

A handy guide to using the Telstra Health Customer Support Portal

Introduction



Welcome to the Jira Service Management (JSM) Portal Quick Reference Guide.

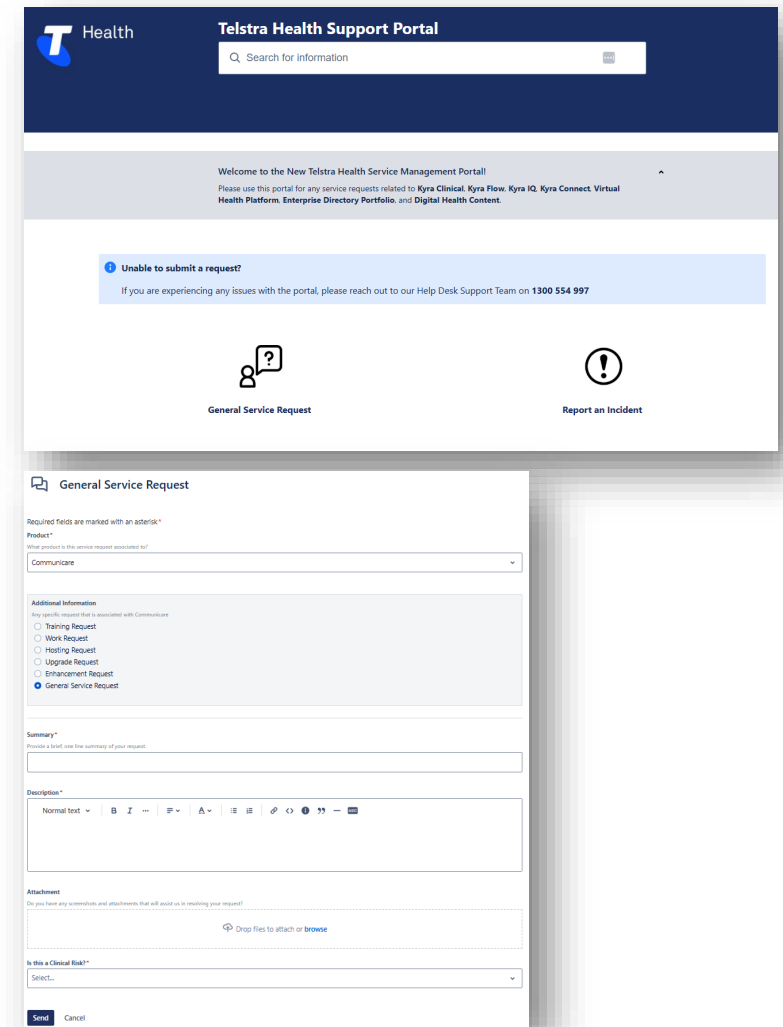
This guide is designed to help you get started with using the portal quickly and confidently. Whether you're submitting a support request, navigating through the available service categories, or tracking the status of your requests, this guide provides step-by-step instructions to make the process simple and efficient.

In this guide, you will learn how to:

- Navigate the JSM portal interface
- Complete and submit request forms accurately
- Check the status of your submitted requests and view updates

The portal is designed to be intuitive and user-friendly, but you can reach out to your Customer Success Manager if you need help navigating.

Let's get started!

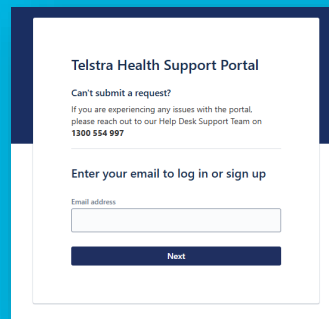


Contents

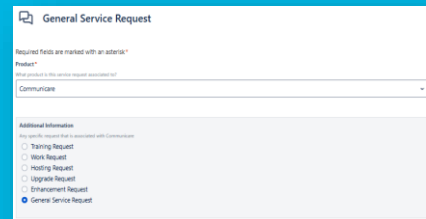


Select an image to navigate to the content:

