TIPS ON USING IDEAS

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Tips on Using Ideas
Success Community Ideas are a great way to use the social aspect of the Community to come up with and gain support for Enhancements and Innovations you can potentially see in NextGen® Products and Services!

Simulation Videos for Ideas
See how to use Ideas by watching our quick training simulation videos. Click on the links below to watch:

- Searching for and Voting on Ideas (HTML video, 2:16)
- Posting an Idea (HTML video, 2:14)

Finding Ideas
Using Global Search
You can search for any idea using the global search bar at the top of the Success Community. You can search by either search terms or by the Idea number. The system will search the entire community.

If there are any Ideas that include your search terms, they will appear on the search results page. To only see search results that are ideas, select the article record type from the left menu.

Learn more about using global search by watching the Using the Global Search (HTML video, 2:08) simulation video.
From the Ideas Tab
There are some great ways to locate ideas to vote on from the Ideas tab.

By default, you can see ideas by Idea Brand and based on four tabs:
- **Popular ideas** – ideas with numerous votes and recent activity, such as comments and votes
- **Recent ideas** – ideas that have been recently submitted
- **Top All-Time** – the most popular ideas of all time
- **Comments** – the most recent comments on ideas

You can then filter each tab by category and status to only see ideas for a specific product or a product that is in a certain phase of the ideas process, such as “New.”

Success Community Home Page
The latest ideas submitted are always listed on the home page of the Success Community for immediate viewing.

You can do the following from the home screen.
- Click on each idea to learn more about it and vote
- Click View More to be directed to the Ideas tab
 Posting Ideas
To post an idea, check out our posting an Idea (HTML video, 2:14) simulation video.

There are few things to keep in mind when posting an idea:

- **Add images and links** to your idea description to help other community members and NextGen Healthcare staff fully understand your enhancement suggestion.
- **Be specific.** Community members often come across ideas when searching for knowledge in global search. What words would someone search to find your idea?
- **Clearly describe** your idea by including what challenge or business need your idea fulfills, and why it is needed. This helps community members relate to your idea.
- **One idea per post.** If you have five great enhancement suggestions, submit them as five different ideas. This lets community members and NextGen Healthcare know exactly which idea they are voting for or implementing.
- **Have your own idea.** If you’re reading an idea and you want to add a feature to it, create your own idea instead of noting it in the idea comment section. This way, other clients can vote for your idea as well. Also, it keeps your great idea from being missed in a chain of comments.

### Ideas Status

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Default status for all ideas</td>
</tr>
<tr>
<td>Awaiting Client Voting</td>
<td>The idea has been confirmed as original. It is ready to gain community support. This is the best idea to vote on and share.</td>
</tr>
<tr>
<td>Existing Feature</td>
<td>This idea is featured in an existing product/solution. No further updates will be made on the idea by NextGen Healthcare.</td>
</tr>
<tr>
<td>Under Review</td>
<td>The idea is under review by NextGen Healthcare for road map consideration.</td>
</tr>
<tr>
<td>On the Road Map</td>
<td>The idea has been added to a product/solution road map for future release.</td>
</tr>
<tr>
<td>Delivered</td>
<td>The idea has been delivered by NextGen Healthcare and is available for general use.</td>
</tr>
<tr>
<td>Partially Delivered</td>
<td>Part(s) of the idea has been delivered by NextGen Healthcare and is available for general use.</td>
</tr>
<tr>
<td>Not Planned</td>
<td>This idea is not aligned with the NextGen Healthcare mission and is not under consideration for our short- or long-term development road map.</td>
</tr>
</tbody>
</table>
Voting on Ideas
You can vote up (promote) or vote down (demote) ideas based on your interest. Every community member’s vote is the equivalent of 10 points. The more you vote on an idea, the better its chances of being reviewed and implemented.

Promote Your Ideas
Looking for ways to promote your ideas? Here are some suggestions:
- Post in a Chatter group
- Involve your colleagues
- Share at a user group meeting
- Message other clients (@mention) with similar ideas to vote on yours as well

Idea Tracking
Keep track of the ideas that you have engaged with on the Success Community. In the Ideas tab, click on your username. This opens your Ideas profile where you can see the following:

- **Recent activity** – What was your last comment? See it here.
- **Ideas submitted** – Check on the performance of your ideas by clicking on this link.
- **Ideas voted on** – Check on the progress of other ideas that you have voted on. Has a request moved up a status? Have we NextGen Healthcare responded?
- **Recent replies** – See any new comments on ideas that you have also commented on.

Additionally, as the Idea creator, you will receive email notifications each time your idea changes status.

Hint! You can click on the usernames of other community members to see this information about them. This is a great way to see the activity of others from your practice.
Ideas Review Process

Ideas are reviewed bi-weekly by NextGen Healthcare staff to verify that an idea isn’t an existing feature already (updated to existing feature status), a support request, a complaint only, or a duplicate of an existing Idea. If an idea does not fall under any of these categories, it will be moved to the Awaiting Client Voting status where it will remain until the idea reaches a client vote quota.

On average, the quota is 2,500 votes (250 clients) but can vary depending on the size of the client pool for that product. Once an idea has received enough votes, it will be reviewed again by a member of the NextGen Healthcare Product Team responsible for that category to review the viability of the idea for inclusion in our product/solution road maps.

The timing for an Idea to move through the entire review cycle can vary substantially based on several variables including our existing product road map, complexity of the idea request, client interests and vote collection, and downstream impacts on implementation. Due to this variation, NextGen Healthcare cannot provide a definitive development cycle on Ideas.

Ideas Dos and Don’ts

Success Community ideas should be a collaborative opportunity to develop products and solutions that directly fit our clients’ needs. To ensure the Ideas Community is a positive and safe environment, please abide by the following guidelines:

<table>
<thead>
<tr>
<th>Ideas Dos</th>
<th>Ideas Don’ts</th>
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</thead>
<tbody>
<tr>
<td><strong>Participate!</strong> Ask Questions, share information, and engage with community members.</td>
<td>Post confidential or HIPAA-regulated information on profiles or public groups.</td>
</tr>
<tr>
<td><strong>Be specific and succinct.</strong> A clear idea will ensure that other clients and NextGen Healthcare have a true understanding of your enhancement requests.</td>
<td>Post obscene, indecent, hateful, offensive, defamatory, abusive, harassing, or profane material.</td>
</tr>
<tr>
<td><strong>Be social on Chatter</strong> to inform other community members of your ideas and potentially earn more votes.</td>
<td>Post spam, advertisements, or other soliciting materials.</td>
</tr>
<tr>
<td><strong>Be Respectful.</strong> Even in disagreement, remember to be engaging but courteous and respectful.</td>
<td>Post personal messages, jokes, or non-professional items. This is a client-facing forum.</td>
</tr>
</tbody>
</table>

The Online Community Manager reserves the right to remove any posts that exhibit these characteristics.
Frequently Asked Questions

Will NextGen Healthcare recategorize ideas if placed in the wrong category?
Yes. NextGen Healthcare will recategorize ideas where applicable.

Are you able to change your Idea promote/demote vote?
No. You can only vote on an idea once.

Can I vote on my own Idea?
By default, when you create an idea, it starts with a score of 10, representing your vote.

Can people see who promoted and demoted ideas?
Yes. The last 100 voters are listed under an idea by their username.

Can NextGen Healthcare employees submit an idea on behalf of a client?
Clients should submit their own ideas directly on the Success Community.