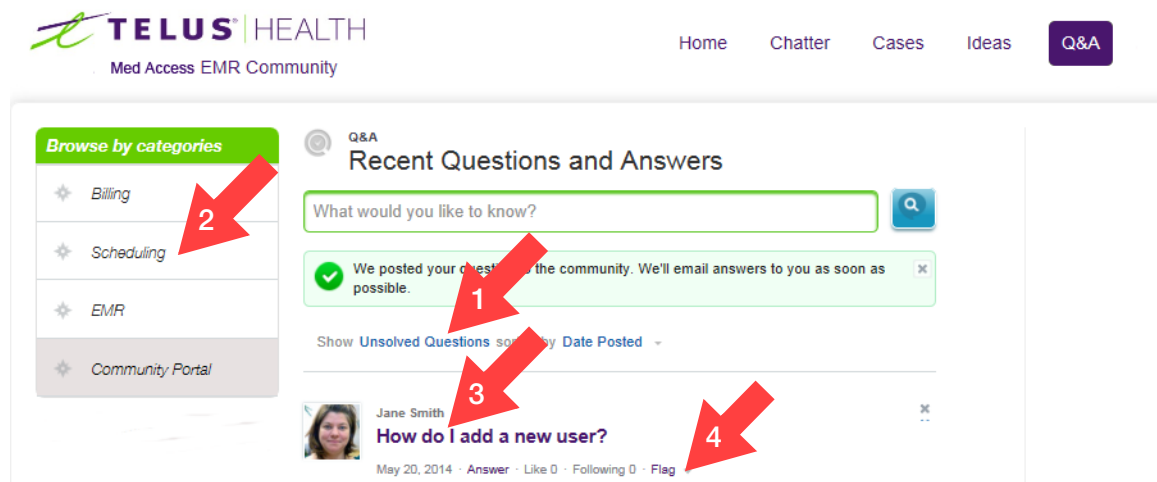
1. In your feed, click the search button and then type your search terms.



2. If no matches are found in your feed (people you follow and groups that you belong to), you have the option to search all feeds.
3. Once you find what you are looking for, you can **Bookmark** it to easily find it later.

## Q&A

Do you have a question about your EMR? The **Q&A** section is where you can search for answers to your question. If you don't find the answer, you can post your questions and receive answers and comments from other users or from TELUS Health staff.



By default, you see all questions sorted by the date when they were posted. You can use the categories in the left menu to filter the questions that you see.

- Use the filters below the question field to show only certain types of questions.
  - Most Popular** questions are the ones that received the most “likes” within a certain amount of time.
  - Solved Questions** are questions that received an answer and the person who asked the question (or TELUS Health) marked one of the replies as the “best answer”. The best answer appears directly below the question and above other replies. Best answers help other community users with the same question quickly find the most relevant and useful information.
  - My Questions** shows only the questions that you asked.
- Use the categories on the left to show only questions for that area.

3. Click a question to see its details and answers. Like a question to vote for it. The numbers show how many people like or follow that question. You can also flag inappropriate content for moderators.
4. If you know the answer or want to show your support for a question, use the links below the question.

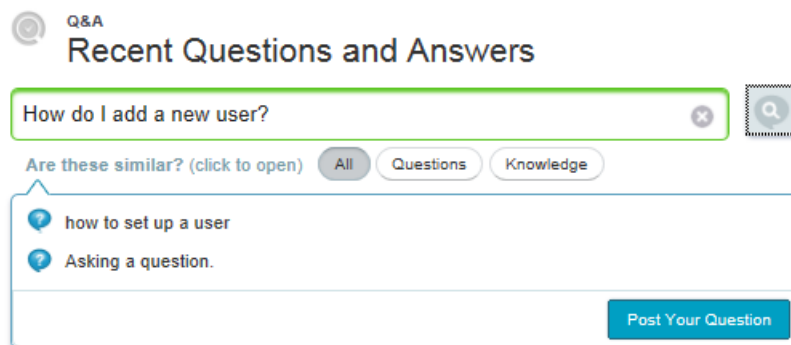
When you **Like** a question, it ranks higher in popularity. If you notice inappropriate activity, you can **Flag** it for TELUS Health staff.