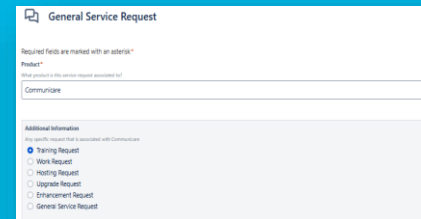
Register your account



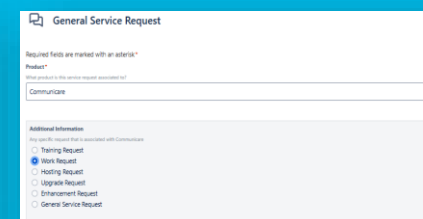
General Service Request



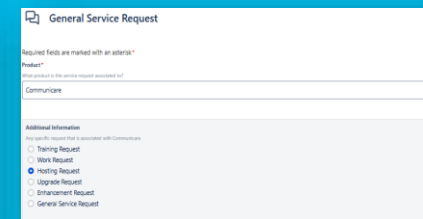
Training Request



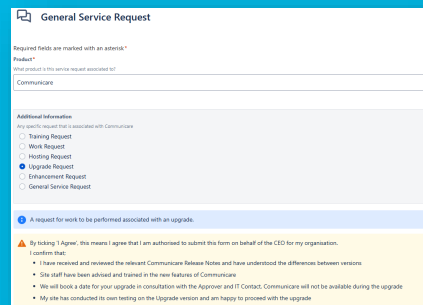
Work Request



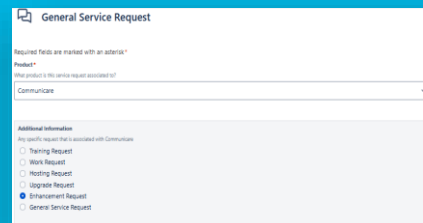
Hosting Request



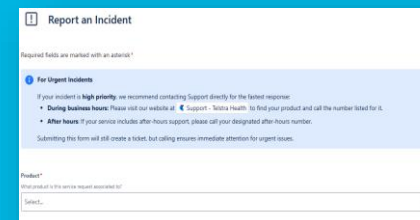
Upgrade Request



Enhancement Request



Report an Incident






View submitted tickets


Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
THC-282	THC-282	I need help with VMP	Open	Telstra Health Customer Support	Isabel Green Moore	Today	Today	--	--	High
THC-280	THC-280	Incident	Open	Telstra Health Customer Support	Isabel Green Moore	Today	Today	--	--	High

Telstra Health Service Management Portal




 **Telstra Health Support Portal**

Search for information  

Welcome to the New Telstra Health Service Management Portal! 

Please use this portal for any service requests related to **Kyra Clinical, Kyra Flow, Kyra IQ, Kyra Connect, Virtual Health Platform, Enterprise Directory Portfolio, and Digital Health Content.**

 **Unable to submit a request?**

If you are experiencing any issues with the portal, please reach out to our Help Desk Support Team on **1300 554 997**



General Service Request



Report an Incident

Log a ticket via the Telstra Health Customer Support Portal



Task	General Service Request	Report an Incident
Request new access to a system or tool	✓	✗
Ask a general question or request support	✓	✗
Report a system error that is preventing work	✗	✓
Report a minor system glitch that doesn't stop work	✓	✗
Suggest an improvement or feature request	✓	✗
Report a system outage or major disruption	✗	✓
Report missing functionality or configuration	✗	✓
Submit feedback on the portal or services	✓	✗
Access to training services or schedule user training	✓	✗
Request work to be performed outside the standard support contract	✓	✗
Get assistance with Telstra Health Hosted Communicare instances	✓	✗
Schedule an upgrade of your Communicare instance	✓	✗
Request an enhancement to a product	✓	✗

Register your account

You will need to **register a new account** to use the new Telstra Health Service Management Portal the first time you log in.

