



# GROUP MEMBER PORTAL USER GUIDE

## FEBRUARY 2021

Your Guide to Accessing and Navigating the Group Member Portal

The Dental Care<sup>™</sup>  
PLUS GROUP  
A DentaQuest Company

# TABLE OF CONTENTS

Select a link below to view the instructions

## Registration and Sign In

[Landing Page](#)

[Create Your Account](#)

[Check Your Email](#)

[Secure Your Account](#)

[Sign In](#)

[Forgot Password](#)

## Portal Home Screen & Overview

[Welcome Message](#)

[Navigation Bar](#)

[Account Settings](#)

[Overview Page](#)

## Benefits

[Benefits Overview](#)

## ID Card

[ID Card Overview](#)

## Dental History

[Dental History Overview](#)

## Documents

[Documents Overview](#)

## Find a Dentist

[Accessing Find a Dentist](#)

## Help Center

[Help Center Overview](#)

[Contact Us Overview](#)

[Submitting a Help Request](#)

[Viewing Help Requests](#)

## Member Portal Support

[Reporting Portal Issues](#)

# Landing Page

The screenshot shows the DentaQuest Member Portal landing page. At the top left is the DentaQuest logo. At the top right, there is a 'Member Portal' label and a language dropdown menu currently set to 'English'. The main banner features a photo of two smiling children and the text 'ALL OF YOUR DENTAL INFORMATION IN ONE PLACE'. Below the banner, there are two primary action buttons: 'Get Started' (for registration) and 'Sign in' (for existing users). A video thumbnail titled 'How To Use Your Member Portal' is also present. At the bottom, there is a 'More Information' section with 'Contact us' and 'Learn more' links. Orange callout lines connect these elements to labels on the right: 'Language Options - English/Spanish' points to the dropdown menu; 'Sign In' points to the 'Sign in' button; 'Contact Us' points to the 'Contact us' link; 'Frequently Asked Questions' points to the 'Learn more' link; and 'Registration' points to the 'Get Started' button.

## Create Your Account

### CREATE YOUR ACCOUNT

Already have an account? [Sign In](#)

The form contains the following fields:

- Your Plan Type \***: A dropdown menu with options: 'Select a plan', 'Medicaid/Medicare', and 'Individual/Group'.
- Your Last Name \***: A text input field.
- Your Email Address \***: A text input field.
- Member or Subscriber ID \***: A text input field.
- Date Of Birth \***: Three dropdown menus for MM, DD, and YYYY.
- Next**: A large orange button at the bottom.

**Select Plan** – Choose 'Individual/Group'.  
*Please Note:* The Medicare/Medicaid Plan Type is only for members enrolled in a Government dental plan.

**Name:** Enter the first and last name of the member as it appears on file with the dental plan.

**Email Address:** The Email Address entered will be used as your Username when signing in to the portal.

**Date of Birth:** Enter member date of birth. Members registering for portal access must be 18 years or older in order to create an account.

**Member ID:** Enter the Member ID.

## Check Your Email

# YOU'RE ALMOST DONE

### Check Your Email

We sent an email to you at  
[llama123234213@mailinator.com](mailto:llama123234213@mailinator.com)

Click on the link in the email. The link will take you to a website page that will allow you to create a secure account.

If you don't see the email in your inbox, check your spam/junk folders. The email may have been delivered there.

**Please Note:** The email confirmation link is only valid up to 48 hours! Users are directed to call customer service if trying to use the link after 48 hours. Customer Service will need to resend the email again to help the member complete registration.

DentaQuest  
WELCOME TO PREVENTISTRY™

[About Us](#) [@provider-login](#) [Contact Us](#)

Hi Ruth,

Thank you for registering with your DentaQuest online portal!

You need to complete one more step - set up your password.

Just visit <https://connectsso.dentaquest.com/au/issso/providersso/ProviderRegisterLogin.aspx?username=RuthTest&password=Ww39GcIGTJ35I2> and follow the instructions for setting up your password.

If you did not request this change, please [contact us](#) immediately.

Sincerely,

Customer Service

DentaQuest

**Please Do Not Reply To This Message**

This is a system generated email. Replies will not be read nor forwarded for handling.

This email was sent to [ruthvja@yahoo.com](mailto:ruthvja@yahoo.com)

IMPROVING THE  
ORAL HEALTH  
OF ALL

DentaQuest

## Secure Your Account

### Secure Your Account

Create a password

Password length must be between 8 to 15 characters

Try the password again

Password length must be between 8 to 15 characters Passwords do not match.

**Password:** Passwords must be between 8-15 characters, with a mix of letters, numbers, and special characters (such as & and %). Passwords must also match.

### Security Questions

Pick 2 questions you can answer if you ever forget your password.

