



Everwell

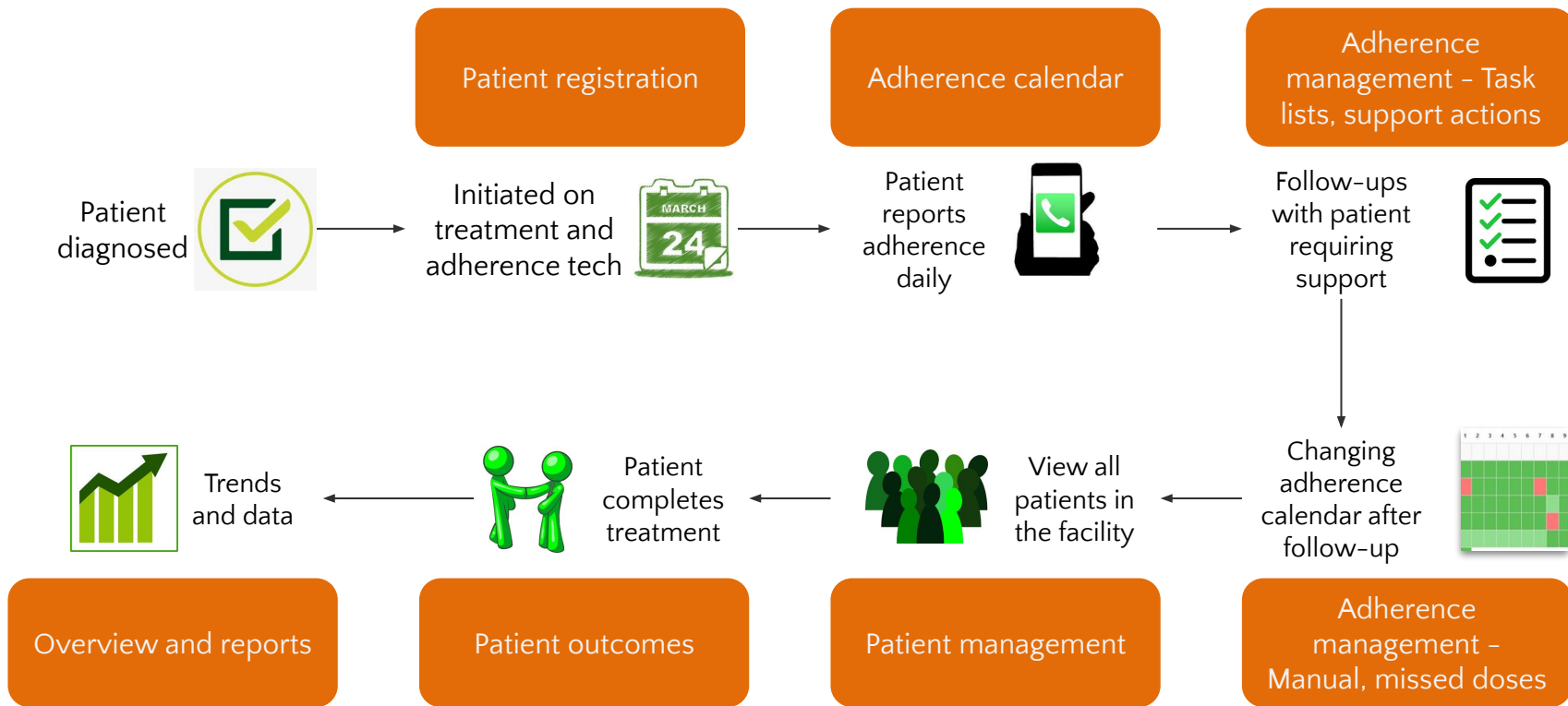
Everwell Hub - Web dashboard

everwell.org

contact@everwell.org



Patient workflow





Patient Registration 1

Patient uploading Video 2

Adherence Calendar 3

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The Patient Registration module allows you to register patients on the Hub using a **simple yet comprehensive registration form**

Patient demographic and contact details, treatment regimen and length along with other **basic details are captured**

One of the three adherence technologies can be allocated to a patient here – **99DOTS, Video observed therapy (VOT) or MERM**

How do I register a Patient (1/3)