Register your account



- 1 Enter the same email that you used in the old JSM portal and select "Next"

Telstra Health Support Portal

Can't submit a request?
If you are experiencing any issues with the portal,
please reach out to our Help Desk Support Team on
1300 554 997

Enter your email to log in or sign up

Email address

Next

- 2 Confirm you've entered the correct email address and select "Sign up"

[← Back](#)

Telstra Health Support Portal

Sign up to continue

Email address

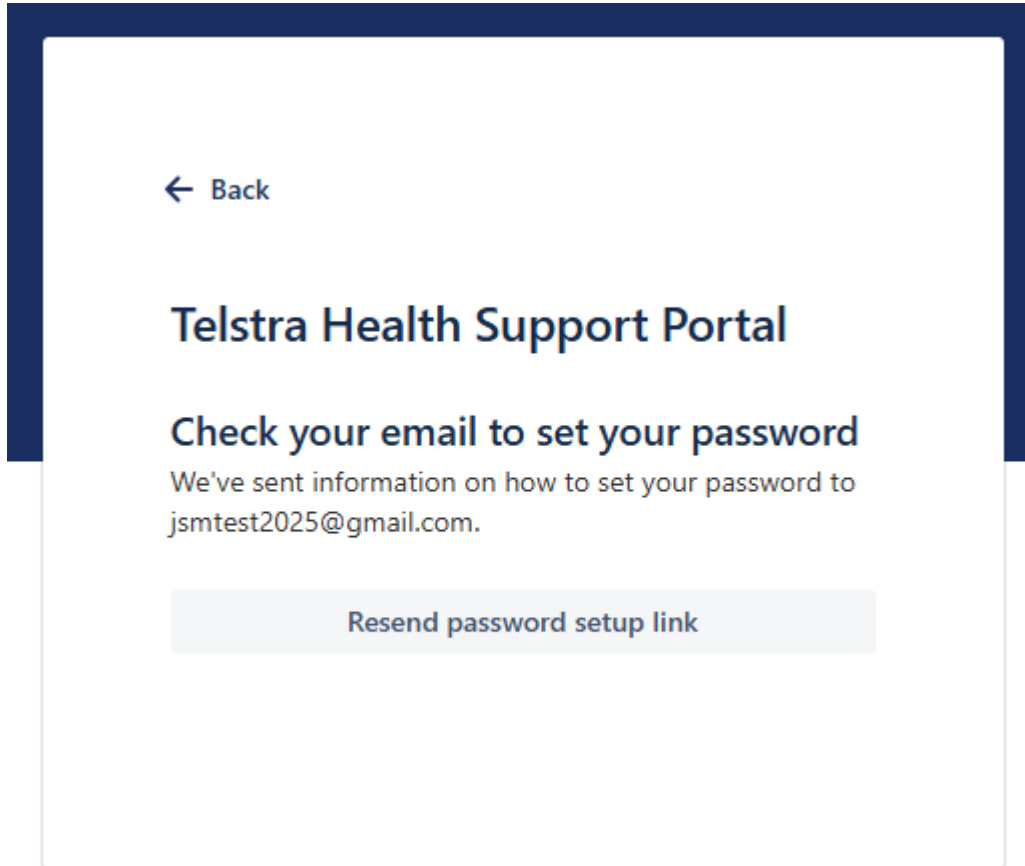
By selecting sign up, you agree to the Privacy Policy and
this Notice and Disclaimer.

