
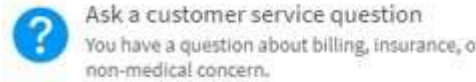





EISENHOWER HEALTH

How send a message other request message.

1. Go to **Messages**
2. Select the green “**Send a message button**” 
3. Next you will click on “**Ask a customer service question**” 
4. Then you will be asked “**What type of Customer service Questions**” Please select “Other” 
5. Complete the **Subject** line and the **Message**.
6. Discard will take you back to the Message Center.
7. Use the **Paper Clip** to attach Supporting documents if need

NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have the message has been completed. Once the Send button turns green you message is ready to be send.

Scroll down to see screen shots of each step



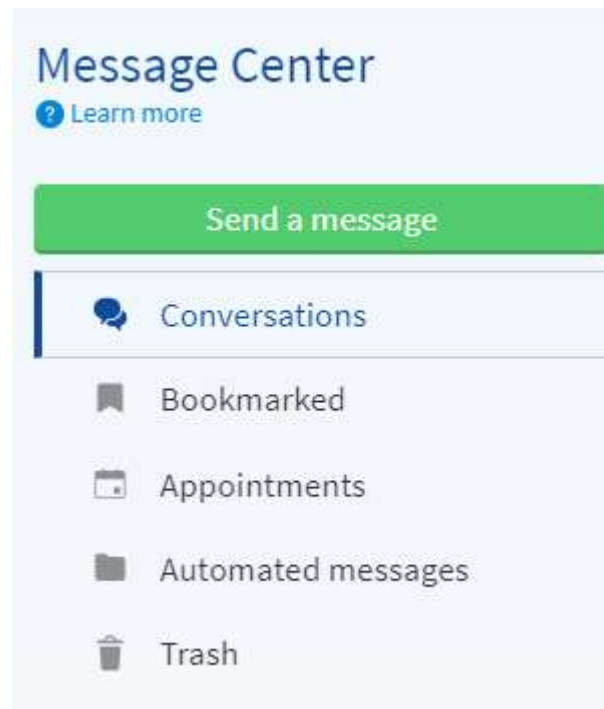
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How send a message other request message.

Scroll down to see screen shots of each step



1. Go to messages



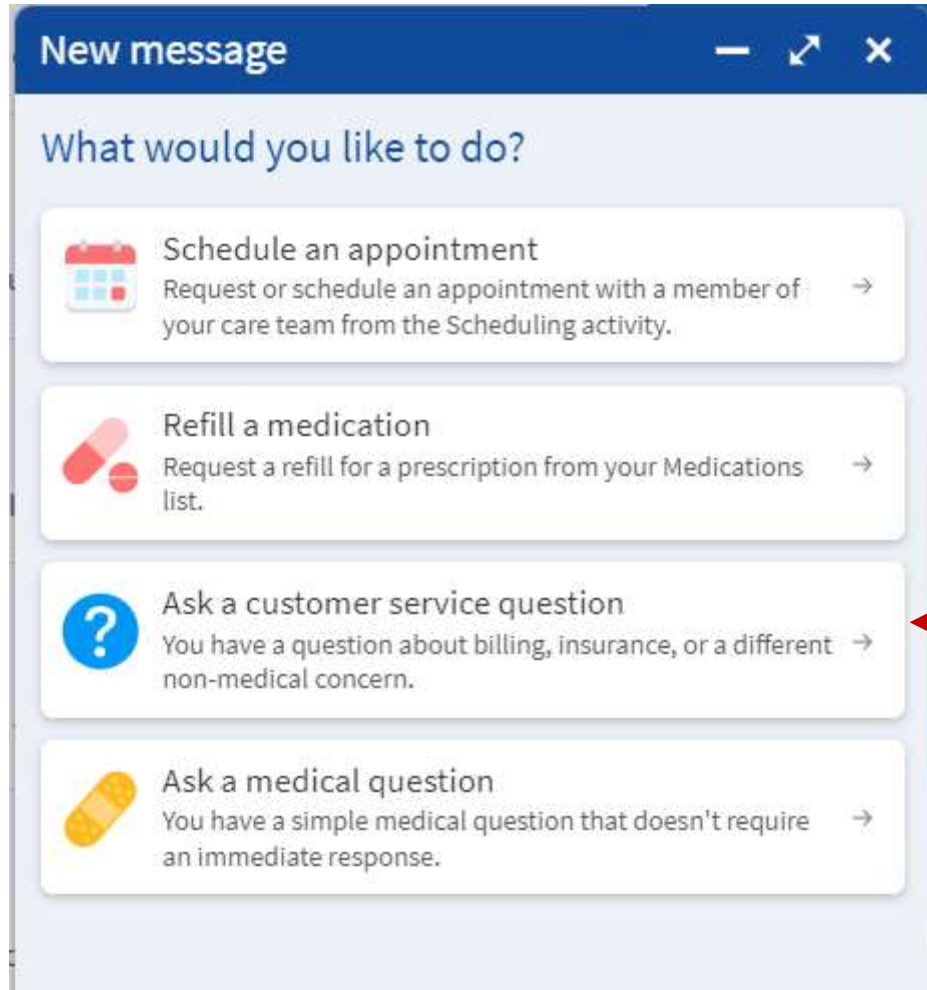
2. Select the green "Send a message" button.

