# Help Center Instructions

Registering your Help Center account as a new user…

1. Send an email to hsms.support@henryschein.com requesting that an account be set up for you. Please be sure to name the organization you are with and send the email from the email account that you use for work.

2. MicroMD Client Support will set up your account. You will then receive an email from the MicroMD Help Center instructing you to set your password.
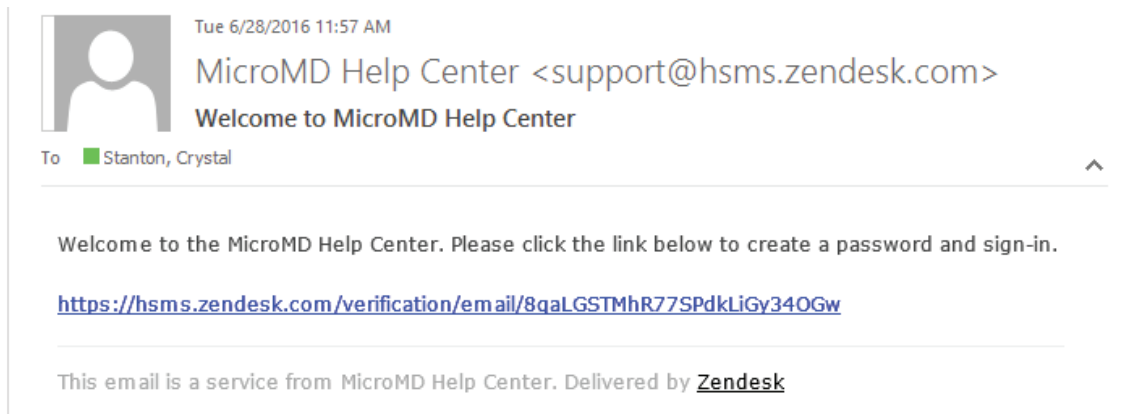
3. Click the link in the MicroMD Help Center email to set your personalized password, meeting the following requirements:
   • Minimum 5 characters in length
   • Different from email address

4. Once you have set your password and it has been accepted, you have been successfully registered for MicroMD's Help Center and will be redirected to the Help Center home page.
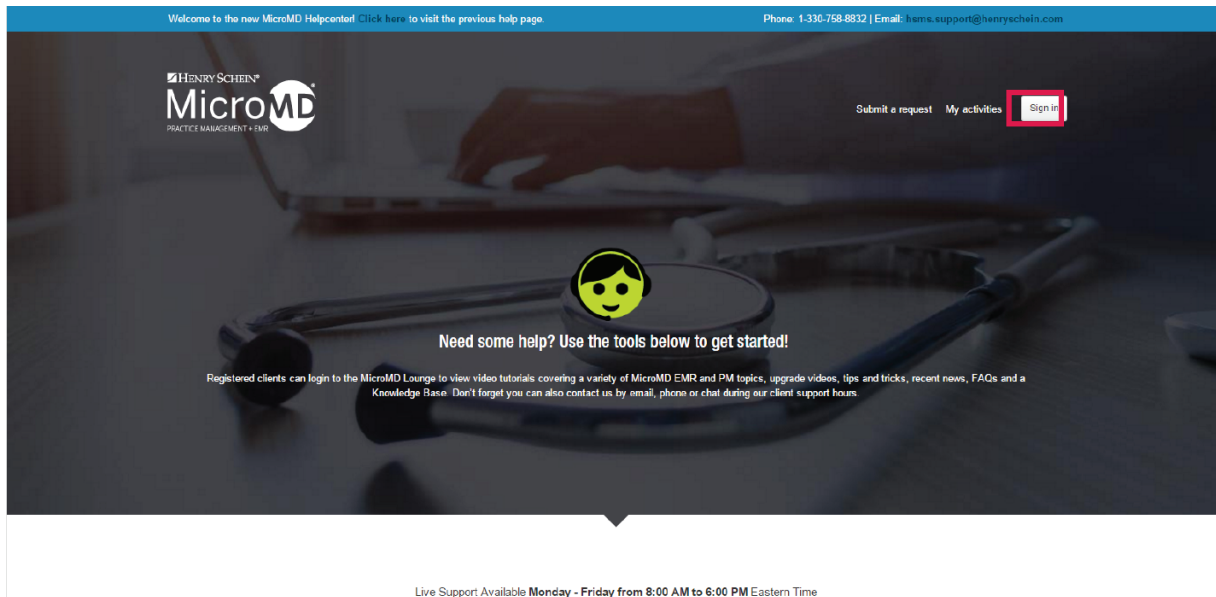
Registering your Help Center account when you've emailed Support in the past…