Sign up

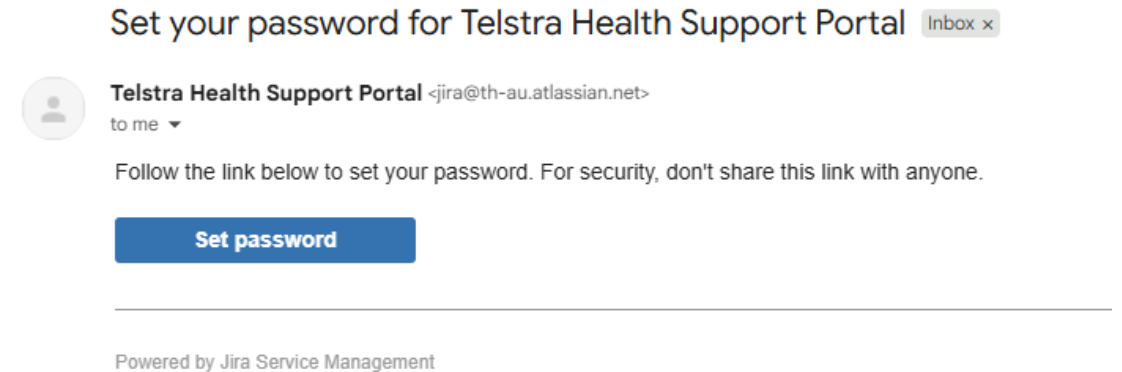
Register your account



- 3 You will then be sent an email to set your password



- 4 In the email, select the “Set password” button and you will be taken to a new tab



Register your account



- 3 Enter your full name and choose a password, then select “Set password”

Telstra Health Support Portal

Set a password to continue

Email address

Full name

Choose a password

Set password

- 4 Your account will then be registered, and you will be able to submit requests.

Telstra Health Support Portal

Search for information

Welcome to the New Telstra Health Service Management Portal!
Please use this portal for any service requests related to **Kyra Clinical**, **Kyra Flow**, **Kyra IQ**, **Kyra Connect**, **Virtual Health Platform**, **Enterprise Directory Portfolio**, and **Digital Health Content**.

Unable to submit a request?
If you are experiencing any issues with the portal, please reach out to our Help Desk Support Team on **1300 554 997**

Topics

General Inquires	Product Related Inquires
<input type="checkbox"/> General Service Request	<input type="checkbox"/> Kyra Flow Rewards
<input type="checkbox"/> Report an Incident	<input type="checkbox"/> Enhancement Request

- 5 If you are unable to see any request types after registering, please reach out to our Help Desk Support Team on 1300 554 997

General Service Request

Log a **General Service Request** if you need to request information, ask advice or to request access to services.

General Service Request



General Service Request

Required fields are marked with an asterisk*

Product*

What product is this service request associated to?

1 Select **Communicare** from the dropdown menu

Additional Information

Any specific request that is associated with Communicare

1a *The selection will default to 'General Service Request'*

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

Summary*

Provide a brief, one line summary of your request.

2 Add a **summary** of the request

Description*

3 Include a **detailed description** of the request

4 **Attach** any relevant screenshots or files

Drop files to attach or browse

Is this a Clinical Risk?*

5 Select Yes or No, if this is a **Clinical Risk**

6 **Send** Cancel If **“No”** is selected for Clinical Risk, click **“Send”** and your ticket will be sent to one of our Service Desk Agents

General Service Request – if a Clinical Risk

Is this a Clinical Risk? *

1 If **Yes** is selected

2 How many patients/clinical end-users do you believe are impacted by this issue ?

Select **how many people** are impacted by the issue from the drop-down list

3 Is there a workaround in place? If so, please describe ...

Normal text | **B** *I* ... | ≡ | **A** | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented

4 On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place

Select the **impact of the issue** from the drop-down list

5 **Send** Cancel Click “**Send**” and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Training Request

Log a **Training Request** if you need to request access to training services or to schedule user training.

Training Request



General Service Request

Required fields are marked with an asterisk*

Product*

What product is this service request associated to?

1 Select **Communicare** from the dropdown menu

Additional Information

Any specific request that is associated with Communicare

1a Select **Training Request**

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

i A request to access training services or schedule user training.

Summary*

Provide a brief, one line summary of your request.