Question 1

What is your favorite childhood stuffed animal ▼

Answer to Question 1

Question 2

What is your favorite childhood stuffed animal ▼

Answer to Question 2

Question 3

What is your favorite childhood stuffed animal ▼

Answer to Question 3

Next

**Security Questions and Answers:**  
All questions and answers must be different from each other.

## Sign In

DentaQuest

Member Portal English ▾

### SIGN IN

Enter the email and password you created when registered.

Username(Email)\*

Password\*

Hint: Your password is case sensitive.

**SIGN IN**

[Forgot Password?](#)

[Need to register? Create an Account](#)

**Sign In:** Use the email address and password created during registration to sign into the portal.

## Forgot Password

The screenshot shows the 'Forgot Password' page in the DentaQuest Member Portal. The page has a white background with a light gray border. At the top left is the DentaQuest logo. At the top right are the words 'Member Portal' and a language dropdown menu set to 'English'. The main content area is centered and contains the following elements:

- The heading 'FORGOT PASSWORD' in large, bold, blue letters.
- The instruction 'Please verify your identity' in smaller black text.
- A text input field with the placeholder text 'Enter Your Username (Email) \*'. This field is highlighted with a thick orange border.
- An orange 'Next' button positioned below the input field.
- A light gray 'Cancel' button positioned below the 'Next' button.

An orange arrow originates from the bottom of the 'Next' button and points downwards towards the explanatory text below the screenshot.

**Enter Your Username:** Enter the email address provided during portal registration.



## Forgot Password (cont.)

**FORGOT PASSWORD**

In what city were you born?

.....

The destination of your first train trip?

.....|

Show Characters

Next

Cancel

**Security Question Verification:** You have three (3) attempts to answer the security questions setup during registration before being directed to call Customer Service. Passwords will need to be reset by Customer Service.

## Forgot Password (cont.)

### FORGOT PASSWORD

Please follow these guidelines when creating a new password: At least 8 characters long.  
At least 1 lowercase letter. At least 1 uppercase letter. At least 1 number.

New Password \*

Confirm Password \*

Next

Cancel

**New Password:**  
Password must meet  
password requirement.

### FORGOT PASSWORD

Your password has been successfully reset.

OK

**Success:** You will be redirected back to the Sign In page after clicking 'OK', where you can enter your email address and new password.

## Welcome Message

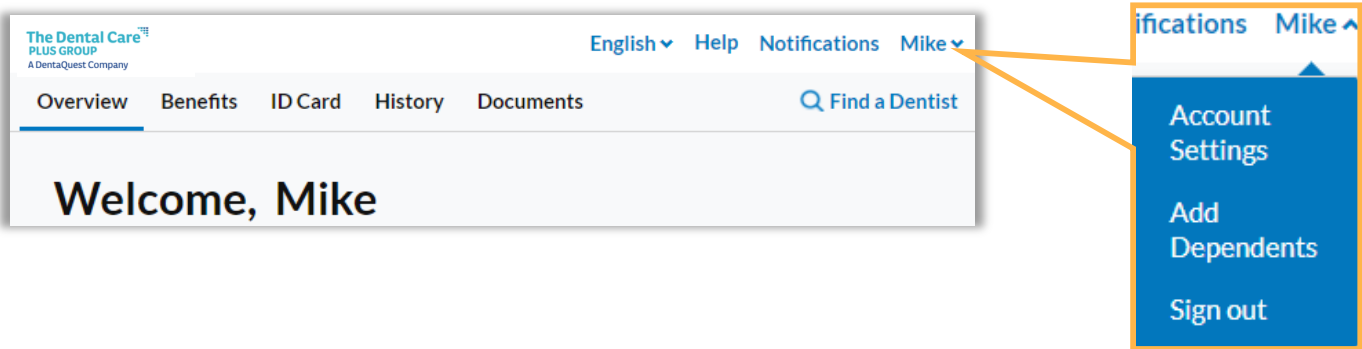
The screenshot shows the portal home screen with a white welcome message overlay. The overlay has a close button (X) in the top right corner. The main heading is "Welcome, Herb!". Below this are three columns of information:

- View and manage benefits.** You can view benefits, handbooks and other information for you and your family. Options are available from the member name drop down menus.
- Access ID cards.** You should bring your ID card to every dental appointment. You can download and print your ID card here.
- Find a Dentist** Use our online directory to search for available providers, office locations and services offered near you.

