

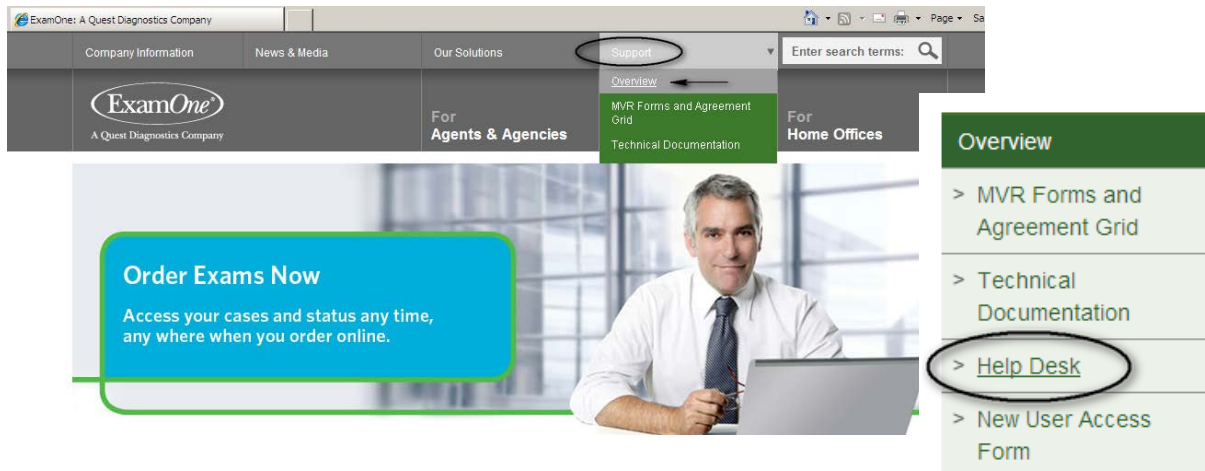


A Quest Diagnostics Company

Need Assistance?

ExamOne has created a new, easy way for you to contact us. Now you can create an online Help Desk ticket if you need IT support. Simply follow the step-by-step guide below to create your help ticket.

1. From your Internet browser access the ExamOne website at ExamOne.com
2. Select **Support > Overview** from the top of the page. Then, select the **Help Desk** link under the **Overview** section on the next screen.



3. From the **Help Desk** section: Under the “To submit your issue via web form” select **click here**.

[Home](#) > [Support](#) > [Help Desk](#)

Help Desk

The first point of contact for any technical issue is the ExamOne Information Systems Client Technical Support group at (866) 452-2663. A service ticket is generated for each call and the ticket number will be given to the caller. Service tickets are assigned to a support team and prioritized based on severity assignments. Severe incidents should be called in as they are prioritized ahead of Email requests sent to support@examone.com. The Help Desk staff triages the issue and if possible resolves on the initial contact. If the technician isn't able to resolve the issue timely the call is transferred to a Level 2 support queue for resolution.

To submit your issue via web form, [click here](#).

4. Complete the **Help Desk Ticket** form as illustrated below. Required information is marked with a red asterisk (*). Scroll down and fill out the bottom of the form if you need to enter password reset information for the specified application.

Help Desk Ticket

Help Desk Ticket Form

9/11/2012 1:24:04 PM * Required information to submit ticket Fields with a red * are required to submit a request.

Company Information

Company Name *

First Name *

Last Name *

Email Address *

Phone Number * Must be a valid Phone Number with Area Code

Office Phone Number

Issue Detail Information

Application *

Please provide specific information about the problem. Include unique order information, such as Order ID, Quoteback, Applicant Name. Please do not send SSN or DOB together with Applicant Name.

Description *

Policy Number

Order/Quoteback Number

Date of Birth (MM/DD/YYYY)

Unique Order Info

To request a password reset for the Application selected above, please complete all 3 of the following fields:

5. Click the **Submit** button to process the request.

To request a password reset for the Application selected above, please complete all 3 of the following fields:

Password Reset Name

Password Reset User ID

Password Reset Email

Submit

6. Once the form is submitted you will receive a message similar to the example below. Please make a note of your ticket number for reference.

Help Desk Ticket Form

9/11/2012 3:01:05 PM * Required information to submit ticket

Your submission (Ticket Number SD8918395) has been received, and a technician will be in contact with you soon. A confirmation email has been sent to rhonda.r.norris@examone.com.

For any questions about the issue, please contact the ExamOne Help Desk at (866)452-2663. Thank you!

7. If you provided a valid email address, a confirmation email will be sent instantly. It is that easy. We look forward to supporting you.
8. See Appendix A for some helpful hints on establishing a browser favorite or desktop shortcut.

Appendix A

Browser Favorite?

Follow these steps to add the help desk ticket link to your favorites.

