



**Psyche Systems Support**  
**Policies and Procedures Guide**  
**2019**

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## Table of Contents

|  |   |
|--|---|
| e.lixa Support During Standard Business Hours .....    | 3 |
| Support Contact Information .....                      | 3 |
| WindoPath Support During Standard Business Hours ..... | 4 |
| Support Contact Information .....                      | 4 |
| Psyche Support FAQs .....                              | 4 |
| Who Should Contact Support? .....                      | 5 |
| Is it better to call or e-mail my issue? .....         | 5 |
| Which support group should I send my issue to?.....    | 5 |
| Issue Correspondence to Support .....                  | 5 |
| Off Hours Support .....                                | 5 |
| When to Use Off Hours Support.....                     | 6 |
| How to Contact Off-Hours Support .....                 | 6 |
| Holiday Schedule 2019 .....                            | 7 |

[e.lixa Support During Standard Business Hours](#)

**Standard Response Times During Psyche Systems Corporation Standard Business Hours**

- Emergency: One (1) hour\*
- Non-emergency: Four (4) hours\*

*\*Please check your contract for exact hours at your lab*

**Support Contact Information**

| Method                               | Contact Information   | Requirements/Details   |
|--------------------------------------|---|--|
| E-mail<br><b>(*Preferred Method)</b> | <a href="mailto:elixasupport@psychesystems.com">elixasupport@psychesystems.com</a>  | <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact Person (Name/Phone)</li> <li>• <u>Detailed</u> description of problem or step by step instructions to reproduce</li> <li>• Examples: such as case numbers, order numbers, screen shots of the error, etc. (<u>Please do not send PHI in email messages or screen shots</u>)</li> </ul> <p><i>Support response times above are guaranteed for issues sent to the e.lixa Support e-mail account <u>only</u>.</i></p>   |
| Phone                                | <p>508-478-2047</p> <p><b>Phone support is for EMERGENCY issues only</b></p> <p><small>*An emergency is defined as a software issue which adversely affects the customer's ability to conduct business, resulting in a substantial increase in expenditures and/or serious disruption of the normal conduct of business.*</small></p> | <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact Person (Name/Phone)</li> <li>• Detailed description of problem</li> <li>• Examples (No PHI permitted)</li> </ul> <p>We cannot guarantee a voice for every call placed to this line. This phone line is monitored during normal business hours so if all support members are assisting other customers, please leave a message after the prompt. To bypass the voicemail greeting, press pound (#) and then leave a message.</p> <p><i>Support response times above are guaranteed for issues called in to the e.lixa Support phone number <u>only</u>.</i></p> |
| Fax                                  | <p>508-590-6419</p> <p><b>Secure – OK to send PHI</b></p>   | <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact Person (Name/Phone)</li> <li>• Detailed description of problem</li> </ul> <p><i>Support Response times above are guaranteed for issues sent to the e.lixa Support fax number <u>only</u>.</i></p>  |

**Note: If no response is received within the timeframes listed above, please send a follow up e-mail to: [elixasupport@psychesystems.com](mailto:elixasupport@psychesystems.com).**

**WindoPath Support During Standard Business Hours**

**Standard Response Times During Psyche Systems Corporation Standard Business Hours**

- Emergency: One (1) hour\*
- Non-emergency: Four (4) hours\*

*\*Please check your contract for exact hours at your lab*

**Support Contact Information**

| Method                               | Contact Information   | Requirements/Details   |
|--------------------------------------|---|--|
| E-mail<br><b>(*Preferred Method)</b> | <a href="mailto:wpsupport@psychesystems.com">wpsupport@psychesystems.com</a>  | <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Contact Person (Name/Phone)</li> <li>• Detailed description of problem or step by step instructions to reproduce</li> <li>• Examples: such as case numbers, order numbers, screen shots of the error, etc. (Please do not send PHI in email messages or screen shots)</li> </ul> <p><i>Support response times above are guaranteed for issues sent to the WindoPath Support e-mail account <u>only</u>.</i></p>  |
| Phone                                | <p>508-478-7900</p> <p><b><i>Phone support is for EMERGENCY issues only</i></b></p> <p><small>*An emergency is defined as a software issue which adversely affects the customer's ability to conduct business, resulting in a substantial increase in expenditures and/or serious disruption of the normal conduct of business. *</small></p> | <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact Person (Name/Phone)</li> <li>• Detailed description of problem</li> <li>• Examples: such as case numbers, order numbers etc.</li> </ul> <p>We cannot guarantee a voice for every call placed to this line. This phone line is monitored during normal business hours so if all support members are assisting other customers, please leave a message after the prompt. To bypass the voicemail greeting, press pound (#) and then leave a message.</p> <p><i>Support response times above are guaranteed for issues called in to the WindoPath Support phone number <u>only</u>.</i></p> |
| Fax                                  | <p>From the Dispatcher window, create a support form and then print and fax it to 208-439-6722</p> <p><b><i>Secure – OK to send PHI</i></b></p>   | <p>Please complete all provided fields on the form.</p> <p>Minimum information needed:</p> <ul style="list-style-type: none"> <li>• Company name</li> <li>• Contact Person (Name/Phone)</li> <li>• Detailed description of problem</li> <li>• Examples: such as case numbers, order numbers etc.</li> </ul> <p><i>Support Response times above are guaranteed for issues sent to the e.lixa Support fax number <u>only</u>.</i></p>  |