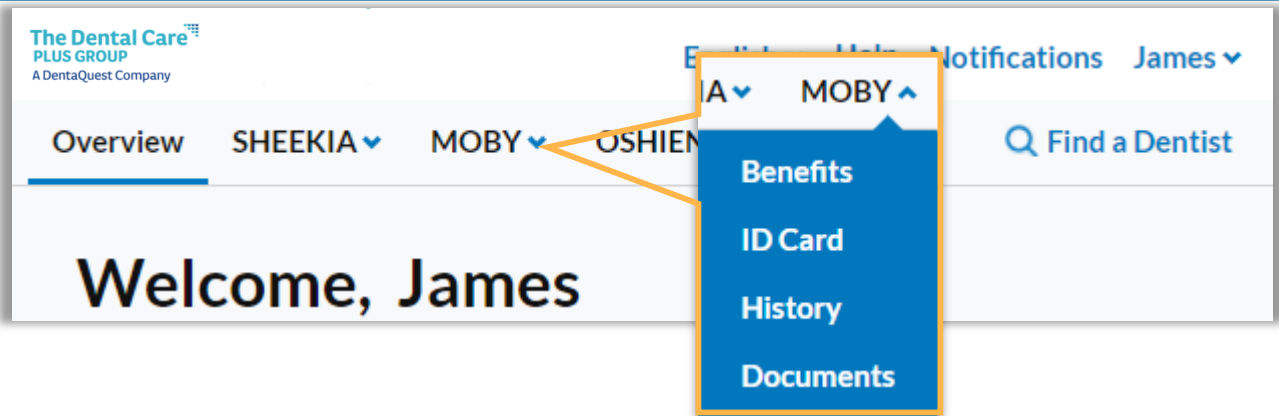
At the bottom of the overlay is a blue "Continue" button, which is highlighted with an orange rounded rectangle. An orange arrow points from this button down to the explanatory text below. In the background, the portal header includes "The Dental Care PLUS GROUP", "English", "Help", "Notifications", and "Herb". A "Take Our Survey" button is visible in the bottom right corner of the portal.

A welcome message will appear the first time a user logs in to the portal. Close it by clicking 'Continue'.

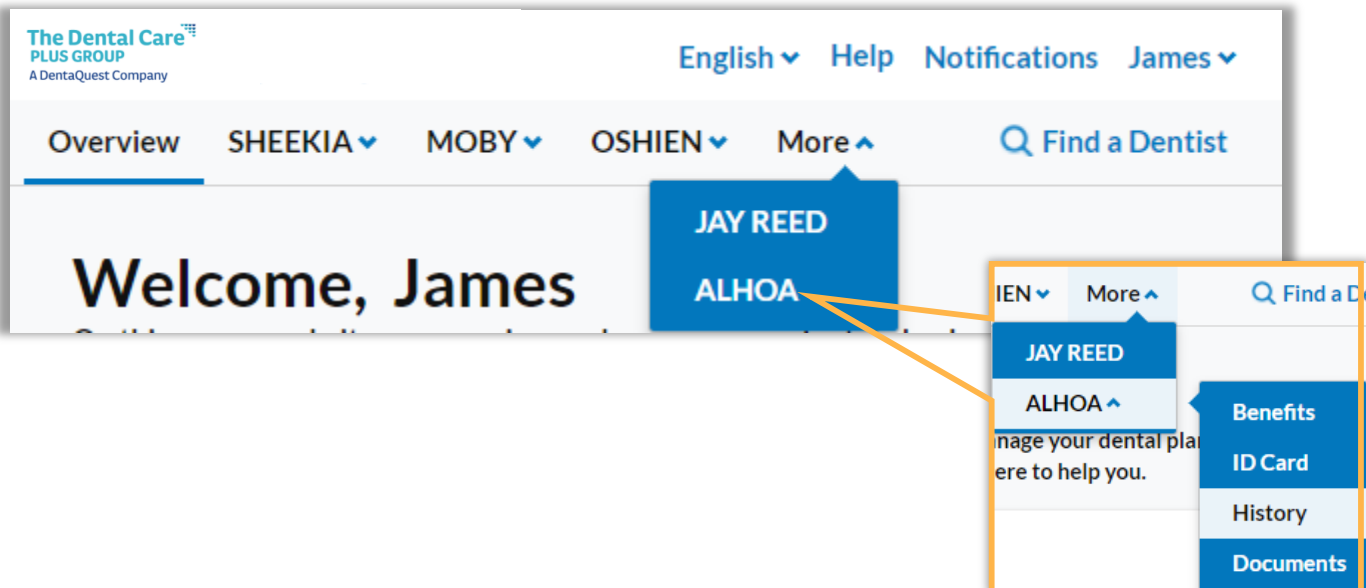
## One Subscriber/Member Navigation Bar



## Subscriber with Multiple Members Navigation Bar



## Subscriber with 4+ Members Navigation Bar



## Account Settings

You will be prompted to sign in again with your username and password after selecting 'Account Settings' from the Profile Menu.