The screenshot shows the 'Hub' interface with a sidebar on the left containing the following menu items: Overview, Hierarchy Management, Patient Management, Staff Details, Reports, Review VOT Videos, and Add Patient (circled in orange). The main content area displays a patient registration form with the following fields:

First Name	Draco
Surname	Malfoy
Village/Community	Wiltshire, England
Age	17
Gender	Male
Primary Phone	+256 983392234
Owner	Patient
Phone 2	+256 982006789
Owner	Father

Step 1 - Click on the 'Add patient' tab

Step 2 - Enter required details

Step 3 - Add phone numbers of patient and family/friends/treatment supporters

- ✦ For 99DOTS, the dashboard turns green only if call is received from one of these registered phone numbers
- ✦ Mention all details that are marked as 'required' to proceed

How do I register a Patient (2/3)



The screenshot shows a patient registration form with the following fields and annotations:

- Step 4:** Select DISTRICT (Mpigi | 267664 | MGI |) and Select FACILITY (Mpigi HCIV | 267665 | UGA30).
- Step 5:** Adherence Technology dropdown menu showing options: evriMED(MERM), VOT (selected), 99DOTS, and Followed up Without Technology.
- Step 6:** Unit TB Number (778), Date on which patient started TB treatment (01 May 2020), and which patient started using adherence technology (07 May 2020).
- Step 7:** Total number of days of treatment (168).

Additional text on the right side of the form:

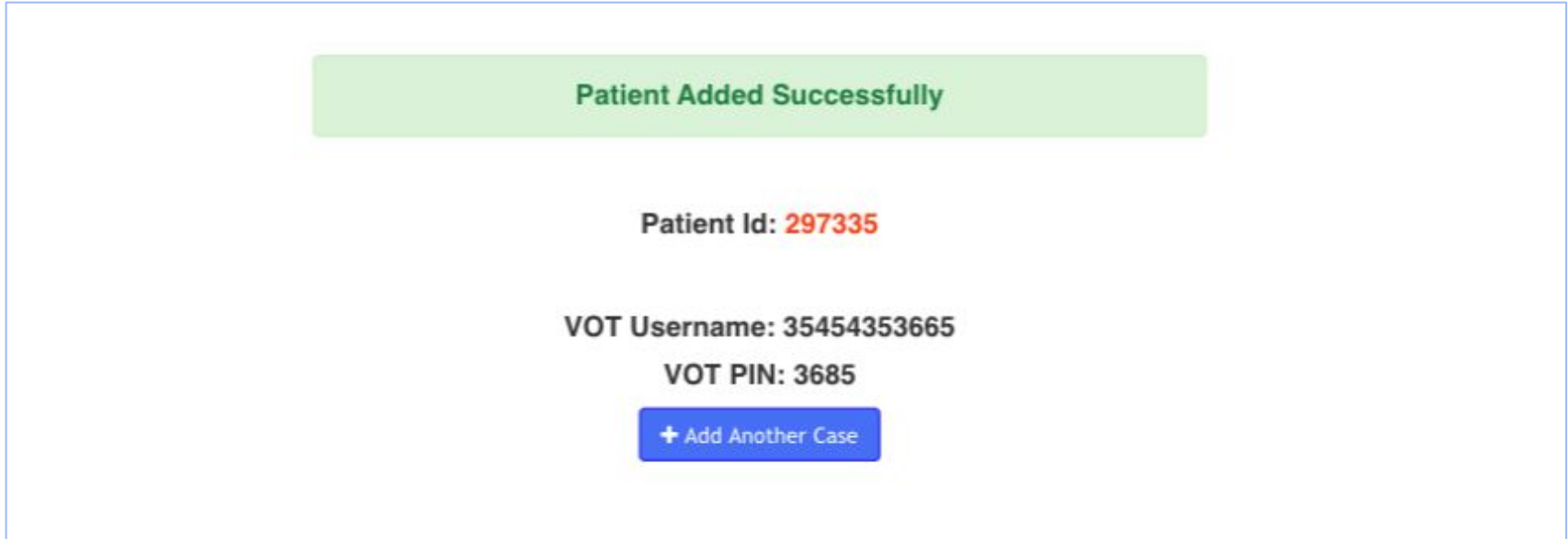
- External ID
- When did the patient start taking TB medicine? For eg. 1 May 2020*
- When did the patient enroll for digital adherence? This date cannot be earlier than above date eg.1 May 2020*