2 Add a **summary** of the request

Description*

3 Include a **detailed description** of the request

Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

4 **Attach** any relevant screenshots or files

Drop files to attach or browse

Is this a Clinical Risk?*

5 Select Yes or No, if this is a **Clinical Risk**

6 **Send** Cancel If **“No”** is selected for Clinical Risk, click **“Send”** and your ticket will be sent to our Training Team

Training Request – if a Clinical Risk

Is this a Clinical Risk? *

1 If **Yes** is selected. ▼

2 How many patients/clinical end-users do you believe are impacted by this issue ?
Select **how many people** are impacted by the issue from the drop-down list. ▼

3 Is there a workaround in place? If so, please describe ...

Normal text ▼ | **B** *I* ... | ≡ ▼ | **A** ▼ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented.

4 On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place
Select the **impact of the issue** from the drop-down list. ▼

5 **Send** Cancel Click **“Send”** and your ticket will be sent to our Training Team and our Clinical Safety Officers

Work Request

Log a **Work Request** if you would like to request work to be performed outside your standard support contract.

Work Request



General Service Request

Required fields are marked with an asterisk*

Product*

What product is this service request associated to?

1 Select **Communicare** from the dropdown menu

Additional Information

Any specific request that is associated with Communicare

1a Select Work Request

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

i A request for work to be performed outside the standard support contract.

Summary*

Provide a brief, one line summary of your request.

2 Add a **summary** of the request

Description*

3 Include a **detailed description** of the request

4 Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

Attach any relevant screenshots or files Drop files to attach or [browse](#)

Is this a Clinical Risk?*

5 Select Yes or No, if this is a **Clinical Risk**

6 **Send** Cancel If **“No”** is selected for Clinical Risk, click **“Send”** and your ticket will be sent to one of our Service Desk Agents

Work Request – if a Clinical Risk

Is this a Clinical Risk? *

1 If **Yes** is selected. ▼

2 How many patients/clinical end-users do you believe are impacted by this issue ?
Select **how many people** are impacted by the issue from the drop-down list. ▼

3 Is there a workaround in place? If so, please describe ...

Normal text ▼ | **B** *I* ... | ≡ ▼ | **A** ▼ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented.

4 On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place
Select the **impact of the issue** from the drop-down list. ▼

5 **Send** Cancel Click “**Send**” and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Hosting Request

Log a **Hosting Request** to request assistance with Telstra Health Hosted Communicare instances.

Hosting Request



General Service Request

Required fields are marked with an asterisk*

Product*

What product is this service request associated to?

1

Additional Information

Any specific request that is associated with Communicare

1a Select Hosting Request

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

A request for assistance with Telstra Health Hosted Communicare instances.

Summary*

Provide a brief, one line summary of your request.

2

Description*

3

4 Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

Attach any relevant screenshots or files Drop files to attach or [browse](#)

Is this a Clinical Risk?*

5

6

If **“No”** is selected for Clinical Risk, click **“Send”** and your ticket will be sent to one of our Service Desk Agents

Hosting Request – if a Clinical Risk

Is this a Clinical Risk? *

1

If **Yes** is selected.

2

How many patients/clinical end-users do you believe are impacted by this issue ?

Select **how many people** are impacted by the issue from the drop-down list.

3

Is there a workaround in place? If so, please describe ...

Normal text ▾ | **B** *I* ... | ≡ ▾ | **A** ▾ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented.

4

On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place

Select the **impact of the issue** from the drop-down list.

5

Send

Cancel

Click “**Send**” and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Upgrade Request

Log an **Upgrade Request** to request work to be performed associated with a Communicare upgrade.

Upgrade Request

General Service Request

Required fields are marked with an asterisk*

Product*

What product is this service request associated to?


1 Select **Communicare** from the dropdown menu 


Additional Information

Any specific request that is associated with Communicare

1a **Select Upgrade Request**

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

 A request for work to be performed associated with an upgrade.

 By ticking 'I Agree', this means I agree that I am authorised to submit this form on behalf of the CEO for my organisation.