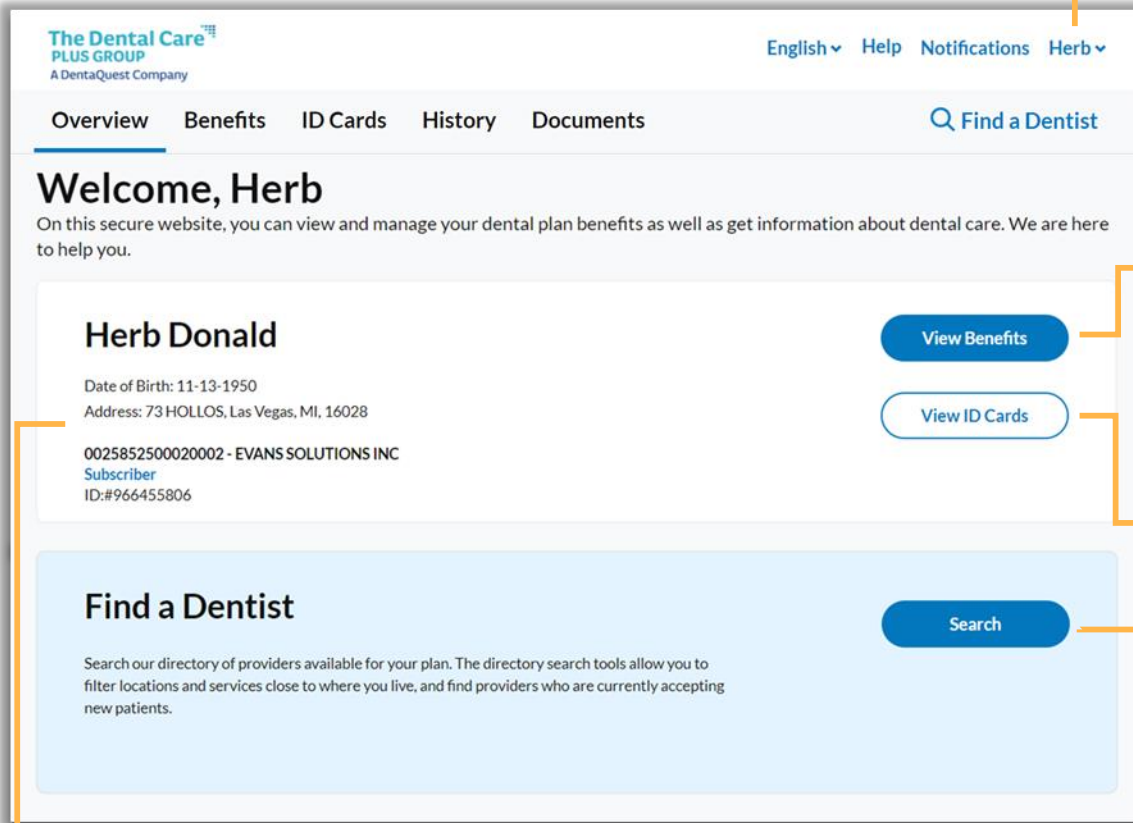
The screenshot shows the 'ACCOUNT SETTINGS' page. It is divided into two main sections: 'Contact Information' and 'Log In & Security'. The 'Contact Information' section includes fields for First Name (ROSA), Last Name (PAZ), Home Phone, and Mobile Phone. The 'Communication Preferences' section includes a Language dropdown (English) and two consent checkboxes. The 'Log In & Security' section includes fields for New Password, Confirm Password, and three Security Questions with corresponding answers. Orange boxes highlight the Home Phone, Mobile Phone, Language Preference, Password, and Security sections. Arrows point from these boxes to the explanatory text below.

**Home Phone, Mobile Phone, and Language Preference:** You can update these account fields only. You can select the "Consent" checkbox to opt in to receive emails or SMS.

**Password and Security:** You must follow the password criteria to successfully change your password. Security Questions and Answers must all be different.

## Single Subscriber/Member Overview Page

Access to portal user's information to change password, security questions, etc.



**View Benefits:** Link to the member's benefits

**View ID Card:** Link to the member's ID Card

**Find a Dentist:** Link to DentaQuest's Find a Dentist tool

**Member Information:** View member details including Date of Birth, Plan Name and Member ID.

# Multiple Subscriber/Members Overview Page

## Welcome, Herb

On this secure website, you can view and manage your dental plan benefits as well as get information about dental care. We are here to help you.

