

# XVWeb Login and Support Instructions

## How to log in and submit a support request for XVWeb

### 1. Log into your XVWeb account.

You or your IT department should have received an email with your unique login URL and password when you signed up for an Aptyx product. Please double check your inbox to ensure that the email did not end up in your spam folder. If you are still unable to locate the email, please contact your Aptyx sales or implementation representative for assistance.



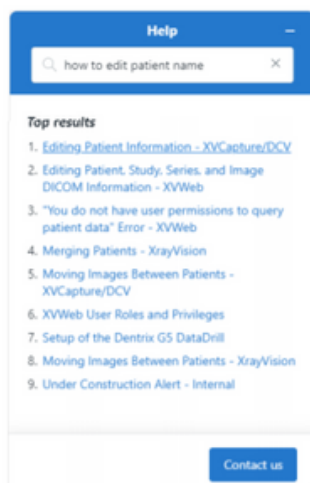
The screenshot shows the 'Log On' section of the XVWeb interface. It includes a 'Username' field with a user icon and a close button (x), a 'Password' field with a lock icon and a close button (x), a checkbox for 'Stay logged in (24 hours)', a blue 'Log In' button, and a link for 'Reset Your Password'.

### 2. Locate and click the icon located on the lower-right corner of the page.



### 3. Search for a support topic from the 'Help' pop-up box.

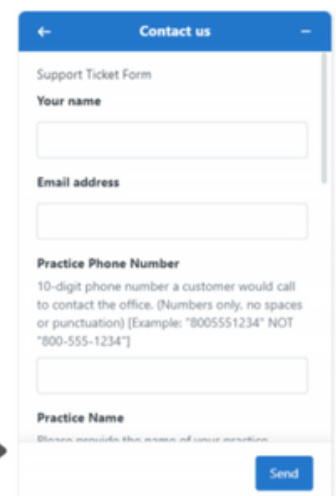
### 4. If unable to find a Help topic, click the 'Contact us' button to submit a Support ticket.



The screenshot shows the 'Help' search results for the query 'how to edit patient name'. The search bar is at the top with a search icon and a close button (x). Below the search bar, there is a list of 'Top results' with 9 items. At the bottom right of the list, there is a blue 'Contact us' button.



This screenshot is identical to the previous one, but the 'Contact us' button at the bottom right is circled in red, and a black arrow points from it towards the right.



The screenshot shows the 'Contact us' support ticket form. It has a title 'Support Ticket Form' and a back arrow. The form contains several input fields: 'Your name', 'Email address', 'Practice Phone Number' (with a note: '10-digit phone number a customer would call to contact the office. (Numbers only, no spaces or punctuation) [Example: "8005551234" NOT "800-555-1234"]'), and 'Practice Name' (with a note: 'Please include the name of your practice'). A blue 'Send' button is at the bottom right.