## Asking a question

When you ask a question in the **Q&A** section, the portal provides a list of suggested answers from answers to other questions and from the vast database of knowledge articles. If you don't find an answer to your question, you can post your question to the community and receive answers and comments from other users or from TELUS Health staff.

### Steps

1. From the **Q&A** section, type your question in the text box and click the  button.



The screenshot shows the 'Recent Questions and Answers' section. At the top, there is a search bar containing the text 'How do I add a new user?'. Below the search bar are three filter buttons: 'All', 'Questions', and 'Knowledge'. A dropdown menu is open, displaying two suggested answers: 'how to set up a user' and 'Asking a question.'. At the bottom right of the dropdown menu is a blue button labeled 'Post Your Question'.

2. A list of possible answers appears. If one answers your question click it, otherwise, click **Post Your Question**.

3. If you post your question, type your full question (use the buttons to format it, if you want), choose a topic that most matches your question, and then click **Post to Community**.

4. Your question now appears and is ready for an answer.

## Answering or commenting on a question

If you know the answer to someone's question, go ahead and answer it or add your comments. Other users can vote for your answer by liking or disliking it.

Under the question, click the **Answer** link. Type your answer and then click **Answer**.

To see if someone answered your question, filter the questions to show only **My Questions**.

# Ideas

Have an idea for improving your TELUS Health EMR? Do you want to request an enhancement or a new feature? In the **Ideas** section, you can post, vote for, and comment on ideas for your EMR.

Once you post an idea, other users can vote on it and add comments. Each vote adds 10 points to an idea and comment activity increases its ranking level. The number of votes and comment activity may help this idea become a reality in the software.

- The **Popular Ideas** tab sorts the ideas by an internal calculation that reflects the idea's positive votes and their age. Ideas with newer positive votes display higher on the page than ideas with older positive votes. This allows you to browse ideas that have most recently gained popularity, followed by older ideas that received positive votes in the past.
- The **Recent Ideas** tab sorts the ideas by date submitted and shows the most recent ones at the top.
- The **Top All-Time** tab sorts ideas by the number of points. This allows you to see the most popular ideas since the inception of the community.
- The **Comments** tab lists the comments received that were most recently submitted. You can also view all the comments for a particular idea by clicking that idea.



Change the **Category** filter (below the tabs, on the right side) to show only ideas that are related to an area of the EMR.

Change the **Status** filter to show only ideas that are in a specific product development cycle.

Click an idea to view the details and comments from other users.

## Status of ideas

When TELUS Health reviews and evaluates ideas for inclusion in the product development process, we will update the status of the idea accordingly. The status lets you know where the idea stands and when you can expect an update. Here are the definitions of each available status:

- **New:** The idea is newly submitted and has not yet been reviewed by the TELUS Health product management team.
- **Under Review:** The TELUS Health product management team is currently reviewing and considering the idea for inclusion on our roadmap. The idea will be reviewed and updated in the future. Please note that feature and product plans are always subject to change.
- **On Roadmap:** The idea is on our roadmap for an upcoming release, however development work has not yet started and a release date or version has not yet been set. The idea will be updated when development work has started. Please note that feature and product plans are always subject to change.
- **In Development:** The idea is on our roadmap for an upcoming release and development work has started. An exact release date or version may not yet have been set. The idea will be updated when the feature is available and ready for delivery. Please note that feature and product plans are always subject to change.
- **Now Available:** The idea is delivered and is generally available. No further updates will be made to the idea.
- **Existing Feature:** The idea is a feature that already exists in the product. No further updates will be made to the idea.
- **Not Planned:** The idea has been declined and is not planned or being considered for our short or long term roadmap. No further updates will be made to the idea unless future roadmap plans change.

## Posting an idea

Post an idea so that TELUS Health can consider adding it in future releases of the software and to generate discussions with other users of the community. When you post an idea, it appears at the top of the **Recent Ideas** tab and your vote (promote) with 10 points is automatically applied to the idea.