### Herb Donald

Date of Birth: 11-13-1950  
Address: 73 HOLLIS, Las Vegas, MI, 16028

0025852500020002 - EVANS SOLUTIONS INC  
Subscriber  
ID:#966455806

View Benefits

View ID Cards

### Lucinda Donald

Date of Birth: 02-23-1940

0025852500020002 - EVANS SOLUTIONS INC  
Spouse/Partner  
ID:#966455806

View Benefits

View ID Cards

### Valarie Donald

Date of Birth: 12-12-1995

0025852500020002 - EVANS SOLUTIONS INC  
Child  
ID:#966455806

View Benefits

View ID Cards

## Find a Dentist

Search

Search our directory of providers available for your plan. The directory search tools allow you to filter locations and services close to where you live, and find providers who are currently accepting new patients.

Access to portal user's information to change password, security questions, etc.

**View Benefits:** Link to the member's benefits

**View ID Card:** Link to the member's ID Card

**Member Information:** View member details including Date of Birth, Plan Name and Member ID.

**Find a Dentist:** Link to DentaQuest's Find a Dentist tool

# Benefits

## Herb : Benefits

Plan: 0025852500020002 - EVANS SOLUTIONS INC

Plan: 007040000001001 - EQUITY EDUCATION MANAGEMENT

Plan Name <b>0025852500020002 - EVANS SOLUTIONS INC</b>	Coverage Effective Date <b>07-01-2019</b>	Coverage Termination Date	Member ID Number <b>966455806</b>
--	--	---------------------------	--------------------------------------

Please note this information does not guarantee or imply payment and is contingent upon other factors, including but not limited to eligibility changes, covered services and benefit limitations.

### Benefits Coverage

#### Plan Maximums

Plan benefits will cover many dental services, but there may be limits that apply. This table shows how much is allowed, what has been used and what is left to use.

Type and Time Period	Maximum <sup>?</sup>	Applied <sup>?</sup>	Remaining <sup>?</sup>
Deductible <small>Jan 1, 2021 - Dec 31, 2021</small>	\$150.00	\$0.00	\$150.00
Annual Maximum <small>Jan 1, 2021 - Dec 31, 2021</small>	\$1,500.00	\$0.00	\$1,500.00

Applied and Remaining balance may not include additional provider submissions or processing time. As a result, totals may not be up to date and are for reference only.

### Benefits Summary

Service Type	Coinsurance In Network	Coinsurance Out Of Network	Deductible Applies	Maximum Applies
Bitewings, Brush Biopsy, Diag Casts, Diagnostic, Fluoride, Full Mouth, Palliative, Panorex, Preventive, Pulp Testing, Sealant, Space Maintainer, Vertical Bitewings	100%	80%	Not Covered	In and Out of Network (Annual Maximum)
Orthodontic	50%	50%	Not Covered	In and Out of Network (Lifetime Maximum)
Adjunctive, Antimicrobial Agents, Bridge Recement, Core, Debridement, Denture Adjustment, Denture Repair, Endodontic, Perio Maintenance, Periodontic, Reline and Rebase, Restorative, Scaling and Root Planing, Tissue Conditioning	80%	60%	Out of Network Only	In and Out of Network (Annual Maximum)
Crown, Implant, Inlay, Onlay, Oral Surgery, Prosthodontic Fixed, Prosthodontic Removable, Section Fixed Denture, Simple Extraction, Surgical Endodontic, Surgical Extraction, Surgical Periodontic, Veneer	60%	40%	Out of Network Only	In and Out of Network (Annual Maximum)

### Member Handbook

For information about this plan, what it covers and how it works, please download the plan's Member Handbook. This will also give you detailed information on how to file appeals or complaints.

[Member Handbook \(English\)](#)

**Need help understanding your benefits?**

If you have questions about what is covered or how to use your benefits, we can help. [Contact Us](#)

**Plan Information:** View plan details including the effective and termination date of coverage and member ID number.

**Plan Maximums:** View your maximum and deductible amounts, how much has been applied towards each, and your remaining available amount.

**Benefits Summary:** View a breakdown of what's covered under your plan.

**Member Handbook:** Download Member Handbooks and other important documents to get more information about your plan and how to use your benefits.



# ID Card

The screenshot shows a web interface for 'The Dental Care PLUS GROUP'. At the top right, there are links for 'English', 'Help', 'Notifications', and 'Herb'. Below the navigation bar, there are tabs for 'Overview', 'Herb', 'Lucinda', and 'Valarie', with 'Herb' selected. A search bar on the right says 'Find a Dentist'. The main heading is 'Herb: ID Cards' with a subtext: 'It is important that you always take your ID card with you to your dental visit.' Below this is a light blue box containing the plan information: 'Plan: 0025852500020002 - EVANS SOLUTIONS INC'. There are two ID card preview cards. The first card shows member details: 'Subscriber: HERB DONALD', 'Subscriber ID: 966455906', 'Effective Date: 7.1.2019', and 'Member Services: 800-367-9466'. The second card shows contact information: 'PO Box 502, Milwaukee WI 53201-0502', '513-554-1100', '800-367-9466', 'DentaQuest.com', and 'Payor ID: 4356'. To the right of the cards are two buttons: 'Print ID Card' and 'Download ID Card'. Below the cards, there is a link: 'For Help With your card, read the ID Card FAQ or Contact Us'. Three orange arrows originate from the preview cards and point to explanatory text at the bottom of the page.

