



## How to Contact ALIS Support

### Phone Support - We want to help! **888.404.ALIS (2547)**

Hours: Mon-Fri from 8am-6pm CST

Response time:

- **Emergency:** Calls regarding emergency issues received during holidays or off-support hours will be responded to within one hour. In case of emergency, customers are encouraged to call and **leave a message** and a support member will return the call as soon as possible.
- **Non-emergency issues** will be addressed as soon as possible or at the start of the next business day.

### Email Support - We love hearing from you! **support@medtelligent.com**

Hours: Mon-Fri from 8am-6pm CST

Response time: Responded to within 30 minutes during support hours

- **Emergency:** Emails regarding emergency issues received during holidays or off-support hours will be responded to within 1 hour;
- **Non-emergency:** Non-emergency issues will be addressed as soon as possible or at the start of the next business day.

**What makes an issue an emergency?** If there is a system outage or a critical bug that is related to ALIS not being available, Passing Medications, or Charting Care.

#### **Information we need from you when you contact us:**

- Your full name
- Your preferred contact information (Phone number or Email)
- The community you work at
- Detailed description of your request or problem including steps taken to recreate the issue or steps taken to get to the page in ALIS you have questions about.