1. Go to hsms.zendesk.com and click "Sign in."

**2.** The following dialogue box will pop up. From here you will need to click "Forgot my password."

3. At this point, the following dialogue box will pop up and you will need to enter the email you have used to contact Client Support in the past, then click "Submit."

4. This will bring up the following screen, letting you know that an email has been sent to your email account with a link to reset your password.
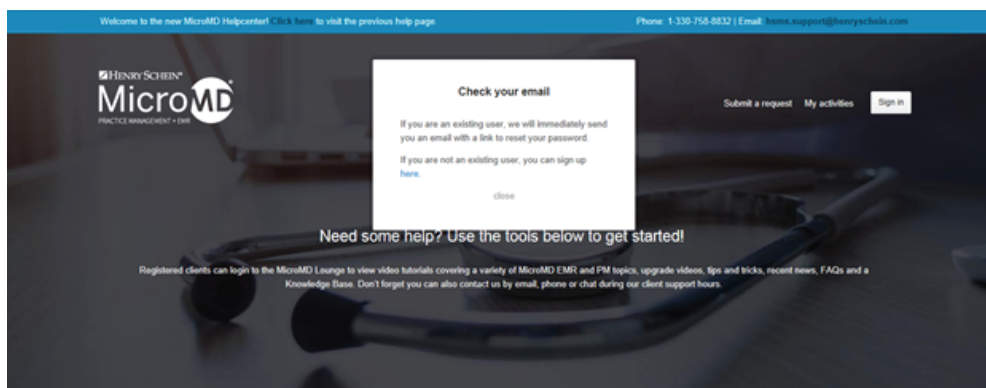
Registering your Help Center account when you've emailed Support in the past - continued

5. Next, sign in to your email account and locate the email sent to you by the MicroMD Help Center. Once you have located the email, open it and click on the link provided to set a new password.

MicroMD Help Center <support@hsms.zendesk.com>
to me ▼

This email was sent to you because someone requested a password reset on your account.

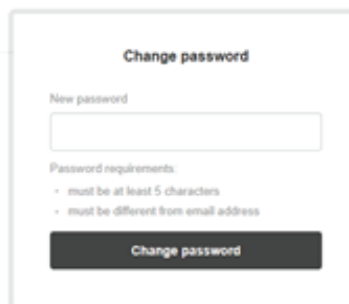Visit the following URL to set a new password:

