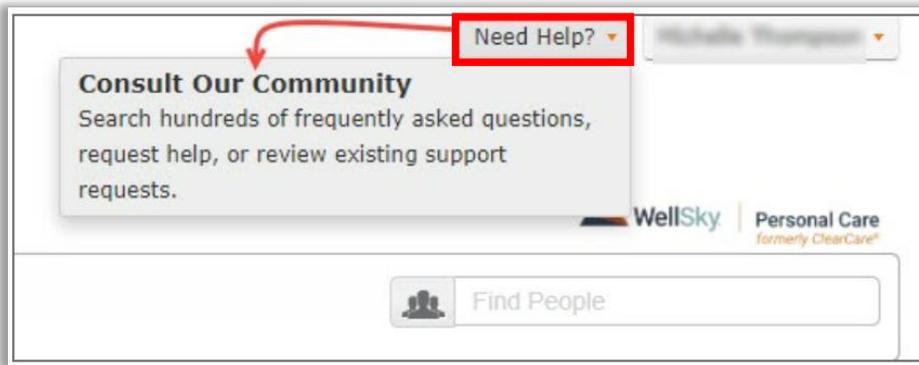


How do I contact WellSky® Personal Care Support through the Client Resource Center?

1. From within your site, log in to the Client Resource Center by hovering your mouse over "Need Help" and clicking **Consult Our Community**.



2. Once the WellSky® Personal Care Client Resource Center home page opens, click on My Cases in the navigation toolbar.



3. Under "My Cases" view a list of all your cases. Clicking a specific case number allows you to review the case, add more information, and even upload files. To create a new case, click **New Case** in the upper right-hand side.



4. Enter case details:

1. **Account Name** - Enter the name of your agency and select the agency name when visible from the drop-down. Your agency name is the name listed in My Account in the Client Resource Center navigation toolbar.
2. **Priority** - Select the priority of your case. Options include Low, Medium, High, Critical
3. **Subject** - Enter a short description of your question or issue. Required field.
4. **Description** - Enter a description of your question or issue. Please include examples when possible. Required field.
5. **PHI Data** - Enter PHI or other sensitive data.
6. **Upload Files** - Upload any files that might be helpful to troubleshoot or provide clarity with your case.
7. When finished, click **'Submit'**

The screenshot shows a web form for entering case details. It includes the following elements:

- *Account Name**: A search input field with the placeholder text "Search Accounts..." and a magnifying glass icon on the right.
- Priority**: A dropdown menu currently showing "Low" with a downward arrow on the right.
- * Subject**: A text input field.
- * Description**: A larger text input field with a small icon in the bottom right corner.
- PHI Data**: A text input field with an information icon (i) to its left.
- Upload Files**: A link with an upward arrow icon.
- Submit**: A red button with the text "Submit" inside, which is highlighted with a red rectangular border.

Thank you for choosing WellSky Personal Care!