

Important Content Update Message



We are currently updating the OP Help Center content for the release of OP 20. We appreciate your patience as we continue to update all of our content. To locate the version of your software, navigate to: **Help tab > About**

Contacting OP Support

Last Modified on 04/09/2020 8:48 am EDT

We're here when you need us! Our Support Team is dedicated to providing our clients with great service! Below, you will find that there are several ways to contact Office Practicum's Support Team! To optimize your support experience, before contacting Support you should:

- Have your **OP MED ID** available. This helps the Support Team locate your practice to identify database specifics.
- Capture relevant screenshots that display the issue. As a reminder, whenever you are sending screenshots of your system to an OP Support Analyst or anyone outside of your organization, it is imperative to protect your patients' information. Click [here](#) to learn about how to protect PHI when capturing screenshots.

Via Phone

OP offers a toll-free number for business-critical and highly time-sensitive requests. Calls are routed to the appropriate Support Team based on the nature of the issue. To contact OP Support via phone, call (800) 218-9916 and select prompt #2. Click [here](#) for information regarding active Support hours and phone system prompts.

Via Live Chat

Live Chat is a quick and convenient way to connect with a Support Analyst to get fast answers to questions about our application. Within OP, the **Live Chat** button located in the **Help** tab connects you directly to a Support Analyst. There is also a **Chat with Support** button located at the bottom of every article in this Help Center.

Via Email

Email is a HIPAA-compliant, convenient way to submit requests and cases to our Support Team. This alternative allows you to include **screenshots** with your case. It is tracked by the OP Case

Management System for timely email follow up. To contact Support via email, send your case information to support@officepracticum.com.

Via the Support Hub

We feel transparency is important when you are tracking the status of your case requests, so OP has an integrated **Support Hub** where you can view progress notes and add details to active cases. It is a quick and easy way to for you monitor cases any time of the day. With OP's online Support Hub, you are able to request support, view the status of your open cases, and submit new cases. Not yet enrolled in the Support Hub? Contact our Support Team to get started!

Via the Help Center

In addition to having access to hundreds of help articles, videos, FAQs, and QRGs, you can also reach our Support Team right here from the Help Center! Just navigate to the Help Center's homepage, and click **Contact Us** located under **Need Support!**