+ Add Patient

Step 4 - Choose the geography/facility
Step 5 - Pick the VOT as the adherence technology

Step 6 - Enter the medical record number and pick the treatment start date
Step 7 - Submit the form

How do I register a Patient (3/3)



The User ID and pin created for the patient is displayed after registering the patient

- ✦ The user name and pin can be accessed later under the 'Tags and notes' section
- ✦ Provide the patient with their user ID and pin, which they can use to login to the app, and share videos everyday

How do I assign SMS notification timing



The screenshot shows a patient's profile page with several tabs: Adherence, Basic Details, Staff, Tags & Notes, Call Logs, Engagement, Support Actions, and Reopen Case. The 'Engagement' tab is selected and highlighted with a callout box labeled 'Step 1'. Below the tabs, the 'Engagement' section is titled. It contains a form with the following elements:

- A radio button selection for 'Do you want patient to receive reminders', with 'Yes' selected. A callout box labeled 'Step 3' points to this section.
- A radio button selection for 'Select time to send reminder to patient', with '08:00 PM' selected. A callout box labeled 'Step 3' also points to this section.
- An 'EDIT DETAILS' button with a pencil icon, highlighted with a callout box labeled 'Step 2'.
- 'CANCEL' and 'UPDATE' buttons at the bottom right, with the 'UPDATE' button highlighted by a callout box labeled 'Step 4'.

Step 1 - Click on the 'Engagement' tab

Step 2 - Select 'Edit details'

Step 3 - Select 'Yes' and the timing

Step 4 - Click on 'Update'

- ✦ The patient page can be accessed through the current patient list or by searching for the patient in the search bar
- ✦ The reminder timings can be changed anytime

How do I edit basic details (1/2)



The screenshot shows a patient record interface. At the top, there is a navigation bar with several tabs: Adherence, Basic Details (highlighted), Treatment Centers, Staff, Tags & Notes, Medical Details, and Call Logs. Below this, there are more options: Support Actions, Test Results, Close Case, Delete Patient, and VOT. The main content area is titled 'Basic details' and contains a table with the following information:

Category	Info
First name	Rakel
Last name	Aino
Address	kampala

To the right of the table, there is a blue button labeled 'Edit Details' with a pencil icon. A callout box labeled 'Step 2' points to this button. Another callout box labeled 'Step 1' points to the 'Basic Details' tab in the navigation bar.

Step 1 – Click on the Basic details tab of the patient

Step 2 – Click on Edit Details

How do I edit basic details (2/2)



Basic details

Category	Info
First name	<input type="text" value="Rakel"/>
Last name	<input type="text" value="Aino"/>
Address	<input type="text" value="kampala"/>
< Primary Number	<input type="text" value="440130264"/> Who does it belong to? <input type="text" value="Patient"/>
Secondary number 1	<input type="text" value="2483664422"/> Who does it belong to? <input type="text" value="Father"/>
Secondary number 2	<input type="text" value="3421454656"/> Who does it belong to? <input type="text" value="Sister"/>

Step 3 – Make the necessary changes

Step 4 – Click on Submit Changes



Patient Registration 1

Uploading a Video 2

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Patients upload videos of taking their pills through a mobile app, after logging in with their username and pin provided during registration



