



That's a Good Question! Inera Customer Support

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Inera Support

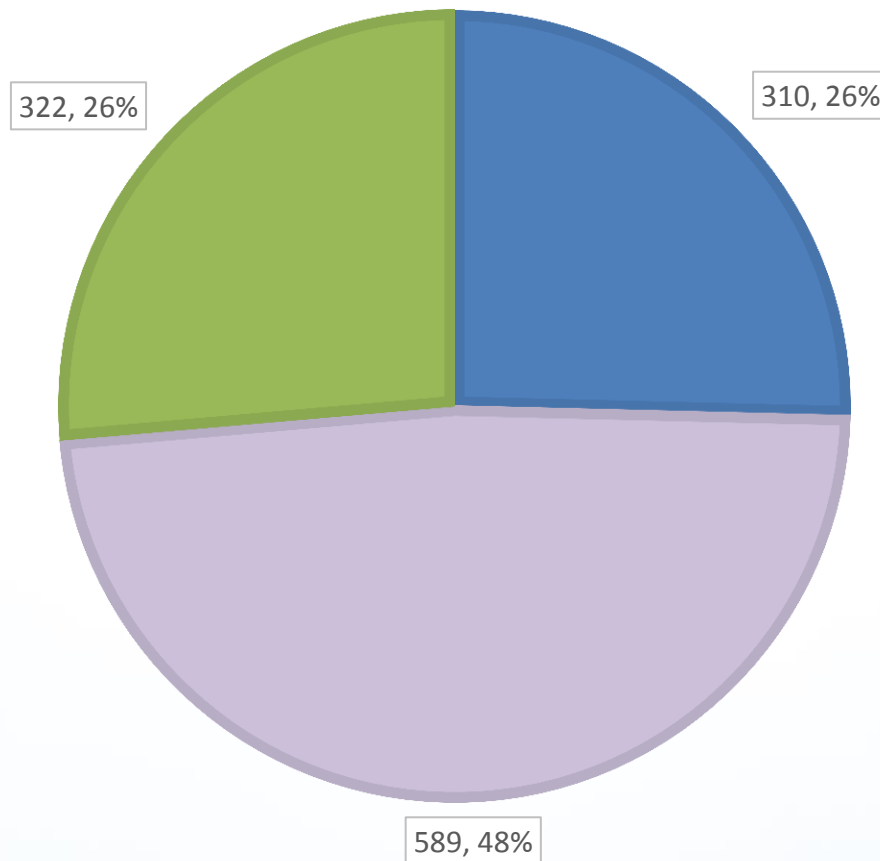
- Types of tickets
 - eXtyles and Edifix technical queries
 - Journal database submissions
 - Feature/configuration change requests
 - Other (Windows, Word, IT, etc.)

Inera Support

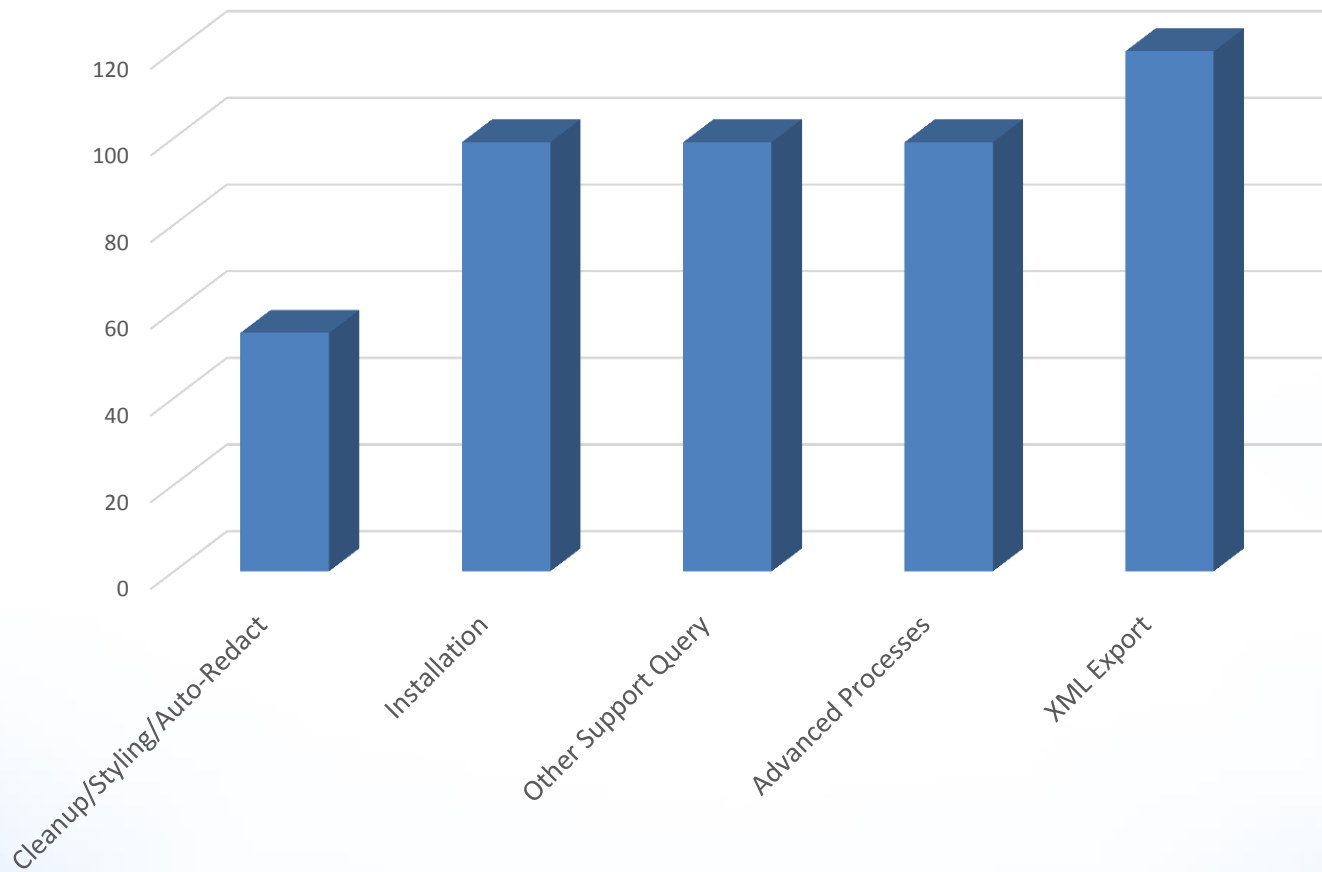
- 1,221 tickets thus far in 2019
 - 589 for eXtyles
- 130 active eXtyles customers (organizations) in 25 countries
- Approximately 1,000 individual eXtyles users

