Success Community Client Readiness Toolkit

NextGen Revenue Cycle Management (RCM)

December 2018

Welcome to the Success Community

We are unifying the client experience for all our clients with the Success Community – your single online destination for solution support, documentation, and training. Vote on product enhancements, collaborate with other clients in our chatter forums, and stay up-to-date with solution news for a complete online community experience.

Revenue Cycle Management (RCM)
January 21, 2019
****Save the Date****

Past Success Community Launches...

Mobile & Population Health – January 15, 2018

NextGen Office – May 8, 2017

Connected Health – January 16, 2017

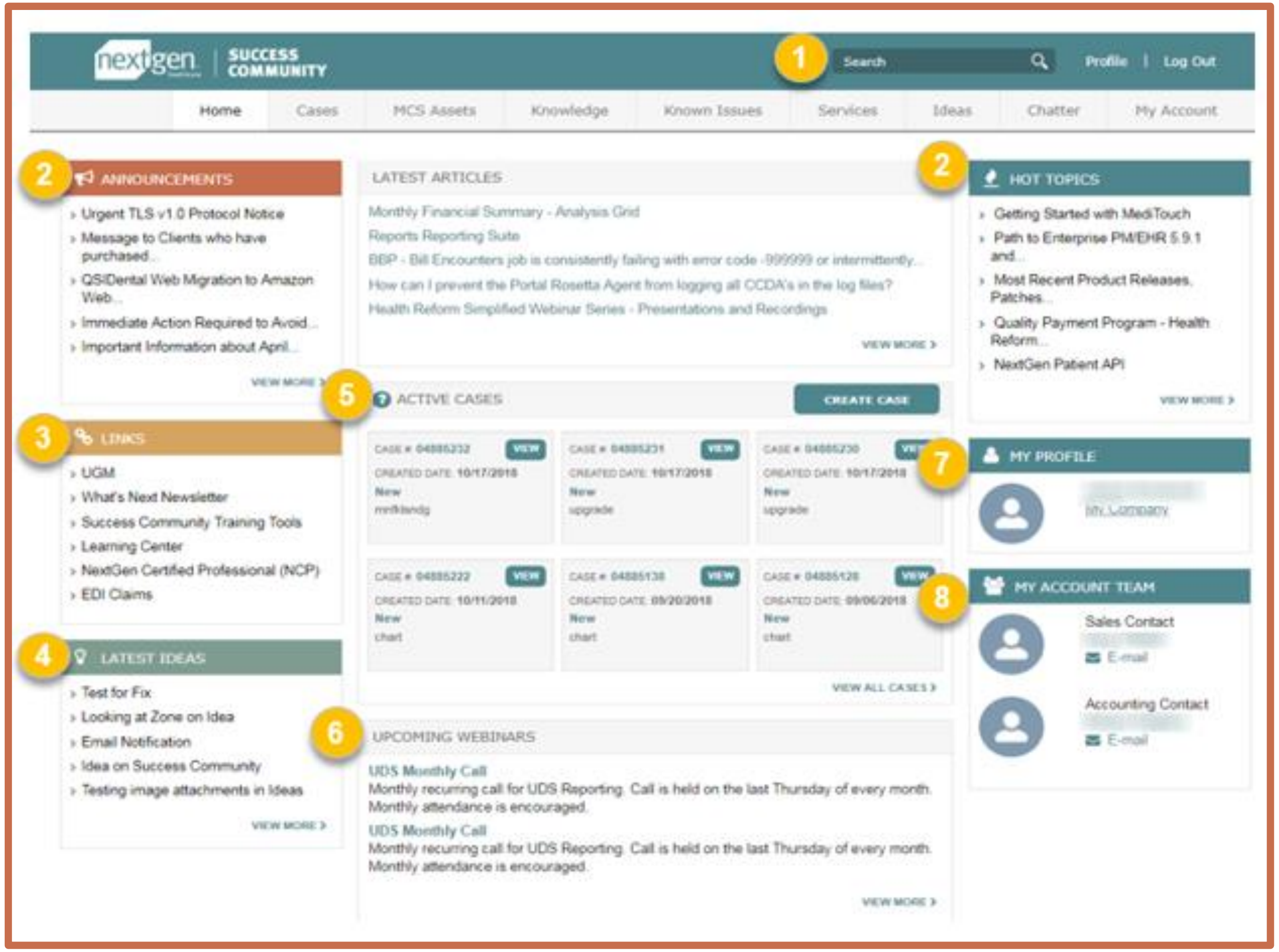
Dental and Account Services – September 19, 2016