Patient Registration 1

Patient uploading Video 2

Adherence Calendar 3

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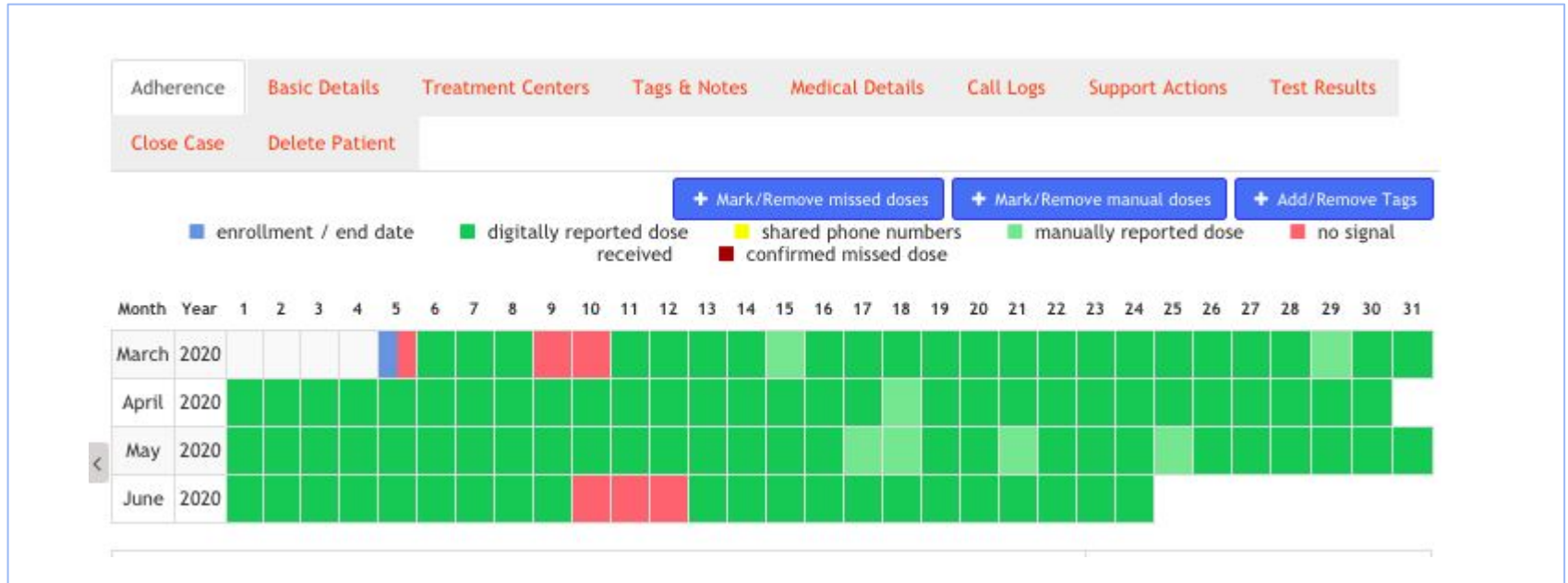
Statistics and Analysis 7

An adherence calendar is associated with each patient registered on the Hub

The hub allows seamless access to **daily and monthly adherence** calendar at **patient and facility level**

This feature also provides the opportunity for healthcare workers to **manually report missed and confirmed doses**

What is an adherence calendar?



An adherence calendar indicates the 'dose-taken' status of the patient on each day, indicated by the colour for that date.

Adherence calendar colours



- Treatment Start / End
- Manually confirmed
- Received (using technology)
- No dose needed
- Shared phone numbers (99DOTS only)
- No information
- Confirmed missed dose

■ Patient started on Digital Adherence Technology (DAT)

■ Patient reported dose through assigned DAT

■ Patient did not report dose through assigned DAT

■ Patient reported dose through 99DOTS, but shares phone number with another patient