https://hsms.zendesk.com/password/reset/S4rHd0oKyj7Lo7qfrqsuuhMAm?locale=1

You can do a regular login at: https://hsms.zendesk.com

This email is a service from MicroMD Help Center. Delivered by **Zendesk**

6. This will take you to the below page. Here you will enter personalized password, meeting the following requirements:

• Minimum length of 5 characters

• Different from email address

Once you have entered your password, click "Change password." Once your password has been accepted yo MicroMD Help Center account has been successfully registered and you will be redirected to the MicroMD H Center home site.
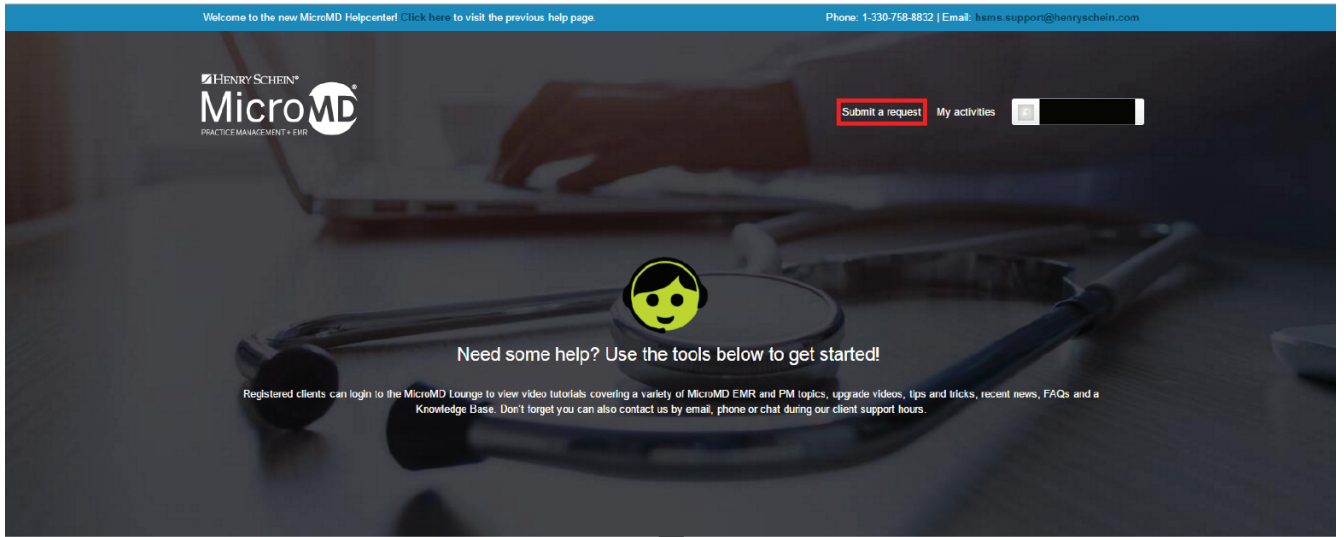
Change password

New password

Password requirements:
• must be at least 5 characters
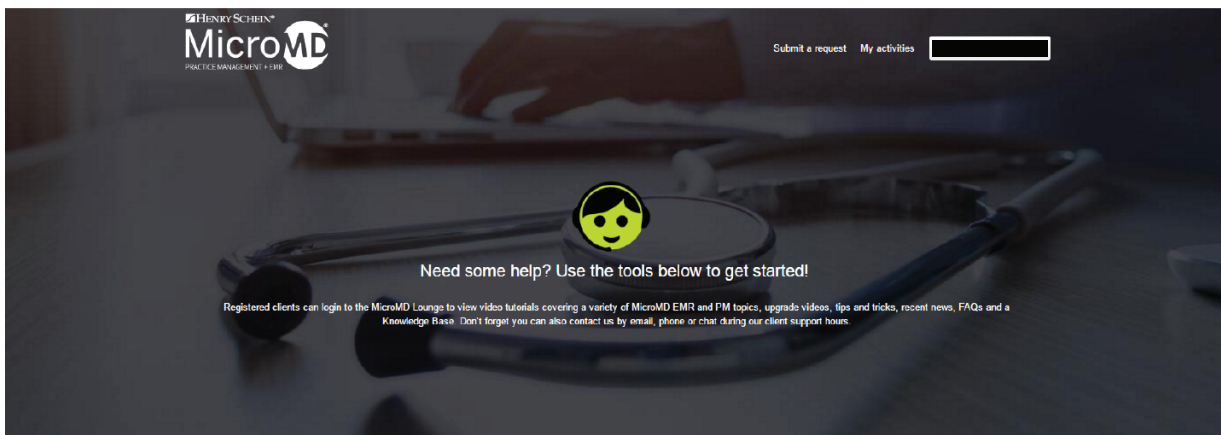• must be different from email address