NextGen Enterprise – February 29, 2016

Mark Your Calendar

How the Success Community Works

1. Global search for anything, from anywhere, anytime.
2. Stay up to date with announcements and hot topics.
3. Key links in one place.
4. Submit and vote on solution ideas.
5. Submit, manage, and close your own support cases.
6. Register for the latest in complimentary webinars.
7. Manage your own contact information.
8. Keep in touch with your account team.



An Overall Upgraded Client Experience

In addition to a new online community, your client experience has been upgraded to include:

- **Online Support** Submit a case online to collaborate with our knowledgeable support analysts. Stay informed of case status and update the case anytime, anywhere.
- **Online Accounting and Billing Support** Stay informed regarding your account status by submitting billing inquiries, changes, and even audit information directly through the Success Community.
- **Client Collaboration** Connect with other clients to share best practices, answer and ask questions, network, and influence the direction of your solutions 24/7.
- **Client-Only Case Closing** Close cases only when you're satisfied with the resolution.
- **Client-Managed Success Community Access** Add the right people from your practice to the Success Community. Reset passwords or change permissions directly.
- **Client-Driven Email Updates** Use Chatter groups to be notified of the news and conversations that you care about most. From products to healthcare news, you choose what, and how often you're notified.
- **Link to Known Issues** Find identified functionality corrections and link to them. Be notified when a fix is released.
- **Community Management Team** Our Community Managers are online to assist you in exploring the Success Community.

Terminology

Success Community Terminology	Success Community Meaning
Cases	Cases are issues, inquiries, or questions submitted to the Support team for resolutions.
Case Category	The product/solution that your case is referencing.
Topic	A high-level description of your issue, inquiry, or question.
Description	A detailed description of your issue, inquiry, or question.
Known Issues	An identified software bug that is to be fixed by the R&D team.
Ideas	Ideas are suggestions or enhancement requests for products, solutions, and services.
Knowledge	Articles containing help tips, user guides, product releases, and other documented resources to assist you with leveraging your technology.
Chatter	Chatter provides collaboration features and capabilities within the Success Community.

Success Community Users

Success Community Tabs	Main Client Community User	Client Community User	Knowledge Community User	Read-Only Community User
MY ACCOUNT Manage users, reset user passwords, and manage server information.	X			
CASES Submit and manage cases.	X	X		Read Only
MCS ASSETS View assets, request forms, and articles.	X (Enterprise and Connected Health clients)	X (Enterprise and Connected Health clients)		
KNOWN ISSUES Search and link to known issues.	X	X		Read Only
KNOWLEDGE Search and view educational articles.	X	X	X	X
IDEAS View, submit, and comment on ideas.	X	X	X	X
SERVICES Search, view, and register for courses, focus groups, and webinars.	X	X	X	X
CHATTER Ask questions, share best practices, and collaborate with other users.	X	X	X	X

How do I get ready?

- ❑Review the Success Community Readiness Toolkit.
- ❑Visit the Pathway to your Success Community client resource page.
    - ❑Read the Getting Started Guide
    - ❑Watch the Training Simulations to get started
        - Topic-based, interactive, one to three minutes in length
        - Web-based, mobile-accessible via phones/tablets
        - No password required for access
    - ❑Register for our Success Community Webinars
        - New topics each webinar and recorded for reference
        - Come prepared with questions; ample time built in for Q&A
- ❑Bookmark community.nextgen.com in Google Chrome, Mozilla Firefox, or Apple Safari.
- ❑Whitelist support-no-reply@nextgen.com and successcommunity@nextgen.com to ensure you receive your login credentials, resources, and more.

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