View the ID Card for the selected member.

Access the Help Center to view FAQs and get assistance with ID Cards.

Print or download an ID Card for the selected member.

# Dental History

View dental history for members covered under the plan. History is available dating back to 1/1/2019 or from the effective date of your plan.

The screenshot shows the 'Valarie - Dental History' page. At the top, there are navigation links for 'English', 'Help', 'Notifications', and 'Herb'. Below that, there are dropdown menus for 'Overview', 'Herb', 'Lucinda', and 'Valarie'. A search bar with 'Find a Dentist' is on the right. The main heading is 'Valarie - Dental History'. Below it, there's a note: 'Claims shown are only for periods when this member was eligible and covered under a DentaQuest plan.' There are 'From Date' and 'To Date' input fields with calendar icons, a 'Search' button, and a 'Reset All Filters' link. The 'Date of Service' is 'June 6, 2018'. The table below has the following data:

Plan Name	Claim Status	Claim Number	Description	Provider
007040000001001 - EQUITY EDUCATION MANAGEMENT	Paid	201828341050800	Prophylaxis - Adult	Jannet Plympton
007040000001001 - EQUITY EDUCATION MANAGEMENT	Denied / Fee not allowed	201828341050800	Intraoral - complete series of radiographic images	Jannet Plympton
007040000001001 - EQUITY EDUCATION MANAGEMENT	Paid	201828341050800	Periodic oral - established 2	

Use the date filters to find dental history for a specific time period.

**View Details:** Click to open a window with additional details about procedures and see costs, including what you may be responsible for paying

**Dental History:** View procedures, claim status, the provider who performed the service and more. Dental history is grouped by the date the service was performed.

✕

**Prophylaxis - Adult - Jannet Plympton**

Procedure Code: D1110-Prophylaxis - Adult

Part of Mouth: Tooth 0

Claim Number: 201828341050800

Claim Status: Paid

Procedure Date: 2018-06-06

Plan: 007040000001001 - EQUITY EDUCATION MANAGEMENT

Total Cost: \$112.00

Plan pays: \$72.00

You may pay: \$0.00

Close

# Documents

View explanation of benefits documents for details what portion of services were covered by your plan and what part you may be responsible for paying.

The screenshot shows the 'Valarie - Documents' page. At the top, there is a navigation bar with 'Overview', 'Herb', 'Lucinda', and 'Valarie' (selected). A search bar 'Find a Dentist' is on the right. Below the navigation, the page title is 'Valarie - Documents' with a subtitle 'View health summaries from visits to your dental Provider and other documents related to your dental care.' A plan summary box shows 'Plan: Healthy Indiana Plan (... Active)'. The main content area is titled 'THIS IS THE EXPLANATION OF BENEFITS' and contains a grid of 12 document cards, each with a PDF icon and a claim number. An orange arrow points from the first document card to the text below.

Claim Number	Claim Number	Claim Number	Claim Number
Claim: 201827133486500	Claim: 201821251529400	Claim: 201815232043100	Claim: 201811433014900
Claim: 201808931696200	Claim: 201807950532100	Claim: 201803633852300	Claim: 201801531915800
Claim: 201731032493500	Claim: 201728433036100	Claim: 201716532881000	Claim: 201628432688300

**Documents:** Click on an available Explanation of Benefits document to download and view.

# Find a Dentist

Use the Find a Dentist links in the portal to locate a dental provider.

**Find a Dentist:** Find a Dentist link available in navigation bar in each page of the member portal.

The screenshot shows the member portal interface. At the top left is the logo for 'The Dental Care PLUS GROUP A DentaQuest Company'. On the top right, there are links for 'English', 'Help', 'Notifications', and 'Herb'. Below this is a navigation bar with 'Overview', 'Herb', 'Lucinda', and 'Valarie'. A search icon and the text 'Find a Dentist' are also present in the navigation bar. The main content area is titled 'Welcome, Herb' and contains three user profiles: Herb Donald (Subscriber), Lucinda Donald (Spouse/Partner), and Valarie Donald (Child). Each profile includes their name, date of birth, address, and plan information, along with 'View Benefits' and 'View ID Cards' buttons. At the bottom of the main content area is a light blue section titled 'Find a Dentist' with a 'Search' button and a brief description of the tool.

