

Submit a Support Case from modmed® Communities



In this guide, you will learn how to create a support case in modmed® Communities. The case will be handled by Modernizing Medicine’s Support Team, who will then reach out to you directly.

1. Open your Web browser, and navigate to <https://modernizingmedicine.force.com/communitiesgi/login>
2. Log in using your **Username** and **Password**.

A screenshot of the login page for Modernizing Medicine. It features the company logo at the top left. Below the logo are two input fields: "Username" with a person icon and "Password" with a lock icon. At the bottom is a purple "Log in" button.

3. Select **Cases** in the global navigation header and click **Create a Support Case**.

A screenshot of the "Cases" navigation menu. The menu is open, showing "My Cases" and a button labeled "Create a Support Case" which is highlighted with an orange border.

4. Complete the form.
5. When you’re finished, **Submit** your case.

A screenshot of the "Contact Customer Support" form. The title is "Contact Customer Support" with the subtitle "Tell us how we can help." The form contains several fields: a dropdown for "Product" (currently showing "--None--"), a dropdown for "Case Reason" (currently showing "--None--"), a text input for "Subject", a text area for "Description", a search input for "Contact Name" (with placeholder "Search Contacts..."), and an "Upload File" link. A purple "Submit" button is at the bottom right.