

myClinicalExchange's plan for your success

Ongoing support & training



- **In-app Guides** streamlined onboarding and setup processes to ensure a successful launch for users
- **Workshops** access to a wealth of resources and a supportive community for continuous learning
- **Quarterly Webinars on all features** ensuring users are well-informed and proficient
- **Office Hours** attend regularly held office hours for additional assistance
- **Community** share and ask questions with other myClinicalExchange users
- **Customer Support Portal** ask one of our myClinicalExchange team direct questions
- **Help files** designed to enhance your app experience, providing tips and step-by-step instructions.
- **Academy** where you can find product training courses and curricula in micro-learning segments organized

Support Portal

Clinical Sites & Academic Partners

Streamlined Case Management

- Create new cases quickly with just a few clicks
- Check the status of submitted cases
- Foster escalation!

Please follow the steps below to create your online portal access:

- Send an email to mcesupport@healthstream.com
- Subject Line: PORTAL ACCESS
- Submit the following information for all administrators requiring portal access:
 - First Name
 - Last Name
 - Title
 - Name or Organization

<https://healthstream.my.site.com/HSTMsupport>

Phone Number:

- 1-877-301-HSTM (4786)
- Available 9 AM - 6 PM CST
 - If you have a support ticket number, click 1 and then enter the number
 - If you do not have a support ticket number, wait for the main menu
 - Main menu: Press 4
 - Next Prompt: Press 3

