



SANDHILLS CENTER

About the Sandhills Center Support Portal

The Sandhills Center Support Portal will be your “one stop shop” for any concerns or troubleshooting needs you may have with our Alpha+ system. Once you have an account, you will be able to create tickets to address the following:

- Functionality Concerns
- Billing and Claims Concerns
- EDI Enrollment Requests and/or changes to EDI setup
- User Account Concerns
- Member Record Discrepancies
- General Questions

Click an option below to move to a specific section of the guide:

Account Setup for the Sandhills Center Support Portal

****If you have already received an account activation email, please skip to step 4 below.**

Users can set up their own accounts with the Support Center. In order to begin setup navigate to: <http://support.sandhillscenter.org>

1. Once you arrive at the webpage, click “sign up” at the top right hand corner of the page, or “sign up with us” to the right of the login entry fields.

The screenshot shows the top of the Sandhills Center Support Portal. At the top left is the logo and text "SANDHILLS CENTER Support Portal". At the top right are "LOGIN" and "SIGN UP" buttons. The main content area is split into two columns. The left column is titled "Login to the support portal" and contains a form with fields for "Email" and "Password", a "Remember me on this computer" checkbox, a "Forgot your password?" link, a "LOGIN" button, a "Are you an agent? Login here" link, and a "NEW SUPPORT TICKET" button. The right column is titled "Sign up" and contains a "SIGN UP WITH US" button and a paragraph of text explaining the benefits of signing up. At the bottom of the page is a dark footer with "Help Desk Software by Freshdesk" and "Cookie policy Privacy Policy" links.

2. You will be taken to a sign up page. Enter your Full Name (First and Last) and your email address. Perform the reCAPTCHA check, then click “register”.

The screenshot shows the "Sign up for your Support Portal account" page. It features a form with two required fields: "Full name*" and "Email*", each with a text input box. Below these fields is a reCAPTCHA widget with the text "I'm not a robot" and a "REGISTER" button. A "CANCEL" button is also present. At the bottom of the page are "REGISTER" and "CANCEL" buttons.

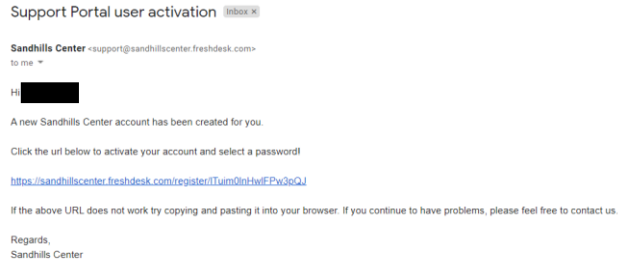
3. Once you have clicked “register”, you will be taken back to the main signup page with a notification bar across the top of the page indicating that you have been sent a sign-up email.

The screenshot shows the Sandhills Center Support Portal login and sign up page, similar to the first screenshot. A green notification bar at the top reads "Activation link has been sent to [redacted]". The "Sign up" section on the right now features a "SIGN UP WITH US" button and a paragraph of text explaining the benefits of signing up.

**What if I get an error when I enter my name and email address?

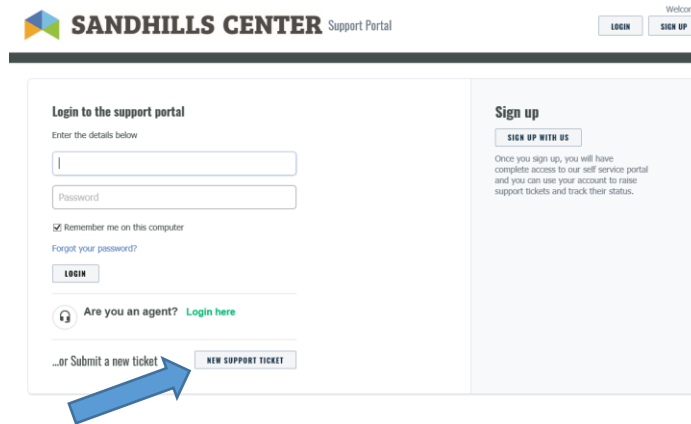
If you enter your name and email address and receive an error such as “email has already been taken” then your email is already being used for a Support Portal Account. You may have missed the activation email when it was sent. Go to step 4 and look for the email in your inbox, and then follow the appropriate steps as listed.

4. Go to the inbox of the email address you entered. You will see an email from the sender “Sandhills Center” with a subject of “Support Portal user activation” open the email and click the link.



What if I don't see the email?

If you don't receive an activation email, navigate back to <http://support.sandhillscenter.org> and click the “new support ticket” button at the bottom of the page



You will be taken to the ticket page, where you can enter a ticket without an account. Choose “User Account Concerns” as your subject/request type and enter your email address into the Requester field. Make a note in the Description field, complete the reCAPTCHA check and click Submit.

SANDHILLS CENTER Support Portal

Submit a ticket

Subject/Request Type *

Requester *

Description/Additional Information

+ Attach a file

I'm not a robot

1. Choose User Account Concerns here
2. Your email address
3. Let us know you can't find the activation email here
4. Check this box and complete the requested steps if necessary
5. Click here when done

5. You will be taken to a login page where you will confirm the name entered, and choose a password for your account. Complete the fields and then click “Activate and Log In”

SANDHILLS CENTER Support Portal

Activate Your Account
Please confirm your details and set a password for your account

Full name *

Enter Password *

Retype Password *

*note that the name you entered will be auto-populated in the first line of this for this page

6. You will be taken to your dashboard in the Support Center. From here you can edit your profile (see steps below) access submitted tickets, or submit new ticket.