### Steps

1. From the **Ideas** section, click **Post Ideas**.

The screenshot shows the TELUS Health Med Access EMR Community interface. At the top, there are navigation links for Home, Chatter, Cases, Ideas, and Q&A. The main content area is divided into sections: 'Recent items' on the left, 'Top All-Time' in the center, and 'Popular Ideas' below. A red arrow points to the 'Post Ideas' button, which is part of a sequence of actions: 'Post Ideas' (lightbulb icon), 'Vote for Ideas' (checkmark icon), and 'Add Comments' (speech bubble icon). Below this, there are tabs for 'Popular Ideas', 'Recent Ideas', 'Top All-Time', and 'Comments'. A dropdown menu for 'Category: All' and 'Status: All' is visible. The main content area displays an idea titled 'Spellcheck Now Available' with a description: 'Spellcheck should be a feature for all text typing, but especially in letters or referrals.' It has 9 comments and was posted by jane.smith to EMR on 12/06/2013 9:26 AM. The idea has a 'promote' button and a 'demote' button, with a score of 1250 Points.

2. Type a title. If similar ideas were already posted, a list appears below your title.

The screenshot shows the 'Describe Your Idea' form. At the top, there is a 'Post Idea' button and a 'Cancel' button. The form is titled 'Describe Your Idea' and has a 'Post' button and a 'Cancel' button. The form fields are:
 

- Zone:** KinLogix
- Title:** A text input field.
- Description:** A rich text editor with a toolbar containing icons for undo, redo, bold, italic, underline, link, unlink, list, and other formatting options.
- Categories:** A section with two boxes: 'Available' and 'Chosen'. The 'Available' box contains a list of categories: EMR - Administrative, EMR - Medical, and KinLogix Portal. There are arrows between the boxes to move items.

 At the bottom of the form, there are 'Post' and 'Cancel' buttons.

If one looks similar to yours, click it to view it in a new window. You can read a description of the idea and vote for it and add a comment instead of posting your duplicate idea to the community.

If none of the ideas in the list are similar to your idea, proceed with the following steps to post your unique idea.

3. Add a description. You can format the text, add an image and include a link to a web site.
4. Choose one or more categories for your idea and click **Post**.

## Voting for an idea

If you like an idea, click **Promote** to show your support. Each vote adds 10 points to an idea.

The screenshot shows two idea cards. The top card is titled "Mobile" with a "Now Available" tag. The description reads: "I want to be able to access my schedule via my mobile phone. I'd also like to be able to take a picture with my phone and easily upload it to a patient record." It has 0 comments and was posted by jane.smith to EMR - Medical on 16/05/2014 3:33 PM. To the left of the card are two buttons: "promote" (with a lightbulb icon) and "demote" (with a minus sign icon). Below these buttons is a box showing "10 Points". A red arrow points to the "promote" button. The bottom card is titled "Automated appointment reminders" with a "New" tag. The description reads: "Nowadays, it's harder and harder to reach patients by phone for appointment reminders. We should be able to send email or SMS (text message) reminders." It has 1 comment and was posted by jane.smith to EMR - Administrative on 16/05/2014 3:31 PM. To the left of the card are two buttons: "promoted" (with a lightbulb icon) and "demoted" (with a minus sign icon). Below these buttons is a box showing "20 Points".

You cannot promote or demote the same idea more than once and you cannot promote an idea that you have already demoted or demote an idea that you have already promoted. Demoting removes 10 points.

An idea can have negative overall points if more users demote the idea than promote it.

To see the last 100 people who voted on an idea, click the idea and scroll to the bottom.

## Cases

If you cannot find answers in the Community Portal, the support team can help you resolve your EMR issues. From the **Cases** area, you can access the EMR support team online to create new support cases and to update or view the progress of your existing cases.

**Note:** Do not use the Community Portal to report urgent issues that require immediate help. If your EMR becomes inaccessible from your clinic location, please call our support team.

**TELUS HEALTH**  
Med Access EMR Community

Home Chatter Q&A Ideas **Cases**

**Recent items**

How I can find a task afte...  
00731208  
00731018  
00731057  
00731039  
00731078  
00731185  
00731180  
00731096  
00731145

**Other Resources**

**Cases Home**

Select the cases you want to view from the dropdown.

View: My Open Incident Cases Go!