1. From the ExamOne.com Support menu right click on Help Desk and select Add to Favorites...



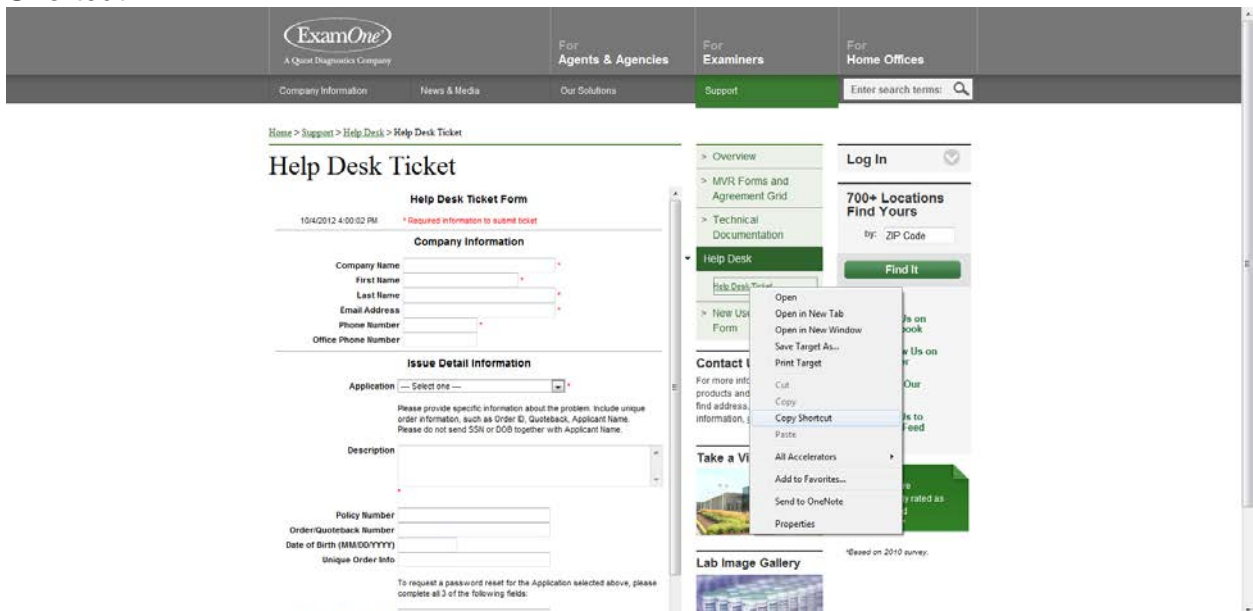
2. Type ExamOne Help Desk in the name field and click on Add to create the link in your Favorites.



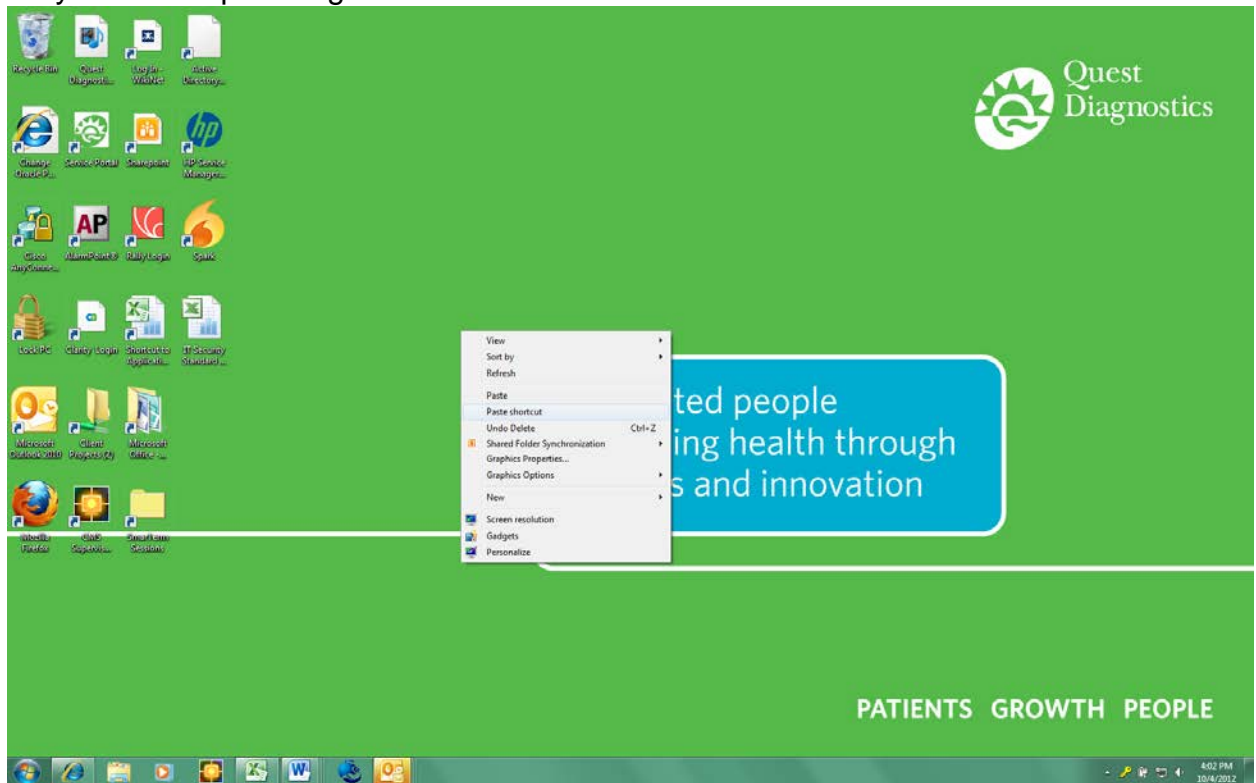
Desktop Shortcut?

Follow these steps to add the help desk ticket link as a shortcut on your desktop.

1. From the ExamOne.com Support menu right click on Help Desk and select Copy Shortcut.



2. Go to your desktop and right click and select Paste Shortcut.



3. The shortcut will appear on your desktop.

