The GLHC Support Team is the front line single point of contact for technology support for all users of the GLHC HIE solution suite. The Help Desk provides technology assistance via telephone, and email based queries. The Support Team uses a trouble ticket system to record and track all technology requests and to triage service. It is the Support Team's goal to assure that all technology problems and requests for service are resolved to our participant's satisfaction in an efficient and timely manner. This document provides details and expectations for GLHC's Help Desk response procedure.

During Regular Business Hours:

Dialing (844) 454-2443 will connect you to the GLHC reception desk. The receptionist will answer and then forward your call to the appropriate GLHC staff person. In the event that the receptionist is unavailable, the automated answering system will prompt you to enter your party's extension, select the corporate directory, transfer to Support, or allow you to leave a voicemail message.

If you select the "transfer to Support" option, your call will be routed to the Support Team Help Desk. Anyone team member may answer your call. If all team members are helping other callers, you will be asked to leave a message including your name, contact number and a brief description of your issue. Your call will be returned by a Support Team member in the order in which it was received and at their earliest availability.

Submitting a ticket:

You may submit a ticket to Support@gl-hc.org at any time. However, tickets are only monitored during regular business hours (Monday-Friday, 8:00AM – 5:00 PM EST). For urgent production issues that occur outside of regular business hours, please call (844) 454-2443 and select Support from the menu. Your call will be forwarded to the after-hours GLHC team member on duty.

After submitting a ticket you will receive an email message summarizing and confirming that the issue has been logged for response. A GLHC Support Team member will address the ticketed issue at their earliest availability.

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