1b **Review the Terms and Conditions**

I confirm that:

- I have received and reviewed the relevant Communicare Release Notes and have understood the differences between versions
- Site staff have been advised and trained in the new features of Communicare
- We will book a date for your upgrade in consultation with the Approver and IT Contact, Communicare will not be available during the upgrade
- My site has conducted its own testing on the Upgrade version and am happy to proceed with the upgrade

Upgrade Request



- 2** Contact Organisation
Enter the name of your **organisation**
- 3** Site Name
Enter the name of your **site**
- 4** Current Version
Enter your **current version** of Communicare
- 5** Current Database Size
Enter your **current database size**
- 6** Daily Backup Duration
(i.e. how long the backup process typically takes)
Enter your **daily backup duration**
- 7** Preferred Date
e.g. 8/13/2025 Enter your **preferred date** for the Upgrade to be scheduled
- 8** IT Contact Name
Enter your **IT contact name**
- 9** IT Contact Number
Enter your **IT contact number**
- 10** IT Contact Email
Enter your **IT contact email**
- 11** Approver Contact Name
Enter the name of the **approver**
- 12** Approver Contact Number
Enter the **approver contact number**
- 13** Approver Contact Email
Enter the **approver contact email**
- 14** I Agree to the terms and conditions stated above
 Yes Select **"Yes"** to the agree to the terms and conditions

Upgrade Request

Summary*

Provide a brief, one line summary of your request.

14 Add a **summary** of the request

Description*

Normal text ▾ | **B** *I* ... | ≡ ▾ | A ▾ | ☰ ☷ | 🔗 <> ⓘ ” — ABC

Include a **detailed description** of the request

16 Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

Attach any relevant screenshots or files

 Drop files to attach or [browse](#)

Is this a Clinical Risk?*

17 Select Yes or No, if this is a **Clinical Risk**

18 **Send** [Cancel](#) If **“No”** is selected for Clinical Risk, click **“Send”** and your ticket will be sent to one of our Service Desk Agents

General Service Request – if a Clinical Risk

Is this a Clinical Risk? *

1 If **Yes** is selected. ▼

2 How many patients/clinical end-users do you believe are impacted by this issue ?
Select **how many people** are impacted by the issue from the drop-down list. ▼

3 Is there a workaround in place? If so, please describe ...

Normal text ▼ | **B** *I* ... | ≡ ▼ | **A** ▼ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented.

4 On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place
Select the **impact of the issue** from the drop-down list. ▼

5 **Send** Cancel Click **“Send”** and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Enhancements

Submit a request for an Enhancement to one of our Hospital Care products

Enhancement Request – if a Clinical Risk

Is this a Clinical Risk? *

5

If **Yes** is selected for Clinical Risk

6

How many patients/clinical end-users do you believe are impacted by this issue ?

Select **how many people** are impacted by the issue from the drop-down list.

7

Is there a workaround in place? If so, please describe ...

Normal text ▾ | **B** *I* ... | ≡ ▾ | A ▾ | ☰ ☷ | 🔗 <> ⓘ ” – ABC

Add a **detailed description** of any workarounds that have been implemented.

8

On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place

Select the **impact of the issue** from the drop-down list.

9

Send

Cancel

Click “**Send**” and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Report an incident

Use **Report an Incident** to log a real-time problem that impact users and needs quick resolution

Report an Incident



Report an Incident

Required fields are marked with an asterisk*

For Urgent Incidents

If your incident is **high priority**, we recommend contacting Support directly for the fastest response:

- **During business hours:** Please visit our website at [Support - Telstra Health](#) to find your product and call the number listed for it.
- **After hours:** If your service includes after-hours support, please call your designated after-hours number.

Submitting this form will still create a ticket, but calling ensures immediate attention for urgent issues.

Product*

What product is this service request associated to?

1

Select the **product** the incident relates to

2

Please select the impact and urgency to help us determine the appropriate priority level:

Impact*

How significant is the disruption or, how many users are affected?

