


# CHC Support Desk SigmaCare

*You can now select the CHC Support Site in Sigma Care by following the instructions below.*

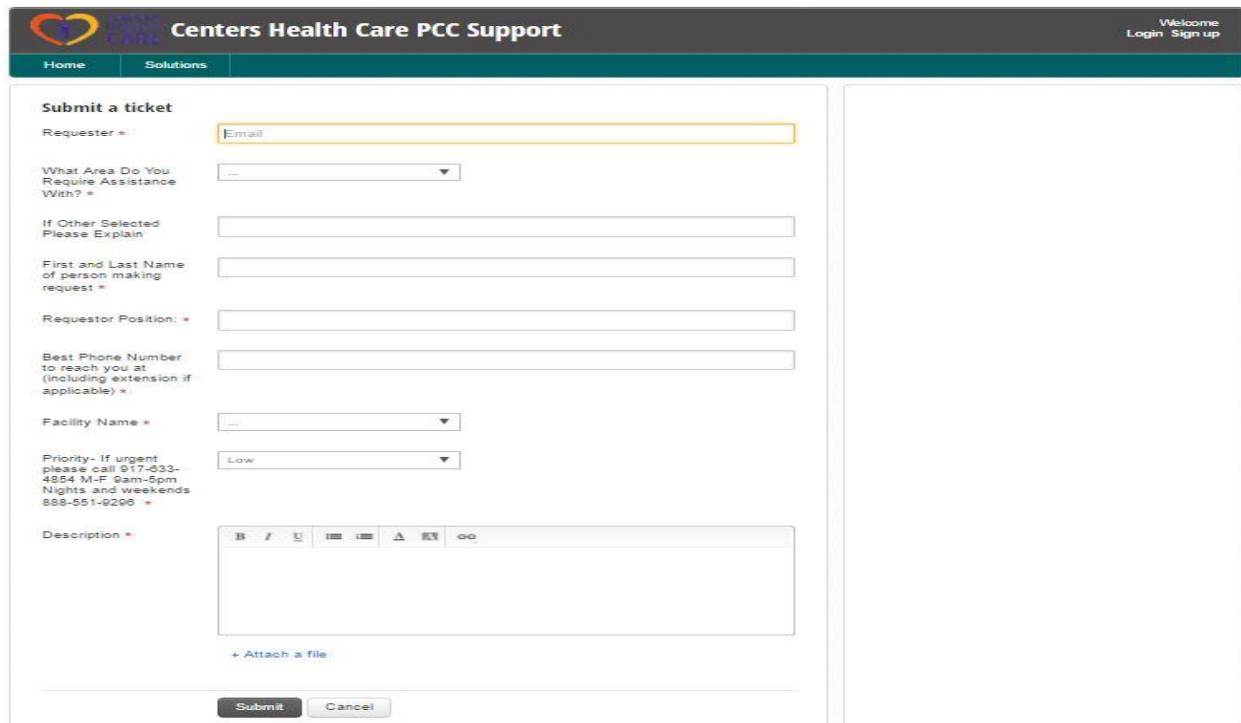
Login to SigmaCare, and Click on “External links”

The image shows the top navigation bar of the SigmaCare dashboard. On the left, it displays the user's name 'Gonzalez, Luis' and a search icon. Below this is a 'Dashboard' link. On the right, there are links for '? Help', 'Support', 'Lock Session', and 'Log Out'. Below these links are 'Notifications (1)', 'External Links' (highlighted with a red box), and a 'Resident Search' dropdown menu. At the bottom left, there is a 'My Preferences' section with 'BCRHC' and 'Change Clear' links.

Once you click on External Links, you will see the “CHC Support link”

The image shows the SigmaCare dashboard with the 'External Links' dropdown menu open. The dropdown menu contains two items: 'Modern Diagnostics Lab' and 'CHC Support' (highlighted with a red box). The rest of the dashboard header is the same as in the previous image.

Once you click CHC Support, you will see our Support Site. Fill in the information and submit.

The image shows the 'Centers Health Care PCC Support' ticket submission form. The form has a dark header with the logo and 'Welcome Login Sign up' links. Below the header is a navigation bar with 'Home' and 'Solutions' links. The main content area is titled 'Submit a ticket' and contains several fields: 'Requester' (Email), 'What Area Do You Require Assistance With?' (dropdown), 'If Other Selected Please Explain' (text area), 'First and Last Name of person making request' (text area), 'Requestor Position' (text area), 'Best Phone Number to reach you at (including extension if applicable)' (text area), 'Facility Name' (dropdown), 'Priority- If urgent please call 917-633-4854 M-F 9am-5pm Nights and weekends 888-551-9296' (dropdown), and 'Description' (text area with a rich text editor toolbar). There is also an 'Attach a file' link and 'Submit' and 'Cancel' buttons at the bottom.

In the description box please add the full name, and title of any new users.