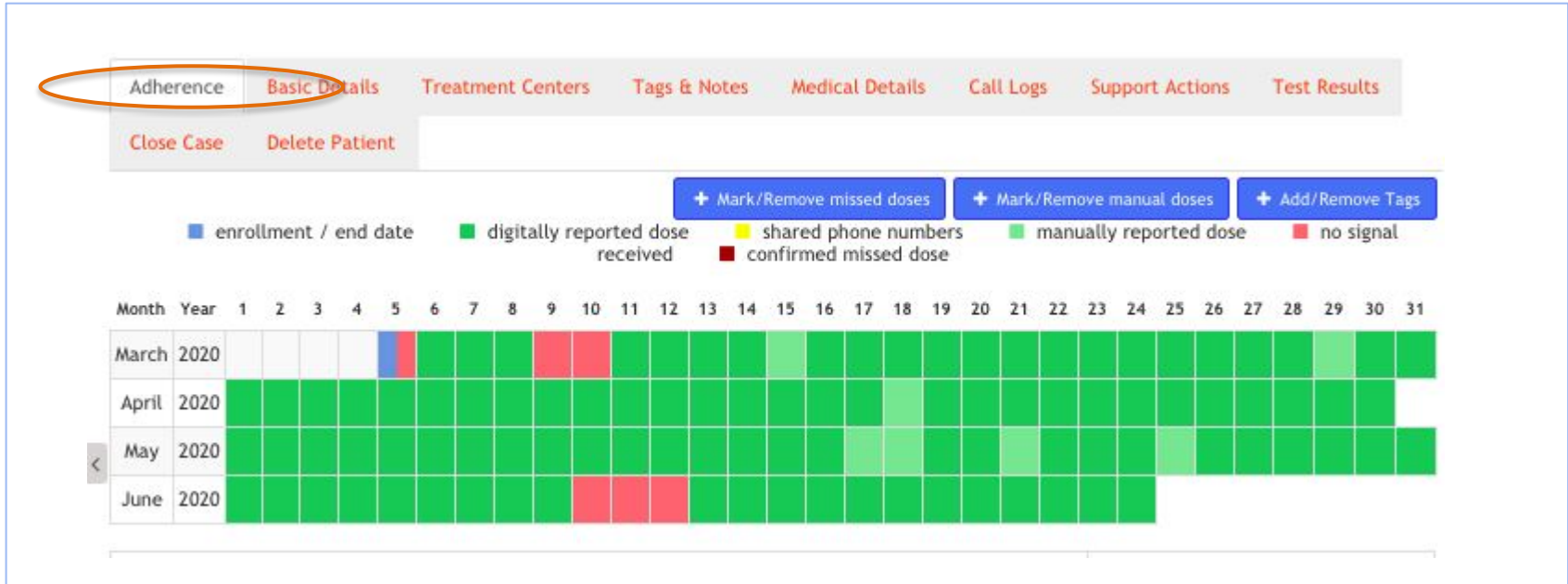
■ Staff manually confirmed dose taken, when patient did not report digitally

■ Staff manually confirmed dose as not taken, when patient did not report digitally

■ Patient temporarily off-treatment

■ Patient on VOT sent in video, that is yet to be reviewed

Where do I view the adherence calendar?



Click on Adherence tab to view patient level adherence calendar, after clicking on the required patient's ID from the [Patient Management page](#)

Marking manual doses (2/4)



Patient ID: **297336**
Attention Required: **HIGH**
Adherence Technology: **99DOTS**
Current Tags: **New_Enrollment**

[Change Attention Required](#)

Adherence | Basic Details | Treatment Centers | Staff | Tags & Notes | Medical Details | Call Logs | Support Actions

Test Results | Close Case

+ Confirm altering manual doses | **✖ Select dates below or click here to cancel**

■ enrollment | **Step 3** ■ digitally reported dose signal received | ■ shared phone numbers | ■ manually reported dose | ■ no
■ confirmed missed dose

Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
May	2020							✓	✓	✓	✓	✓																				

Step 4

Step 3 – Select the dates

Step 4 – Click on Confirm altering manual doses

Marking manual doses (3/4)



The screenshot shows a patient record for Patient ID: 297336 with an attention level of HIGH. A dialog box titled "Alter manual doses" is open, displaying the text: "Alter doses for 6/5/2020(Patient #297336), 7/5/2020(Patient #297336), 8/5/2020(Patient #297336), 9/5/2020(Patient #297336), 10/5/2020(Patient #297336), 11/5/2020(Patient #297336)". Below this text is a text input field with the word "optional" and a green checkmark icon. The dialog box has three buttons at the bottom: "Mark as Manual" (blue), "Remove manual doses for selected days" (orange), and "Cancel" (red). A callout box labeled "Step 5" points to the "Mark as Manual" button. In the background, a calendar for May 2020 is visible, with a legend indicating that green squares represent "manually reported dose" and red squares represent "no".

