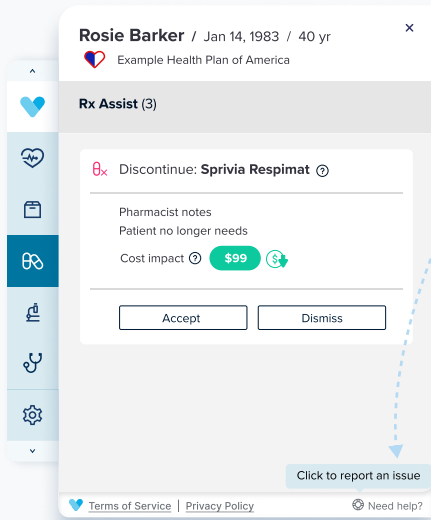




# In-app Support Experience

Vim Connect users can now directly contact our support team within the Vim Hub, eliminating the need to use external email channels. By using this feature, our team will be able to more efficiently collect pertinent troubleshooting details such as user information, device ID, clinic name, app context, Vim patient ID, and other non-PHI data. **Ultimately ensuring quicker issue resolution.**

## 1. Access




While using any application within Vim Connect, a user can navigate to the “Need Help?” icon within the footer.

By selecting this, they will then be prompted to confirm that they want to report an issue to the Vim support team.

After confirming, the user’s email will be autofilled and they will be prompted to choose a category and add any additional details that would be relevant for the support team to understand the issue.

**Note:** Other information such as clinic name, device ID, or Vim patient ID will be automatically sent to our support team and does not need to be input in the form.

## 2. Complete Form

  
**Having an issue?**  
We are here to help

**Help us better understand your issue**  
Please refrain from including any personal health information (PHI). Rest assured, we already have the necessary details about the patient and the application in question.

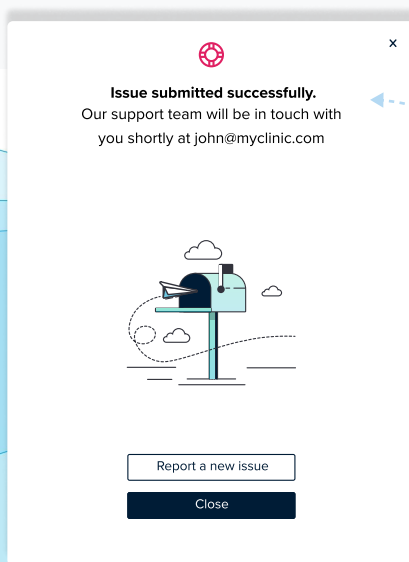
We'll reply directly to the email address you provide below.

Your email (required)

Choose topic

Please provide details about the issue you're experiencing here

## 3. Submit



Vim heart remains grey

Data issue / concern

Specific application functionality

Other

After filling out the details and clicking submit, the user will see a confirmation screen informing them that their issue has been successfully reported to Vim support. From there our team will assess and troubleshoot the issue and follow up via the email listed on the form.

If you are having issues with our in-app support tool, please send an email to: [support@getvim.com](mailto:support@getvim.com)