Change password

Submitting a Support request…

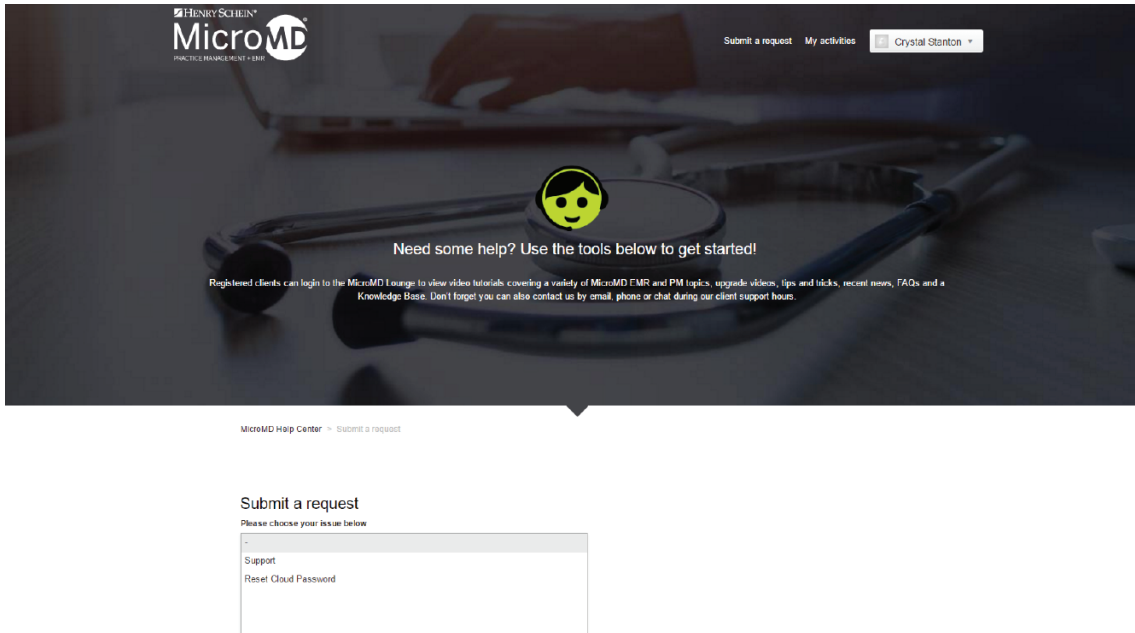1. Visit hsms.zendesk.com and sign in if you have not already. Then, select "Submit a request."

2. This will take you to the following page where you will fill out a new support request.
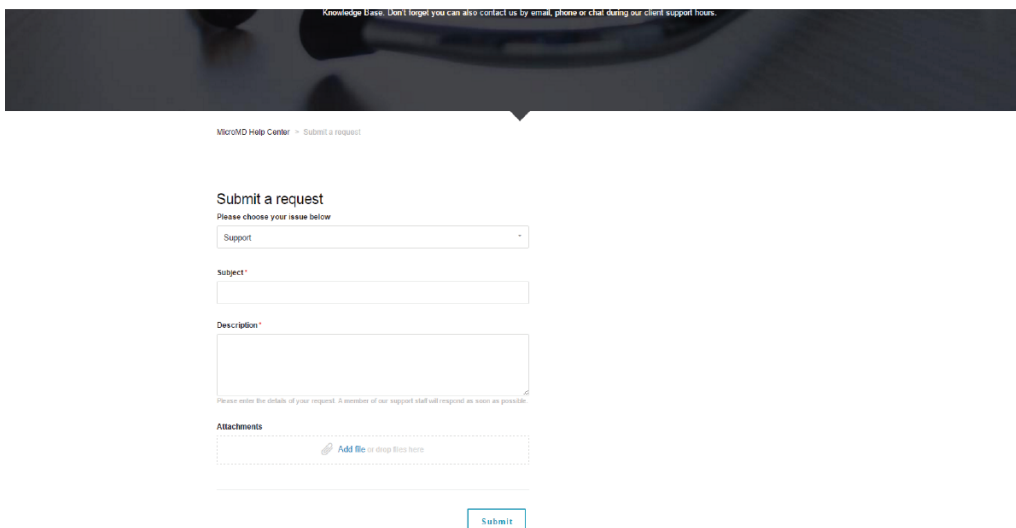
Submitting a Support request - continued

3. Now, click the drop-down arrow to reveal your issue choices. You can select from "Support" or "Reset Cloud Password."
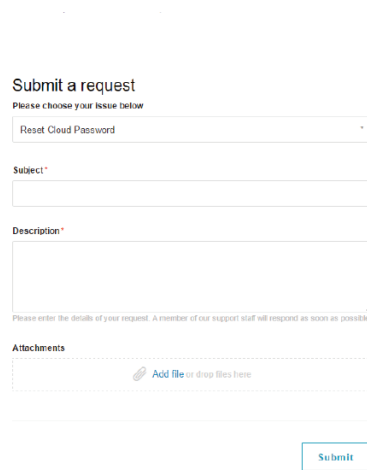

4. If you select "Support," the following form will come up. You will fill out the Subject of the type of support issue you are having and then a detailed Description of the issue. Finally, if you have any screen shots or other Attachments to provide additional information about your issue, you will attach those here and then click "Submit." Your request will then be placed in our Support Queues and an email will be sent to you verifying your ticket. If you need to provide additional information later, you can reply to the email related to that ticket and your ticket will automatically be updated.