**Note: If no response is received within the timeframes listed above, please send a follow up e-mail to: [WPsupport@psychesystems.com](mailto:WPsupport@psychesystems.com).**

**Psyche Support FAQs**

### **Who Should Contact Support?**

In order to provide the most efficient support to our clients, we request that only authorized/trained laboratory personnel contact Psyche Support.

All support issues are to be reported to the laboratory system manager or designee. Physician Practices, third-party vendors (such as interface vendors), physicians and/or satellite specimen collection facilities are **not permitted** to contact Psyche Support directly. They are unaware of our policies and procedures and may inadvertently cause delays with response and resolution times.

### **Is it better to call or e-mail my issue?**

When reporting an issue, please notify Psyche Support of critical issues by telephone and non-critical issues by e-mail or fax. Please do not call or e-mail Psyche personnel directly regarding a support issue. Doing so may increase the response and resolution time.

### **Which support group should I send my issue to?**

If it is unclear regarding which support team should handle your issue, send your request to one of the support teams. They will quickly evaluate your request and forward it to the appropriate personnel to investigate your issue.

*Copying more than one of our support teams will cause duplicate issues which can cause unintentional delays with response and resolution time.*

### **Issue Acknowledgement**

When Support receives an emailed issue, an immediate acknowledgement containing the assigned TaskID# will be returned to the sender via email.

If an e-mail confirmation has not been received within the specified response times (see above), please resubmit the issue stating that it is an additional attempt at submitting the issue.

### **Issue Correspondence to Support**

All issue correspondence to Psyche Support must reference the TaskID# in the subject line of the e-mail. If support requests additional information to further investigate an issue, the request will also reference the assigned TaskID#.

Responses must be provided to Psyche Support within 10 business days of the request otherwise, the issue will be Closed.

### **Off Hours Support**

### **When to Use Off Hours Support**

Off hours support is provided for emergency issues which occur outside of Psyche System Corporation's standard business hours. Psyche Systems Corporation reserves the right to determine whether an issue is considered to be an emergency. Application questions and other non-critical issues received after business hours will be responded to the following business day.

*Important: Please do not call off hours with non-critical issues. Please contact us on the next business day or e-mail us anytime at [elixasupport@psychesystems.com](mailto:elixasupport@psychesystems.com). Thank you for your cooperation.*

### **How to Contact Off-Hours Support**

*Please refer to your contract to determine if you are eligible for off-hours support.*

#### For clients currently contracted for off hours support

- Call the WindoPath Support number (508) 478-7900 for WindoPath application issues only.
- Call the e.lixa Support number (508) 478-2047 for all other products and all interfaces.
- Provide the details to the answering service. This information will be triaged to a member of our Support Team.
- A support team member will contact the caller within 15 minutes of the initial call.

#### For clients without off hours support

- Psyche Support cannot guarantee that personnel will be available to for assistance off-hours.
- Calls to off-hours support are billable at 1½ times Psyche Systems Corporation's current hourly rate.

### Holiday Schedule 2019

We would like to remind you of our company holiday schedule for the year 2019. Psyche Systems will be closed to observe the holidays on the following dates:

|                               |                  |                 |
|-------------------------------|------------------|-----------------|
| <b>New Year's Day</b>         | <b>Tuesday</b>   | <b>01/01/19</b> |
| <b>President's Day</b>        | <b>Monday</b>    | <b>02/18/19</b> |
| <b>Patriot's Day</b>          | <b>Monday</b>    | <b>04/15/19</b> |
| <b>Memorial Day</b>           | <b>Monday</b>    | <b>05/27/19</b> |
| <b>Independence Day</b>       | <b>Thursday</b>  | <b>07/04/19</b> |
| <b>Labor Day</b>              | <b>Monday</b>    | <b>09/02/19</b> |
| <b>Columbus Day</b>           | <b>Monday</b>    | <b>10/14/19</b> |
| <b>Thanksgiving Day</b>       | <b>Thursday</b>  | <b>11/28/19</b> |
| <b>Day after Thanksgiving</b> | <b>Friday</b>    | <b>11/29/19</b> |
| <b>Christmas Holiday</b>      | <b>Wednesday</b> | <b>12/25/19</b> |
| <b>New Year's Day</b>         | <b>Wednesday</b> | <b>01/01/20</b> |

Please be sure that your personnel are aware of the holiday schedule. For Technical Support on these days, please refer to your Off-hours Technical Support procedure.