

New Health Customer Support Portal – FAQs

What are the main changes with the new portal?

The new system is designed to be simpler, more consistent and easier to navigate compared to the previous, legacy system. The old system comprised individual request types for each product, however the new system has a standard set of request types that can be used across Communicare and Hospital Care products.

How do I raise a request from Friday, 29 August?

From **8:30am (AEST) Friday, 29 August**, all new service requests for Communicare should be raised through the new Telstra Health Customer Support Portal. Any old links will be updated, and a banner will appear in the old system to direct you to the new one.

What will happen to the old JSM portal?

From 5pm (AEST) on Thursday, 28 August, you will be unable to raise new requests via the old portal. While you will still be able to view existing requests in the old portal for a short time, you will be unable to add comments or edit the request. There will be a banner in place to redirect you to the new portal.

What about existing open tickets in the old JSM portal?

All open tickets in the legacy JSM portal will be migrated to the new system for a simpler transition. You will be able to access existing open tickets in the new portal from **8:30am (AEST) on Friday, 29 August**.

What will happen to my historical ticket data?

Closed/resolved ticket data will be archived and not directly accessible to customers. If you require access to your historical ticket data after Friday, 29 August, you can submit a General Service Request for a CSV extract of your data.

Will I need to learn how to use the new system?

The new portal is designed to be intuitive and easy to navigate, therefore you will not require extensive training. Our Customer Training Toolkit (coming soon) will provide video demonstrations and step-by-step instructions to help you use the new system.

Who can I contact if I have questions before or after the new portal is live?

Your Customer Success Manager ([Eli Harris](#)) is your first point of contact. They will be able to answer questions, provide support or point you towards helpful resources to answer any questions you might have.



Do you have a question not answered here? Reach out to your Customer Success Manager for more information.

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Will other Telstra Health products be impacted by the change to the new customer support portal?

Currently, the upgrade only affects **Communicare** support requests and Hospital Care which was migrated in early August.

We will communicate the transition of other Telstra Health products as and when these are confirmed.

Will the ticket numbers for my open tickets remain the same once they are migrated to the new Telstra Health Customer Support portal?

No open, active tickets that are migrated to the new Customer Support Portal will have a new ticket number attributed to them. However, as part of the migration process ticket numbers from the current customer service desk portal will be added into the summary of tickets in the new Support Portal.

Can I use my Communicare Client Portal login for the new Customer Support Portal?

No, you will need to register an account to use the new Customer Support Portal. Registration is quick and easy, with instructions shared in our Customer Training Toolkit (coming soon).

Will I still be able to access the new Service Desk Portal from the Communicare Customer Portal?

Yes, once the new Telstra Health Customer Support Portal is launched, we will update the Communicare Customer Portal with the new link.

Will I still be able to email ADCC.communicare@health.telstra.com / communicare@health.telstra.com to create a service request ticket on the new Customer Support Portal?

Yes, you will still be able to email to have a service request created. There are no changes to this process once the new Customer Support Portal is live.

What is the new URL I will need to use?

The URL for the new Customer Support Portal will be shared with you via email on the 29 August. There will also be a banner in place on the current [Communicare Service Desk](#) to redirect you and an updated link within the [Communicare Client Portal](#).



Do you have a question not answered here? Reach out to your Customer Success Manager for more information.