

How to Contact Support

Last Modified on 05/23/2025 4:27 pm EDT

Use one of the following options to contact support and create a new ticket:

Please note that to ensure only valid users enter tickets via this screen, all customers submitting support tickets through the portal must be logged into OfficeEMR.

Create a Ticket through the Application's Support Portal

1. Access the Support Portal by clicking on the 'headset icon' in the upper right corner of the application.



2. The "Log a Support Ticket" window will open. Users must include their name, email, phone, subject, description and agree that there is no Protected Health Information (PHI) included in their request. When the form is complete, click 'Submit Query'.

Log a Support Ticket

Name *

Email *

Phone *

iSalus Database ID *

Case Category

Subject *

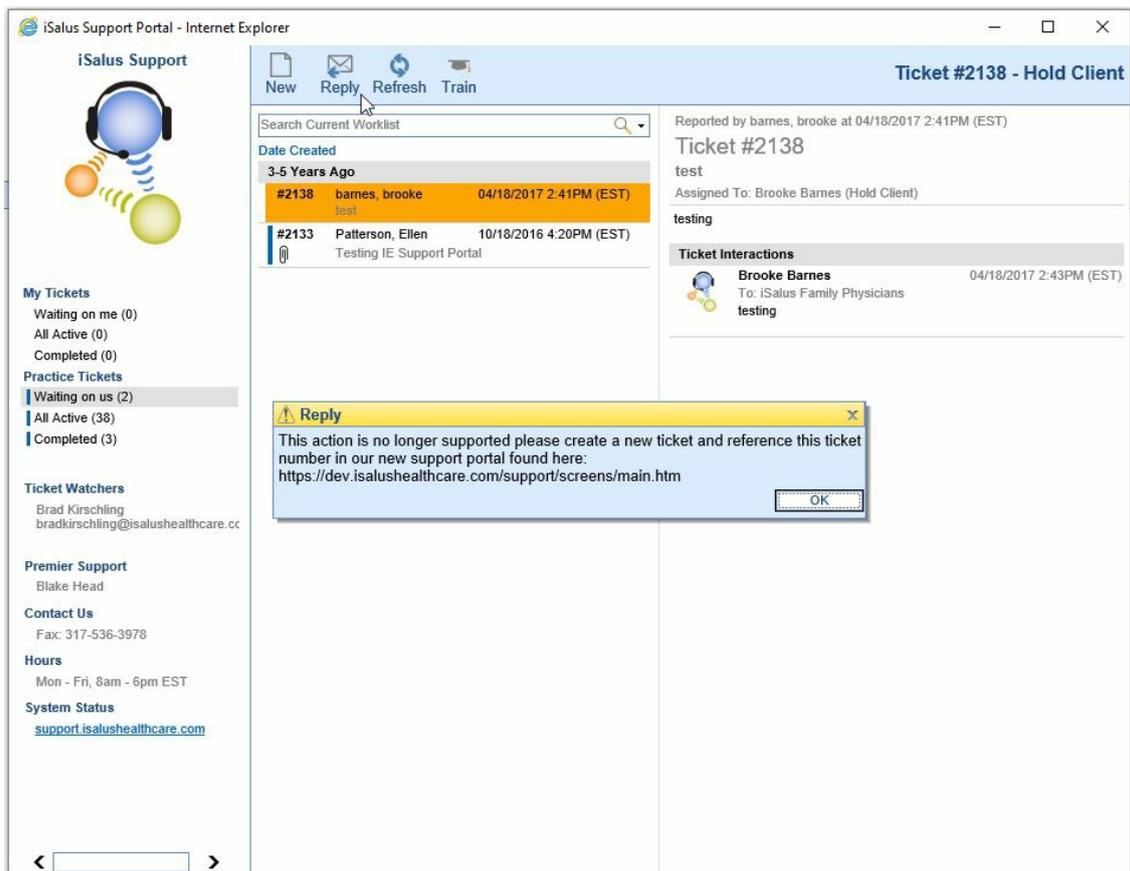
Description *

No PHI is Included *

[Support Information](#)
Contact Us: PH: 877-280-6640 F: 317-536-3978
Support Hours: Mon-Fri, 7am-6pm EST

[System Status](#)
[Link to Status Page](#)

3. All previously existing tickets will be visible within the Support Portal. However, the 'Reply' functionality will no longer be available. Users will be asked to create a 'New Ticket' instead.



Expanding on our current support processes, the new Support Portal will allow us to more thoroughly scale our support quality, responsiveness, and self-service over the next few years.

Create a New Support Ticket outside the Support Portal

Send an email to support@isalushealthcare.com.

Call the Support Team: **877.280.6640**

Go to our [Support Website](#) and click 'Log a Ticket'.