**Recent Cases** Create New Case My Open

Case Number	Contact Name	Status	Type	Software Platform	Subject	Date/Time Opened	Case Record Type	Owner Name
<a href="#">00731015</a>	Tester, Ann ON	Open	Med Access			22/11/2016 10:20 AM	Incident	<a href="#">Lauzier, Brigitte</a>
<a href="#">00731018</a>	Tester, Ann ON	Open	Med Access		<a href="#">test ann</a>	22/11/2016 10:36 AM	Incident	<a href="#">Haak, Ryan</a>
<a href="#">00731023</a>	Tester, Ann ON	Open	Med Access		<a href="#">Subject</a>	22/11/2016 11:30 AM	Incident	<a href="#">Lauzier, Brigitte</a>
<a href="#">00731039</a>	Tester, Ann ON	Open	Med Access		<a href="#">ann test incident</a>	22/11/2016 1:19 PM	Incident	<a href="#">Gauthier, Sheila</a>

You can change the **View** to filter the cases:

- **All Incident Cases:** All cases, whether new, open, or closed, related to an incident, issue, or problem, related to your EMR.
- **All Service Request Cases:** All cases, whether new, open, or closed, related to various service requests, such as additional training, adding providers, and requests for additional services.
- **Incident Cases Linked to a Problem:** See “Cases resulting in a software problem” on page 22.
- **My Open Incident Cases:** Cases that you logged that are still open and are related to an issue or problem related to your EMR.

- **My Open Service Request Cases:** Cases that you logged that are still open and are related to various service requests, such as additional training, adding providers, and requests for additional services.
- **Recently viewed cases:** Cases that you recently viewed in the portal.

## What cases can I see?

By default, you see only cases and service requests that you have personally created or logged with the support team (through the community portal and by telephone or email). You don't see the ones logged by other users in your office.

If you are a clinic administrator and you need to see and manage all cases logged by all users in your office (or in multiple offices), contact the EMR support team so that your community portal permissions can be changed.

### **Med Access EMR**

You see all cases or service requests created in 2016 and onwards.

## EMR Messenger notifications for cases

You receive the following notifications from the TELUS Health Community Portal within your Med Access **EMR Messenger**:

- When you open a new case (to confirm that we have received and opened your case)
- When TELUS Health adds a new comment to your case
- When TELUS Health closes your case. We provide closure comments to let you know how your case was resolved.

In all instances, the message includes a link for you to view the details of your case on the portal.

## Cases resulting in a software problem

If your case results in a software problem (a bug) that will be fixed in a new version of the EMR, you will see a related problem number and a related problem status next to your case.

The screenshot shows the TELUS HEALTH Med Access EMR Community interface. The main content area displays a table of incident cases under the heading 'All Incident Cases'. The table has columns for Case Number, Subject, Status, Date/Time Opened, Related Problem #, and Case Record. A red circle highlights the 'Related Problem #' column, which contains case numbers like 00731341, 00731186, 00731184, 00731181, and 00731137. The 'Case Record' column shows the status of each case, such as 'Incident' or 'Closed Incident'.

Case Number	Subject	Status	Date/Time Opened	Related Problem #	Case Record
00731328	Lab results are pri...	Open	30/11/2016 4:09 PM	00731341	Incident
00731185	pfeirpej	Closed	28/11/2016 4:42 PM	00731186	Closed Incident
00731183	re3st	Open	28/11/2016 1:36 PM	00731184	Incident
00731180	test case	Open	28/11/2016 11:35 AM	00731181	Incident
00731129	Multi View and Roo...	Open	25/11/2016 12:48 PM	00731137	Incident
00731015	-	Open	22/11/2016 10:20 AM		Incident
00731018	test ann	Open	22/11/2016 10:36 AM		Incident

In some instances, TELUS Health will provide a workaround to the problem, so that you can continue to use the functionality (with a few extra steps) until the problem is fixed in a future version. When a workaround is available, TELUS Health will close your case. The defect will be tracked through a new software problem ticket until the defect is resolved in a new release of the EMR.

## Creating a new case

Create a new case to log a new issue with the support team. Please provide us with as much information as possible so that we can resolve your issue in a timely manner.

- When and where in the EMR did the problem occur?
- Was there an error message? What did it say?
- What is the desired outcome of the task(s)?
- If you have a request or inquiry, please include all of the related information.

**Note:** Do not use the community portal to report urgent issues that require immediate help. If your EMR becomes inaccessible from your clinic location, please call our support team.

