

IntusCare Support Access

Zendesk

IntusCare utilizes the Zendesk platform for managing Support tickets as well as our Knowledge Base.

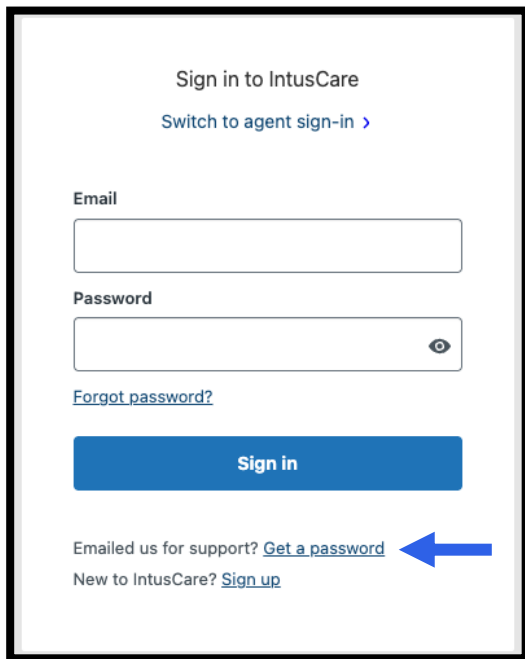
<https://intuscarehelp.zendesk.com>

Support Queue

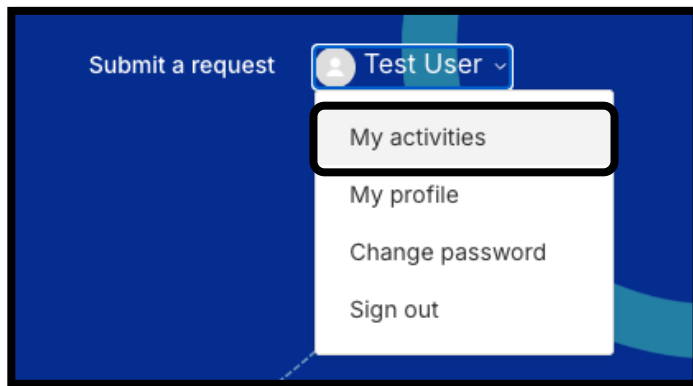
All PACE organization are configured to allow any user to access the full queue of open, pending, and solved support tickets.



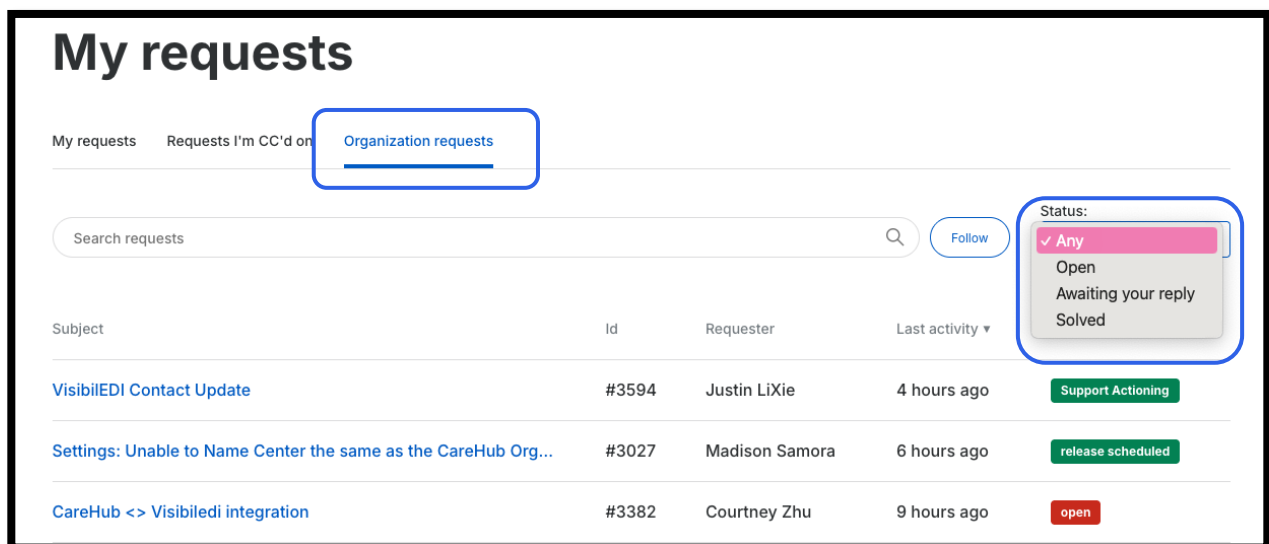
Sign in, or "Get a Password". Anyone who has submitted a Support ticket is automatically considered a Zendesk user.

