



CRStar by Health Catalyst

Support Policies

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- Our posted support hours are from 8:30 am – 5:00 pm EST Monday-Friday.
- Support tickets are answered first by priority level and then in the order they are received. For example, being unable to access the software is considered a higher priority than assistance with an edit or a report.
- All support issues should be entered in the Health Catalyst Support - CRStar Client Portal, which can be accessed at <https://healthcatalyst.atlassian.net/servicedesk/customer/portal/125>.
 - Entering tickets in the Client Portal ensures faster turn-around time, as the tickets are assigned to the next available team member. Contacting your regional support person for a new support issue either by email or phone can slow the process down. Many times, the support person may already be assisting other clients, out of the office or not taking support for other reasons, such as testing software, training, etc.
 - By having a support ticket logged through the Client Portal, clients have access to all support notes, team member assigned, previous tickets, etc. Resolution notes are emailed to the client when updated.
 - Many times, clients may have an issue that we have previously worked on. We can access the prior tickets and obtain valuable information from those tickets to better assist with the current ticket.
- Always store your Health Catalyst Support - CRStar Client Portal password in a safe place. Only you can change your password. Click "Sign In" on the home page, then use the "Forgot Password" link to reset. If a user calls our main office for password help, our staff will point them to the forgotten password link.
- If a client has not yet registered for the Health Catalyst Support - CRStar Client Portal, please follow the instructions on the "Login / Sign Up" page. If a client contacts our main office to be added, our staff will refer you to the "Login / Sign Up" page. If a non-registered portal user has an emergency issue, the admin staff will take your information and submit a ticket on your behalf for this one instance.
- When a direct phone call is made to the main office to speak with a tech, you will be asked a few questions about the nature of the call. Answering a few short questions will help to expedite the return call.

Security Policies and Procedures

- System Administration related support tickets such as adding users and deleting users should only be created by someone from the facility designated as the Admin. If the Admin is not available, we will need written permission via email to further assist the client.

- The security features in CRStar allow Admins complete access to user/password maintenance. Password resets should be performed by an Admin.
- If the Admin needs assistance performing these tasks, assistance should be requested through the Health Catalyst Support - CRStar Client Portal.
- Users may change their own password on the log in screen without the aid of the Admin.
- A request for new users to be added or deleted does not need to be done by our technical team. The Admin has the ability to add, change and delete user info.
- The CRStar by Health Catalyst staff sends a client update form to all new clients in their welcome email. Please complete this form and return as soon as possible so we have accurate records for the users at your facility. There may be multiple designated System Admins at any given facility. When you have any staff changes, please request a new Client Update Form via the Client Portal or download from the Policies & Procedures section of the Resource Page.

Note: When CRStar accounts are created, a member of the technical team will contact each user to do the initial CRStar set up as well as the Health Catalyst Support - CRStar Client Portal set up for the employees provided to us at the time of the conversion. The above policies pertain to post initial setup.

We appreciate your compliance with our policies. Our mission is to provide the best and most efficient support in the industry.