## Steps

1. From the **Cases** area, click **Create New Case**.

The screenshot shows the TELUS HEALTH Med Access EMR Community interface. At the top, there is a navigation bar with 'Home', 'Chatter', 'Q&A', and 'Ideas'. Below this, there is a 'Recent items' sidebar with a list of case numbers. A red arrow points to the 'Home' button in the center. Below the 'Home' button, there is a 'View:' dropdown menu set to 'My Open Incident Cases' and a 'Go!' button. The main content area displays a 'Recent Cases' table with columns for Case Number, Contact Name, Status, Type, Software Platform, Subject, Date/Time Opened, Case Record Type, and Owner.

Case Number	Contact Name	Status	Type	Software Platform	Subject	Date/Time Opened	Case Record Type	Owner
<a href="#">00731015</a>	Tester, Ann ON	Open	Med Access			22/11/2016 10:20 AM	Incident	<a href="#">Lauzi Brigit</a>
<a href="#">00731018</a>	Tester, Ann ON	Open	Med Access		<a href="#">test ann</a>	22/11/2016 10:36 AM	Incident	<a href="#">Haak</a>
<a href="#">00731023</a>	Tester, Ann ON	Open	Med Access		<a href="#">Subject</a>	22/11/2016 11:30 AM	Incident	<a href="#">Lauzi Brigit</a>

2. Type a summary of your issue as the subject and a detailed description. Be as descriptive as possible.

### Case Edit New Case

**REMINDER: This is an unsecured method of communication. Please do not include personal health information in your communications to TELUS Health.**

#### Case Edit

#### Incident Case Details

**I** = Required Information

Contact Name Jane Smith

Assigned To Role Override

Account Name

Status

Case Origin

Software Version

Case Record Type Portal Incident Case

#### Description Information

Subject

Description

Related Problem Number  
Public Workaround Details

3. Click **Submit**.

After you submit your case, it is assigned a case number.

## Viewing and editing a case


View a case to see the details of its status and any comments or workarounds provided by the support team. You can also edit your cases's subject and description and add new comments.

### Steps

1. In the **Cases** area of the community portal, click the case number to open it.
2. Review the case details.

**Tip:** Click **Show Feed** near the top left to open or collapse the day-by-day feed related to the case.

- If your case resulted in a defect within the EMR, an additional problem number is assigned to your cases.
- If a workaround is available, you can see the problem workaround details.

 Case  
**00638502**

[Printable View](#)

[Show Feed](#)

[Back to List: Cases](#)

[Case Comments \[1\]](#) | [Emails \[1\]](#) | [Case History \[3\]](#)

**Case Detail**

[Edit](#) [Close Case](#)

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**Incident Case Details**

Contact Name	Jane Smith	Case Number	00638502
Account Name	Wolf - Traction Test Account	Case Owner	
Contact Phone	(613) 555-5555	Assigned To Role	Wolf Level 1 CEC
Contact Mobile		Assigned To Role Override	
Contact Email	julie.chartrand@telus.com	Status	Open
		Case Origin	Portal
		Software Version	

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**System Information**

Created By	Jane Smith, 22/08/2016 11:19 AM	Last Modified By	Julie Chartrand, 31/08/2016 10:33 AM
		Case Record Type	Portal Incident Case

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**Description Information**

Subject 🗨️ Seeing an ORADB 123 error when cancelling an appointment

Description 🗨️ When I cancel an appointment for some patients, I see the following error:

ORADB 123 Unable to cancel.

The appointment still cancels as expected, but I'm not sure why the error appears.

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**Problem Ticket Details**

Related Problem Number	00638503	Related Problem Status	Open
Related Problem Category	Scheduling	Related Problem Fixed in Version	
Related Problem Sub-category	Appointments		

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**Workaround Details**

3. To add a comment and communicate additional information to the support team, click **Add Comment**. Any changes will be visible to the support team members who are investigating your issue.



- To edit the case subject or description, click **Edit**.

## Closing a case

If you end up resolving your issue on your own or if you created a case in error, you can close it.

### Steps

- In the **Cases** area of the community portal, click the case number to open it.
- Click **Close Case**.

**Close Case**

Case Edit

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**Close Case Details** | = Required Information

Case Number 00638541

Status

Customer Case Close Comments

- In the **Status** field, choose one of the following:
  - **Closed** to indicate that you found your own solution.
  - **Discarded** to indicate that you logged the case in error.
- In the comments field, type a description to let us know why you are closing you case.
- Click **Submit**.