Inera Support by the Numbers

■ Journal Database ■ eXtyles ■ Edifix



Top 5 eXtyles Support Categories



Solutions!

➤ Targeted and updated FAQs

eXtyles Installation Problems (13)

- 📖 I need the eXtyles serial number and other installation information
- 📖 eXtyles appears in the Add-Ins tab rather than as its own tab
- 📖 eXtyles is installed, but is not showing up in Word

[Solution home](#) / [eXtyles - Help with installation](#) / [eXtyles installation](#)



eXtyles is installed, but is not showing up in W

Modified on: Mon, Jun 24, 2019 at 10:28 AM

Solutions are listed in order of likely effectiveness. Please check your eXt group of suggested solutions.

⚠ If you don't know which eXtyles build you have installed and can't use does not show up on the Word ribbon, check the following registry key (or For 32-bit Windows:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Inera\eXtyles\Install
```

Solutions!

➤ Improvements to eXtyles

✉ DLL help?

Monica Mungle reported via email

M Monica Mungle reported via email, 6 months ago (Wed, May 8 2019 at 11:14 AM) 🔗 ↗

to: "extyles Support (extyles-support@inera.com)" <extyles-support@inera.com>
cc: ~~monica.mungle@inera.com~~

Hi,

Can you provide help for us to build a DLLs? Do you provide training?

Peter created a new DLL ~~but we are having issues. Also need to discuss how we will implement the new DLL will need to be~~ modified.

Thanks,
Monica

🔦 EX-11290

AMA would like to externalize the list of publications currently mapped in DocInfo

📎 Attach 📄 Create subtask 🔗 Link issue 📄 Link page ⋮

Description

eXtyles Support



The image shows a screenshot of an eXtyles application window. At the top, the title bar reads 'eXtyles'. Below the title bar is a red circle with a white 'X' icon, followed by the text 'PARSING ERRORS FOUND'. Below this, it says 'There were 3 XML parsing errors. Please search for "<!-- Warning" or "<!-- Error" to find explanations.' At the bottom right of the dialog box is an 'OK' button. Below the dialog box, a code editor snippet is visible, showing XML code with a warning message: '<!-- Warning: Content model for book-back does not allow element back here in unnamed entity at line 1609 char 6 of file:///Users/aglover/AppData/Local/EXTYLES/TMP/RXPIn.xml -->'. The code snippet includes '</ack>', '<!-- Warning: Content model for book-back does not allow element back here in unnamed entity at line 1609 char 6 of file:///Users/aglover/AppData/Local/EXTYLES/TMP/RXPIn.xml -->', and '<back>'.

eXtyles Support

- Reproducible
- Scope
- Severity
- Urgency



Tips and Tricks

- Isolate the problem
- Reboot
- Collaborate



Are you using the portal?

Sign up at

<https://support.extyles.com/support/home>

The screenshot shows the 'eXtyles Support' portal interface. At the top, there is a navigation bar with links for '<< Back to Inera.com', 'eXtyles Support', and 'Edifix Support'. The main heading is 'Submit a ticket'. The form includes the following fields:

- Your Email ***: A text input field containing 'jseifert@inera.com'.
- Which Inera product are you contacting us about?**: A dropdown menu with 'eXtyles' selected.
- Which category best describes your request?**: A dropdown menu with 'XML Export' selected.
- Which item best describes your query?**: A dropdown menu with 'Parsing Errors' selected.
- Please describe the issue in as much detail as possible:**: A rich text editor with a toolbar containing icons for bold, italic, underline, bulleted list, numbered list, text color, background color, link, unlink, and image.

Below the form, there are two buttons: 'Submit' and 'Cancel'. A link '+ Attach a file' is also visible.

The screenshot shows the 'Search the eXtyles FAQ Database' interface. It features a search bar with the placeholder text 'Enter your search term here...' and a 'SEARCH' button. To the right of the search bar are two links: '+ New support ticket' and 'Check ticket status'. Below the search bar, there is a section for 'Resolved or Closed' tickets, sorted by 'Date Created'. Two tickets are listed:

- Subscription Cancellation #16760**: Created on Mon, May 20 at 3:26 PM Agent: Jenny Seifert (Support). Status: CLOSED.
- Billing Questions - Contact Message #15645**: Created on Tue, Feb 26 at 9:02 AM Agent: Jenny Seifert (Support). Status: CLOSED.

Thank you!

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