SANDHILLS CENTER Support Portal

Welcome [Name] [Edit profile](#) | [Sign out](#)

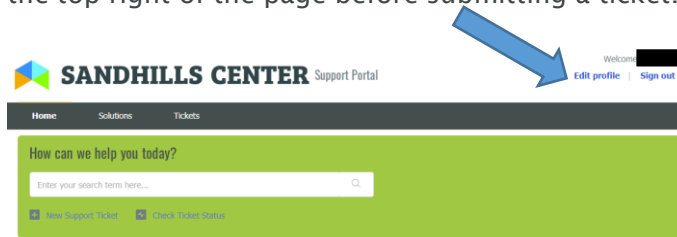
Home Solutions Tickets

How can we help you today?

Enter your search term here...

[New Support Ticket](#) [Check Ticket Status](#)

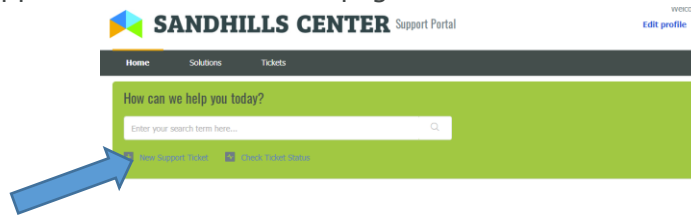
7. In order to ensure that we have the most accurate information for you, please navigate to “Edit Profile” at the top right of the page before submitting a ticket.



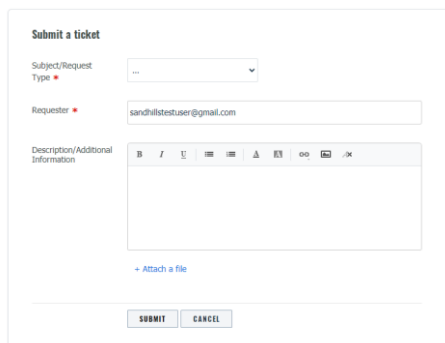
8. This page allows you to change your password, and update your information.

Submitting a Ticket

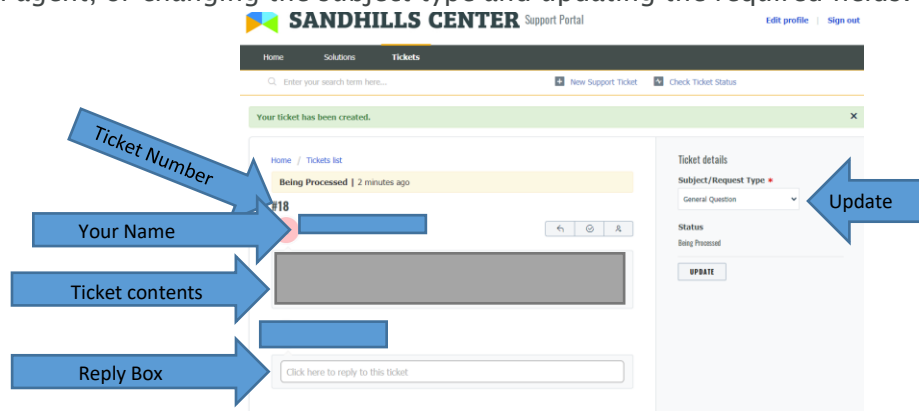
1. Navigate to <https://support.sandhillscenter.org> and enter your login information
2. Click “New Support Ticket” on the main page underneath the search bar.



3. You will be taken to the ticket page.
 - a. You may notice that once you choose a Subject/Request Type, custom fields may populate depending on your choice. These fields should allow you to submit the information needed for your request without the need for additional forms.
 - i. Required fields are noted with a red *
 - b. Complete all required fields, then click “submit”



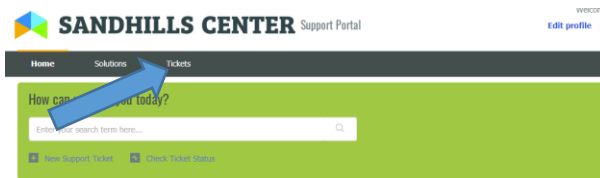
4. Once your ticket has been submitted, you will be taken to the ticket view page. You will see the elements of the ticket, and be able to update the ticket either by responding to an agent, or changing the subject type and updating the required fields.



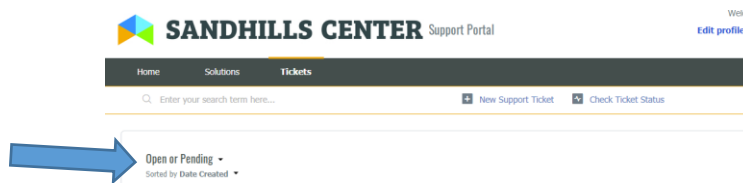
5. You will also get an automated email letting you know your ticket has been received, as well as an email any time an agent responds to your ticket or gives you an update.

Viewing Tickets/Responding to Updates

1. Click “Tickets” on the banner near the top of the webpage



2. You will then be able to search and sort any tickets that were submitted with your username



3. You will also receive an email when an agent responds or updates a ticket you have submitted. In order to ensure that protect health information remains private, you will only be able to view this response within the ticket system. You can do so by going to the main page and searching for the ticket, or clicking the link to the ticket in the email you receive when the ticket has been updated (see below)

Dear Rachel Doe,
Charlie Black has made a new comment on your ticket. You can view your ticket and respond by visiting <http://sandhillscenter.freshdesk.com/helpdesk/tickets/1234>

Sincerely,
Sandhills Center Support Team