Merge User Community™

QUICK START

Part	Date	Revision	Description
QS-178634	09/2022	1.0	Initial release of document.
	11/2022	2.0	Added URL to registration page.
	9/2023	3.0	Updated URL to registration page.

merative

Merge Communities Quick Start Guide

Your online community to connect with users and access support cases

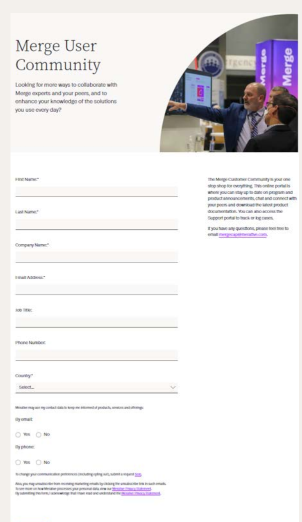
In today's fast-paced and ever-changing healthcare environment, Merge Healthcare understands the power of having immediate access to information and the need for free-flowing communication between customers.

With the Merge User Community, now you can virtually connect with thousands of other users to share best practices and ideas, submit and track your support cases in real-time and access documentation for your Merge Healthcare investments...all online, anytime!

Join Merge Communities and become involved. Facilitate and engage in conversation, expand your networks and become a proactive advisor for new solution innovations. With Merge Communities you can reach your ideal customer experience.

Simple Steps to Join:

1. Go to https://www.merative.com/offers/merge-community-registration.
2. Complete the registration form.
3. Watch your email for your account credentials.
4. Log on and begin!



With Merge Communities, customers can...

Chat and connect with other users

Share your ideas and projects for product enhancements

Log and track support cases online, anytime

Download the latest solution documentation for your investments

Log on and Begin!

Once you're logged on, it's easy to get started. Just follow these short, simple steps to customize your profile!

1. **Update Contact Information**
   - In the upper right corner, click the arrow next to your name and select **My Profile**.
   - Click **Edit Profile** in the **Contact** section.
   - Update fields on the **About** and **Contact** tabs and click **Save All**.
2. **Add a Photo**
   - In the upper right corner, click the arrow next to your name and select **My Profile**.
   - Hover over the avatar on the left side of the page and click **Add Photo**.
   - Choose an image to upload and select **Save**.
3. **Follow Groups**
   - In the upper right corner, click the arrow next to your name and select **My Profile**.
   - Select the **Overview** tab.
   - Under **Groups**, click **Join or create groups**.
   - Browse the list of active groups and click **Join** to become a member of a group.

NOTE: If you're already a group member, **Join** will display as **Member**.

4. **Follow People**
   - In the upper right corner, click the arrow next to your name and select **My Profile**.
   - Select the **Overview** tab.
   - Under **Following**, click **Find people to follow**.
   - Browse the list of people and click **Follow** to follow another user.

NOTE: If you're already following a user, **Follow** will display as **Following**.

5. **Edit Email Settings**
   - In the upper right corner, click the arrow next to your name and select **My Settings**.
   - Click **Email Settings**.
   - Select the check box(es) next to the items about which you want to be notified.
   - Once all selections are made, click **Save**.

For complete tips and tricks, download the full Merge Communities User Manual from the Merge Community.

Chatter Do's and Don'ts

- Do post and reply. This is your community.
- Do follow other people. It's the best way to connect and stay up to date.
- Do vote on polls. We want your feedback.
- Do include links and files in your posts. It's a great way to share information.
- Don't use bullet points. It makes it hard to read your posts.

Chatter FAQs

1. Make sure you send your post to someone. Add a group or a user with @[name] or use the To selection at the bottom of the post to select a group. Only your followers can see a post that isn't directed at a group or user.
2. If you forgot to add a group or user to your post, you can add one by using @[name] in a comment. So adding the comment "@[RIS]" will attach your post to the RIS group.
3. You can add multiple groups and users to the same post by repeating @[name]. For example, use "@[RIS] @[Dashboards] @[Financials] @[Meaningful Use]" to make your post visible to RIS, Dashboards, Financials, and Meaningful Use groups. This way, you can use one post for multiple groups at once rather than adding the post each individual group. This helps keep the conversation going as everyone can talk together on the same thread.
4. The drop down arrow in the top right of a post gives you additional options, like Bookmark. Bookmarking a post adds it to your Bookmarked feed on the left side of Chatter, making it easy to find later.
5. Add Topics to your conversation with #[topic] to link it with other conversations. Topics are searchable and trending topics will be displayed on the right side of Chatter. You can also add Topics by clicking on Topics below your post or selecting Add/Edit Topics from the drop down arrow in the top right of the post.
6. Use Search in the top right corner of the page to search all of Communities at the same time - Chatter, Cases, Ideas, and Solutions. You can search for text in case comments and descriptions, search for JIRAs to return cases you own with that JIRA attached, and even search for documents and files in Solutions.
7. Control your notifications. In the upper right corner, click the arrow next to your name and choose My Settings, then select Email Settings. From here you can manage both Group notifications and personal notifications, like when someone comments on a post you commented on. If you're getting too many emails or too few, you can tweak these settings for best effect.