**Find a Dentist:** Link to DentaQuest's Find a Dentist tool

## Help Center Overview

**FAQs:** Click 'Learn more about this' under a help topic to view helpful information and frequently asked questions.

### What can we help you with?

- Plans and Coverage**  
See frequently asked questions about Commercial Group plans.  
[Learn more about this](#)
- ID Cards**  
How to use your ID card or get your card replaced if it is lost or stolen.  
[Learn more about this](#)
- Complaints and Appeals**  
Learn how to file a complaint about service or appeal a claim.  
[Learn more about this](#)
- Website Help**  
Learn more about how to use this website.  
[Learn more about this](#)

### Other Resources

- [EPIC Hearing Discount Program.pdf](#)
- [Oral Health Information](#)
- [Toothbrush Discount Program](#)
- [Cost Estimator Tool](#)

### Still have questions?

Get in touch with DentaQuest using the button below

[Contact Us](#)

**Other Resources:** Links to helpful websites and documents.

**Contact Us:** Access available ways to contact us for additional support.

## Contact Us Overview

**Live Chat:** Start a live chat session to talk to a customer service representative during business hours. Chat opens in a new window.

**Call Us:** phone numbers to customer service

### Contact Us

#### Chat with us

Chat with a live person, right here on our website

Open Live Chat

#### Call Us

Talk to one of our customer support agents or get automated voice help.

View Phone Numbers

### Send Us a Help Request

- Ask a question about your account or the website
- File a complaint about service you received or File an appeal about a claim decision

Create Help Request

View Past Requests

**Create a Help Request:** Submit a case to customer service to get help with submitting a complaint or appeal, or to ask a general question.

**View past requests:** Access all open and closed cases that have been submitted through the portal.

## Submitting a Help Request

Click 'Create a Help Request' from the Contact Us page to submit a request for assistance to customer service.

The Dental Care  
PLUS GROUP  
A DentaQuest Company

English ▾ Help Notifications Herb ▾

Overview Herb ▾ Lucinda ▾ Valarie ▾ [Find a Dentist](#)

### Send Us a Help Request

You can use this form to:

- File a **Complaint** about service you received
- File an **Appeal** about a claim decision
- Ask a **Question** about your account or dental plan

\* Request help with:

\* On behalf of

**Request Help:** Select the topic for the help request you want to submit.

**On behalf of:** Select the member and plan the case is being submitted for so member information can be automatically added to the case for faster resolution by the customer service team.

## Submitting a Help Request (cont.)

### Send Us a Help Request

You can use this form to:

- File a Complaint about service you received
- File an Appeal about a claim decision
- Ask a Question about your account or dental plan

\* Request help with:

File a Complaint

\* On behalf of

Herb (0025852500020002 - EVA

\* Describe your request:

Enter text

Attach a related document

Choose File No file chosen

What would you like to happen as a result of your  
\* request?

Enter text

Submit

**Request Help With:** Choose the type of case you want to submit (options listed above).

**On behalf of:** submit a case for the affected member – only active members on the policy will be available to select.

**Describe your request:** Enter descriptive details on your request.

**Attachments:** Add relevant documents to your help request. Supported file types include images, PDF, excel and text files. Files must be less than 750 Kb.

**Expected Results:** Enter details on your desired resolution.

Submit your help request.

**Help Request Confirmation:** Success message displayed after clicking submit contains a case number which can be referenced when referring to the Help Request.

Your help request has been submitted! ✕

Your case number is 00001119

[Return to Home Page Overview](#)



## Viewing Help Requests

Click 'View Past Requests' from the Contact Us page to submit a request for assistance to customer service.

**Help Requests List:** View the status and details of open and closed cases (help requests). Click on 'View' to see additional information.

The screenshot displays the 'Help Requests' interface. At the top, there is a navigation bar with 'Overview', 'Herb', 'Lucinda', and 'Valarie' dropdown menus, and a search bar for 'Find a Dentist'. The main heading is 'Help Requests', followed by a sub-heading: 'These are the help requests you have submitted from this site. For more information about any prior requests, [Contact Us](#)'. Below this is a table with the following data:

Subject	On behalf of	Status	Created On	Case Number	
File a Complaint herb	Herb Donald	Closed	January 20, 2021	00209763	<a href="#">View</a>

At the bottom left of the table area, there is a blue button labeled 'Create Help Request'. The page indicates 'Page 1 of 1' at the bottom right.

**Create Help Request:** Submit a case to customer service to get help with submitting a complaint or appeal, or to ask a general question.

## Viewing Help Requests (cont.)

**Help Request Details:** View important information about the case, including the current status.

The screenshot shows a web interface for viewing a help request. At the top left, there is a link "Your Help Request >". The main heading is "Help Request". Below this, there are three sections: "Details", "Attachments", and "Comments".