Scroll down to see screen shots of each step



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How send a message other request message.



Next you will click on “Ask a customer service questions.,

Scroll down to see screen shots of each step



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How send a message other request message.

← Customer service question — ↗ ×

What type of customer service question?

Billing Question →

Medical Record Request →

Other →

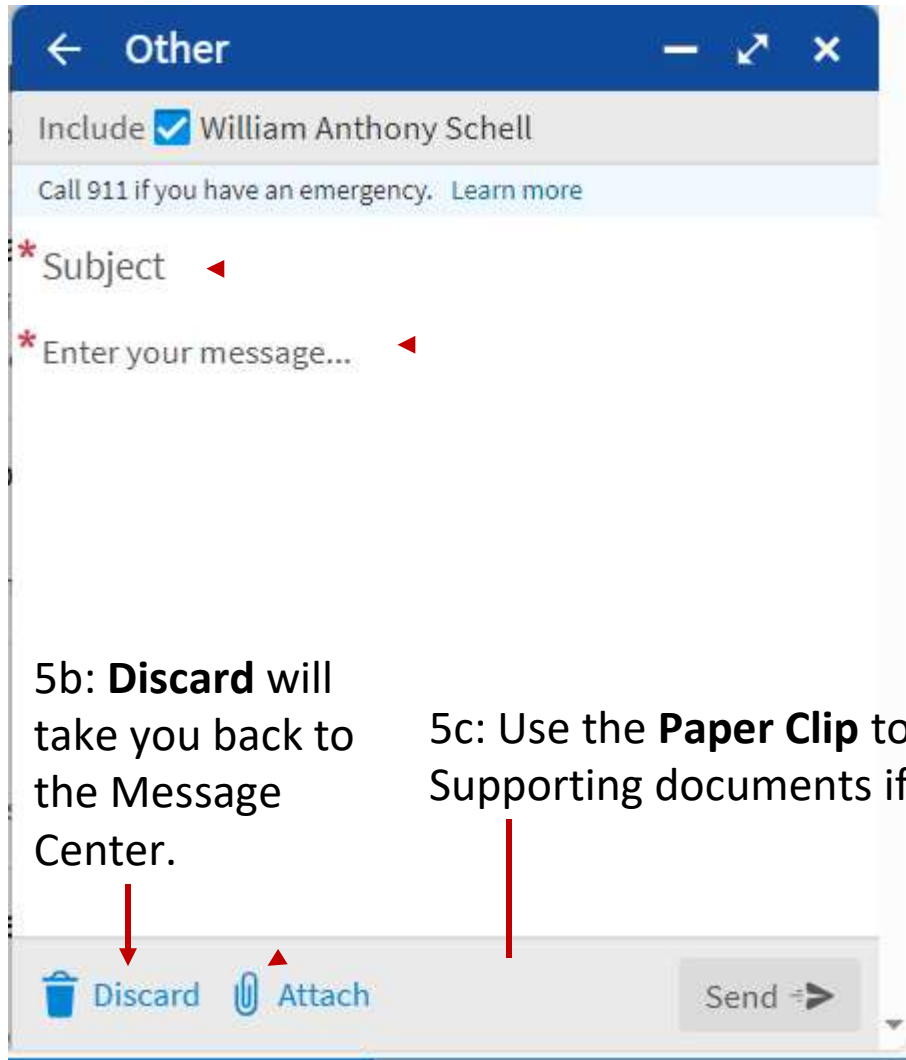
Then you will be asked “What type of Customer service Questions.” Please select “**Other**”

Scroll down to see screen shots of each step



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How send a message other request message.



5b: **Discard** will take you back to the Message Center.

5c: Use the **Paper Clip** to attach Supporting documents if need

5a: Complete the Subject line and the Message.

NOTE: The Send button will not turn to green to send the message unless the Subject Line and you have message has been written. Once the Send button turns green you message is ready to be send.

