How to Contact Support

Last Modified on 09/09/2026 4:07 pm EDT

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

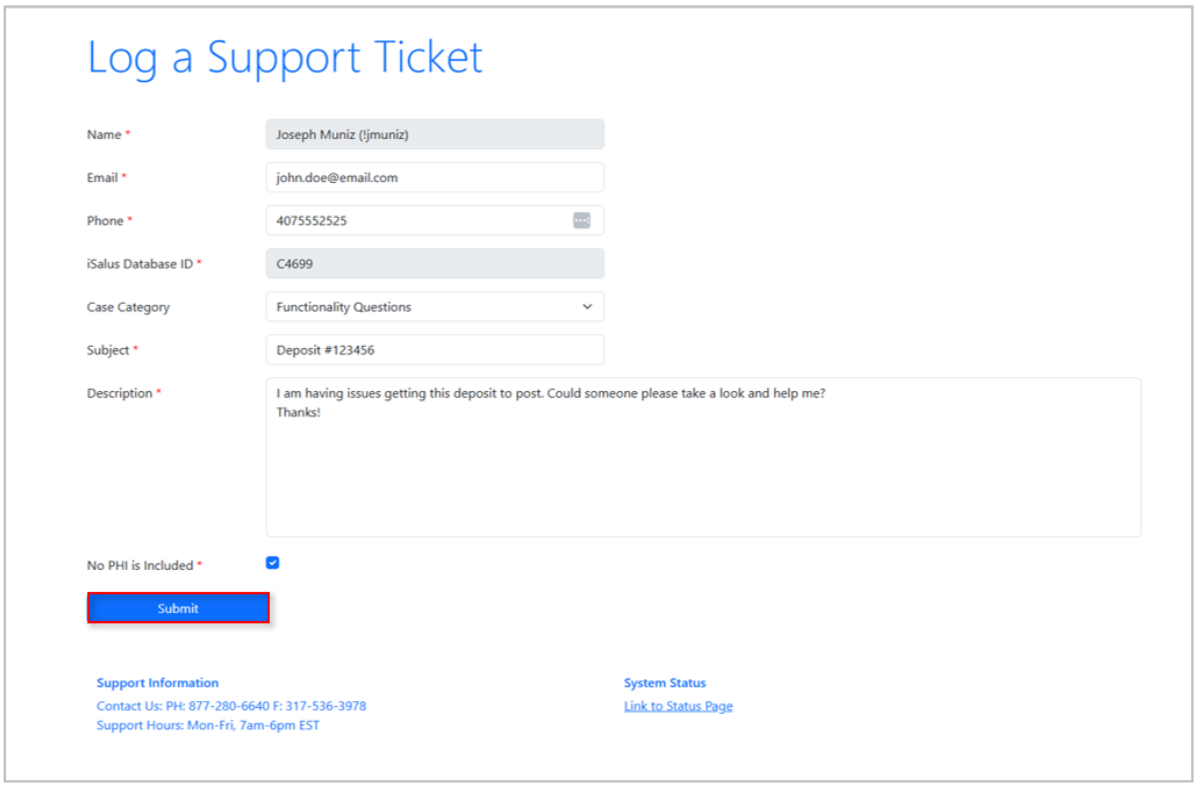
> Please note that to ensure only valid users enter tickets via this screen, all customers submitting support tickets through the portal must be logged into OfficeEMR.

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'.



Create a New Support Ticket outside the Support Portal

Send an email to **support@isalushealthcare.com**.

Call the Support Team: **877.280.6640**