

NextStep Solutions Support Hub
Live Webinar Q & A Session

I have never used the support hub. Can you send me the link and do I need a username and password?

- We will be sending out login emails to all users soon.

Will current support tickets be in the hub when access it or only new tickets?

- Yes - your historical cases will be available.

Will my entire staff receive this message or just the designated people such as Exe Dir/It folks?

- Only the people identified on the Account Details page.

Does this apply to the RDP scheduler as well as the clinical side of NextStep?

- Any questions about NSS, please submit the case here or visit our Help Center or e-Learning.

Will those 5 steps to efficient support tickets be posted to the ticket submission page?

- Yes - We can get that slide posted to our case submission screen.

When will it be live?

- If you did not receive an email by the end of the week. Please reach out to Support to get your account activated.