

CUSTOMER GUIDE:

Creating a Maintenance Support Case and Accessing the Customer Center.

Maintenance Information

Maintenance Case v. Support Case




To ensure your inquiries are directed to the right team for the fastest response, it's important to know the difference between our **Operations Team** and **Customer Care Team**:

Operations Team – Financials & Account Updates

The Operations Team assists with financial questions and account/contact changes. A **Maintenance Case** is created for items such as:

- Renewal questions or changes
- Budget quotes
- Credit requests
- Invoice concerns
- Contact and Account updates

How to Contact the Operations Team:

-  *Preferred:* Submit a **Maintenance Case** through EnvisionWare's Customer Center
-  Financial inquiries: maintenance@envisionware.com
-  Contact/Account changes: access-us@envisionware.com



Customer Care Team – Technical Support

The Customer Care Team provides assistance with EnvisionWare's hardware and software. A **Support Case** is created for:

- Troubleshooting error messages or incorrect functionality
- Best practice workflows

- Advanced investigations for complex technical issues

How to Contact the Customer Care Team:


-  Call us at **888-409-0888**
-  Submit a **Support Case** through EnvisionWare’s Customer Center

Knowing the difference between these teams helps us route your inquiry to the right place—ensuring quicker, more accurate support.

How to Create a Maintenance Case

1. Navigate to **EnvisionWare’s Customer Center** > Select **My Account** Tab > **Login** with your unique credentials.
2. Navigate to the **Support** header > Select **Contact Support** to create a case.

3. **Define** the following fields:

FIELD	ACTION NEEDED
SUBJECT	A short, clear description of your request
PRODUCT	Select MNT – Maintenance from drop-down <div style="background-color: #ffffcc; padding: 5px;">  Selecting a different product from MNT – Maintenance will cause a delay in routing the request to the appropriate team for processing. </div>
MODULE	Select the appropriate module that best describes your request
CONTACT	Select the main contact for the request
PRIORITY	Leave the default level of 3
MESSAGE	Provide additional details regarding your request, such as: <ul style="list-style-type: none"> • Dates • Invoice/Quote #s • Budget Request • Item # • Information regarding urgency

4. Select **Submit** to submit the case to EnvisionWare’s Operations Team for review.

Your request will be reviewed and processed in the order of which it was received.

If additional information is needed, a member of our Operations Team will contact you through the Maintenance Case for next steps.

How to Access the Customer Center

New User

1. Navigate to EnvisionWare's Customer Center: **system.envisionware.com**
2. **Scroll** to the bottom of the Welcome page
3. Select **Request for Customer Center Login Credentials**
4. **Complete** the Request Form
5. Select **Submit Request** once complete

Your request will be reviewed and approved by our Operations Team. Once approved you will receive an email with additional information for completing your login credentials for access to the Customer Center.

Existing User

1. Navigate to EnvisionWare's Customer Center: **system.envisionware.com**
2. Select **My Account** from the Navigation Tabs at the top of the webpage
3. **Login** with your email address and password



If you have forgotten your password, select [Click here if you've forgotten your password.](#) An email will be sent to you with a link to reset your password.

4. Select **Continue** to access your Account page(s)