**Details**

<b>Topic</b> File a Complaint	<b>Help Request</b> 00209763
<b>On behalf of</b> Herb Donald : 0025852500020002 - EVANS SOLUTIONS INC	<b>Submitted On</b> January 20, 2021 06:24 AM
<b>Status</b> Closed	<b>Closed On</b> January 20, 2021 06:27 AM
<b>Description</b> herb	
<b>Resolution Description</b>	

---

**Attachments**  
No Attachments found.  
 No file chosen

---

**Comments**

January 20, 2021 06:27 AM  
DentaQuest support marked this support request as "Closed".

**Attachments:** See any documents which have been added to the case. Upload additional documents.

**Comments:** View comments shared between users and customer service representatives and send a new comment.

## Reporting Portal Issues In Service Now

If you come across any issues in the portal, please follow the below steps to submit a ticket to the Salesforce team so they can investigate and resolve.

1. Navigate to the [Service Now portal](#)
2. Select “Is something broken?” under

**Service Catalog** Search catalog

- Is something broken?**  
Click here to submit a service ticket for issues with your hardware, an enterprise application, to reset your password, and other similar issues.
- Do you have a Windward issue or a request?**  
Please submit Windward related issues, requests, and enhancements here.
- Are you requesting something new?**  
Click here to submit a service ticket for new or replacement hardware, software, mobile or application access, IT services, and more.
- Do You Need Windward Client Configuration, Workflow or Provider Maintenance?**  
Click here to submit configuration, workflow, or Provider Maintenance requests.

3. On the **Is something broken?** screen, select “Application Issue”. It should be the first option in the list.

**Service Catalog > Is something broken?** 50 per page Search catalog

**Is something broken?**  
Click here to submit a service ticket for issues with your hardware, an enterprise application, to reset your password, and other similar issues.

**Items** Shopping Cart Empty

- Application Issue**  
Please use this form to submit an Application Issue. Please be as specific as possible to help the application team troubleshoot your issue.
- Business Intelligence / Reporting Issue**  
Please use this form to submit a BI/Reporting Issue. Please be as specific as possible to help the BI team troubleshoot your issue.

4. In the Application Issue form, please be sure to select “Salesforce” from the “Which Application?” dropdown list.

**Service Catalog > Is something broken? > Application Issue** 📎

Please use this form to submit an Application Issue. Please be as specific as possible to help the application team troubleshoot your issue.

\* Which Application?  
Salesforce

- In the “[Short Description of Issue](#)” field, enter a quick, descriptive summary of the issue being encountered in the portal.

\* Short Description of Issue

\* Select the most appropriate option:

-- None --

- Under “[Select the most appropriate option:](#)” choose ‘Community/Portal’. After this step, you will see additional fields appear in the form.

\* Short Description of Issue

Broker User Unable to View Most Recent Commission on Portal

\* Select the most appropriate option:

Community/Portal

- Choose a Severity for the incident from one of the below options.

\* Severity

Medium

Severity	Criteria
Critical	Critical portal issue with no work-around in place, preventing Member users from using the portal to perform their jobs.
High	Critical issue causing the Portal to not function as expected. There are work-arounds available to Member users, although they may be inconvenient.
Medium	Minor portal issue with a low impact on Member user’s ability to use the portal. May be a cosmetic issue with minor impact. A work-around is readily available to Member users.
Total Outage	Member users are unable to use any features of the portal.

- Under “[Area](#)”, choose ‘Member Portal’ so the Salesforce team can quickly identify which portal the incident is being submitted for. Then select ‘DCPG’ from the “[For Which State/Client Community](#)”

\* Area

Broker Portal

\* For Which State/Client Community

DCPG

9. In the below two fields, be as descriptive as possible when explaining the issue. The more details you provide upfront the easier it is for the Salesforce team to investigate the issue. If the issue is about a particular Member User, including the user's email address helps the team figure out what's going on more quickly.

\* What happened? What did you expect to happen?

\* Please provide details, error messages, and attach any helpful documents:

10. If the Member user is having issues with a particular page in the portal, if you have the page URL readily available you can include it in the below field.

Please include the link/URL to the page that is experiencing the issue:

11. Before submitting the ticket, if you have any screenshots or other attachments you want to include, you can click on the paperclip at the top of the form to attach them. You can upload more than one attachment at the same time.

< Service Catalog > Is something broken? > [Application Issue](#)



Please use this form to submit an Application Issue. Please be as specific as possible to help the application team troubleshoot your issue.

12. When you're ready to submit, click on the "Submit" button at the bottom of the form.

Please include the link/URL to the page that is experiencing the issue:

Submit