Select the level of **impact** for this incident

*Note: **Impact** refers to how significantly the incident affects your business operations.*

Urgency*

How quickly does this issue need to be resolved?

3

Select the level of **urgency** for this incident

*Note: **Urgency** indicates how quickly the issue needs to be resolved before it starts having a significant effect.*

4

- How is the priority determined for this incident? To understand how the **priority** of your incident is determined, tick the box

Report an Incident

Summary*

Provide a brief, one line summary of your request.

5

Add a **summary** of the issue

Description*

6

Normal text ▾ | **B** *I* ... | ≡ ▾ | **A** ▾ | ☰ ☷ | 🔗 <> ⓘ ” — ABC

Include a **detailed description** of the issue, the steps to reproduce and any error messages or workarounds

Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

7

Attach any screenshots of error messages or logs

 Drop files to attach or [browse](#)

Is this a Clinical Risk?*

8

Select Yes or No, if this is a **Clinical Risk**

9

Send

Cancel If “**No**” is selected for Clinical Risk, click “**Send**” and your ticket will be sent to one of our Service Desk Agents

Report an Incident – if a Clinical Risk

Is this a Clinical Risk? *

8

If **Yes** is selected for Clinical Risk

How many patients/clinical end-users do you believe are impacted by this issue ?

9

Select **how many people** are impacted by the issue from the drop-down list.

Is there a workaround in place? If so, please describe ...

10

Normal text ▾ | **B** *I* ... | ≡ ▾ | **A** ▾ | ☰ ☷ | 🔗 <> ⓘ ” — ABC

Add a **detailed description** of any workarounds that have been implemented.

On a scale of 1 to 5, with 1 being insignificant and 5 being severe, please provide a rating of the impact of the issue on clinical service delivery with the workaround in place

11

Select the **impact of the issue** from the drop-down list.

12

Send

Cancel

Click “**Send**” and your ticket will be sent to one of our Service Desk Agents and our Clinical Safety Officers

Report an Incident

– Priority, Impact & Urgency definitions

Incident Priority	<u>Priority 1</u> There is a significant risk to the business or exposure to the organization for not restoring the user's ability to perform their vital business function.	<u>Priority 2</u> There is a higher level of risk to the business or exposure to the organization for not correcting the service.	<u>Priority 3</u> There is an acceptable level of risk to the business or exposure to the organization for either restoring the service within a short period of time.	<u>Priority 4</u> There is minimal risk to the business or exposure to the organization for either restoring the service (or not) within a short period of time.
Impact	1. Extensive/Widespread The majority of users of the service are, or have the potential to be, affected by the issue.	2. Significant/Large 25-50% of overall users, or the majority of users in a single central office are or have the potential to be affected by the issue. No workaround is available.	3. Moderate/Limited 25-50% of overall users, or the majority of users in a single central office are or have the potential to be affected by the issue. A workaround is available.	4. Minor/Localized Minimal number of users of the service are, or have the potential to be, affected by the issue.
Urgency	1. Critical The Incident has caused a work stoppage or has the potential to cause a work stoppage of a vital business function or service. This includes a degradation of service.	2. High The Incident has not resulted in a work stoppage but has significantly impaired the user's ability to perform their normal business operation and a work around is not available.	3. Medium The Incident has not resulted in a work stoppage but has impaired the user's ability to perform their normal business operation. A workaround is available.	4. Low The Incident has not impeded or disrupted the service and is more of an inconvenience, or all Incidents that don't fit the Medium, High or Critical designation.

Submitted requests

[View your submitted request](#)


Example: Completed form

General Service Request

Required fields are marked with an asterisk *

Product *

What product is this service request associated to?

Communicare 

Additional Information

Any specific request that is associated with Communicare














- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

Summary *

Provide a brief, one line summary of your request.

I need help with Communicare


Description *

Normal text  | **B** | *I* | ... |   |   |   |     |  

I need help with Communicare

Attachment

Do you have any screenshots and attachments that will assist us in resolving your request?