A white rectangular sign-in form with a black border. At the top, it says "Sign in to IntusCare" and "Switch to agent sign-in >". Below are input fields for "Email" and "Password" (with a toggle icon). A link "Forgot password?" is below the password field. A blue "Sign in" button is below the links. At the bottom, it says "Emailed us for support? [Get a password](#)" and "New to IntusCare? [Sign up](#)". A blue arrow points to the "Get a password" link.

Use the drop-down next to your name and select My activities:



Select Organization requests to see all tickets, and use the Status to filter:



Select the subject hyperlink to read the history of the ticket. If you were added as a "To" or "Cc" on the ticket communication, you can respond within Zendesk.

Note: your PACE org can request certain users to always be included as Cc on tickets for your org, regardless of which user submits.

Knowledge Base

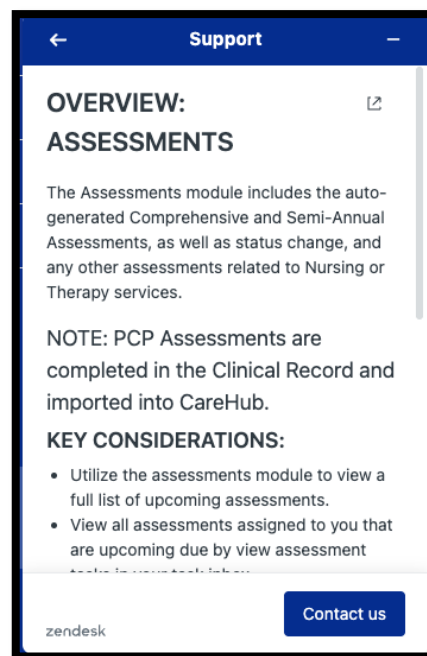
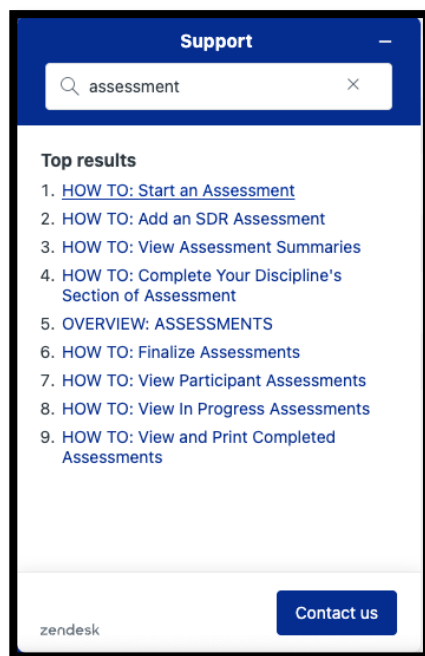
All users can access the help articles by going to the direct URL above, or searching the widget within the CareHub application:



Search by keyword



Select an article link, which will open within CareHub. Use the  to access the article in a new tab.



Can't find the answer? Use the Contact Us button to submit a Support ticket. If the system is ever down, please email us at support@intus.care which creates a ticket!