Submitting a Support request - continued

5. If you select "Cloud Password Reset," the following form will come up. You will fill out the Subject with a brief description of the password reset need and then provide a detailed Description of your need. Finally, if you have any screen shots or other Attachments to provide additional information about your issue, you will attach those here and then click "Submit." Your request will then be placed in our Support Queues and an email will be sent to you verifying your ticket. If you need to provide additional information later, you can reply to the email related to that ticket and your ticket will automatically be updated.
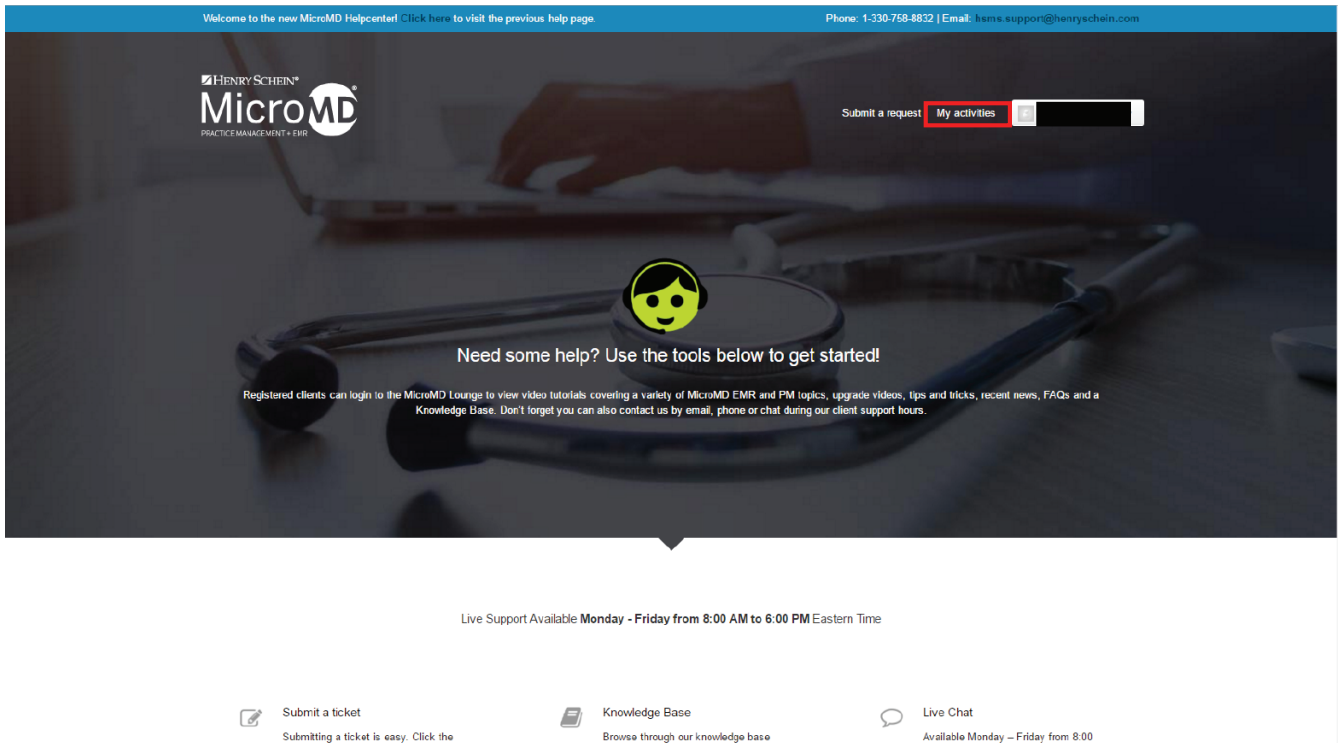
Checking the status of an existing Support ticket…

1. Visit hsms.zendesk.com and sign in if you have not already. Then, select "My activities."

2. This will bring you to the following screen where any requests you have submitted will be visible to you for you to click on for more information on their status.