 Drop files to attach or [browse](#)

Is this a Clinical Risk? *

No 

Send

Cancel

Submitted request



Telstra Health Support Portal / Telstra Health Customer Support / THC-5058

1 Jira ticket number

General Service Request

IM Isobel Green Moore raised this on Today 12:16 PM Hide details

General Service Request Form SUBMITTED ... ^

Product *
What product is this service request associated to?
Communicare

Additional Information
Any specific request that is associated with Communicare

- Training Request
- Work Request
- Hosting Request
- Upgrade Request
- Enhancement Request
- General Service Request

Summary *
Provide a brief, one line summary of your request.
I need help with Communicare

Description *
I need help with Communicare

Attachment
Do you have any screenshots and attachments that will assist us in resolving your request?
No attachments uploaded

Is this a Clinical Risk? *
No

Status

2 Status of ticket

OPEN

- Notifications on
- Escalate
- Resolve this issue
- Cancel request

Request type

- General Service Request

Shared with

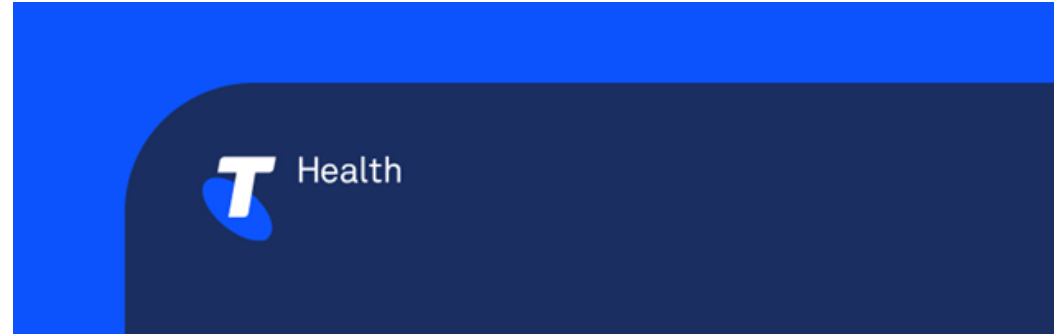
- IM** Isobel Green Moore
Creator
- Share

Activity

3 Activity and comments on the ticket

IM Add a comment

Email notification



We have received your request!

THC-5058 - I need help with Communicare

Hi,

Thank you for contacting Telstra Health Customer Support.

Your request has been received and assigned with a priority of P4.

A member of the Customer Support team will reach out shortly. You can view this request and provide further updates and attachments by visiting the support portal or replying to this email.

[View Work Item](#)

Telstra Health Customer Support

This communication may contain confidential or copyright information of Telstra Corporation Limited (ABN 33 051 775 558). If you are not an intended recipient, you must not keep, forward, copy, use, save or rely on this communication, and any such action is unauthorised and prohibited. If you have received this communication in error, please reply to this email to notify the sender of its incorrect delivery, and then delete both it and your reply.

Review logged requests

[View all your logged requests](#)

Review open Requests



1 Navigate to the **Telstra Health Customer Support Portal**

Select **your avatar** 2

The screenshot shows the Telstra Health Support Portal interface. At the top left is the Telstra Health logo. The main header area contains the text "Telstra Health Support Portal" and a search bar with the placeholder text "Search for information". On the right side, a user profile dropdown menu is open, displaying the user's name "Isobel Green Moore" and email address "isobel.greenmoore@health.telstra.com". The menu options are "Requests", "Profile", and "Log out". A red circle with the number "3" highlights the "Requests" option.

3 **Select Requests**

List view of logged requests



Telstra Health Support Portal

Edit list view

Requests

Request contains... **Status: Open requests**

View the priority of your open requests **2**

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
	THC-5082	I need help with Communicare	OPEN	Telstra Health Customer Support	Isobel Green Moore	Today	Today	--	--	P4

1 To view a request, select from the list by clicking either the Reference or Summary