Step 5 – Click on Mark as Manual

Marking manual doses (4/4)



Patient ID: **297336**

Attention Required: **HIGH**

Adherence Technology: **99DOTS**

Current Tags: **New_Enrollment**

 Change Attention Required

Adherence

Basic Details

Treatment Centers

Staff

Tags & Notes

Medical Details

Call Logs

Support Actions

Test Results

Close Case



+ Mark/Remove missed doses


+ Mark/Remove manual doses

+ Add/Remove Tags

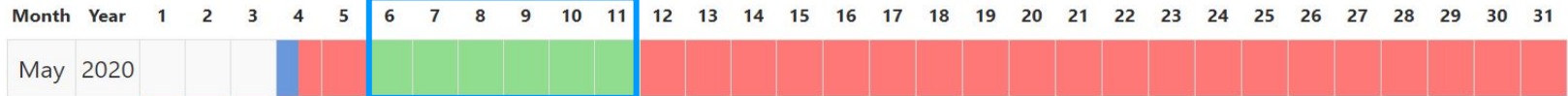
 enrollment / end date

 digitally reported dose
signal received

 shared phone numbers
 confirmed missed dose

 manually reported dose

 no



Calendar updated with light green colour, indicating that the dose reported as taken is manually entered.

Marking missed doses (1/4)



Patient ID: **297336**
Attention Required: **HIGH**
Adherence Technology: **99DOTS**
Current Tags: **New_Enrollment**

[Change Attention Required](#)

Adherence | Basic Details | Treatment Centers | Staff | Tags & Notes | **Step 2** | Call Logs | Support Actions

Test Case

Step 1

[+ Mark/Remove missed doses](#) | [+ Mark/Remove manual doses](#) | [+ Add/Remove Tags](#)

■ enrollment / end date ■ digitally reported dose signal received ■ shared phone numbers ■ manually reported dose ■ no confirmed missed dose

Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
May	2020																																

Step 1 – Click on Adherence Tab

Step 2 – Click on Mark/Remove manual doses

Marking missed doses (2/4)



Dashboard / Patients / [Rahul Varma](#)

Patient ID: **297336**
Attention Required: **HIGH**
Adherence Technology: **99DOTS**
Current Tags: **New_Enrollment**

[Change Attention Required](#)

Adherence | [Basic Details](#) | [Treatment Centers](#) | [Staff](#) | [Tags & Notes](#) | **Step 4** | [Calls](#) | [Call Logs](#) | [Support Actions](#)

[Test Results](#) | [Close Case](#)

[+ Confirm altering missed doses](#) | [✕ Select dates below or click here to cancel](#)

■ enrollment / end date ■ digitally reported dose signal received ■ shared phone numbers ■ manually reported dose ■ no confirmed missed dose

Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
May	2020																	✓	✓	✓	✓											

Step 3

Step 3 – Select the dates

Step 4 – Click on ‘Confirm altering missed doses’

Marking missed doses (3/4)



Patient ID: 297336
Attention Required: HIGH
Adherence T
Current Tags

Alter missed doses

Alter doses for 16/5/2020(Patient #297336), 17/5/2020(Patient #297336), 18/5/2020(Patient #297336), 19/5/2020(Patient #297336)

Additional notes
optional

Step 5

Mark as Missed Remove missed doses for selected days Cancel

Change Attention Required

ails Call Logs Support Actions

Select dates below or click here to cancel

manually reported dose no

Month Year
May 2020

21 22 23 24 25 26 27 28 29 30 31

Step 5 – Confirm by clicking on ‘Mark as Missed’

Marking missed doses (4/4)



The screenshot shows a patient adherence dashboard. At the top, there are tabs for 'Adherence', 'Basic Details', 'Treatment Centers', 'Staff', 'Tags & Notes', 'Medical Details', 'Call Logs', and 'Support Actions'. Below these are 'Test Results' and 'Close Case' options. A legend identifies the following categories: enrollment / end date (blue), digitally reported dose signal received (green), shared phone numbers (yellow), manually reported dose (light green), confirmed missed dose (maroon), and no (red). Action buttons include '+ Mark/Remove missed doses', '+ Mark/Remove manual doses', and '+ Add/Remove Tags'. A calendar for May 2020 is displayed, with days 16, 17, 18, and 19 highlighted in maroon, indicating confirmed missed doses.

Month	Year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
May	2020				enrollment / end date	no	digitally reported dose signal received	digitally reported dose signal received	digitally reported dose signal received	digitally reported dose signal received	digitally reported dose signal received	digitally reported dose signal received	no	no	no	no	confirmed missed dose	confirmed missed dose	confirmed missed dose	confirmed missed dose	no	no	no	no	no	no	no	no	no	no	no	no

The selected dates will now be maroon in colour, to reflect the doses that have been confirmed as missed



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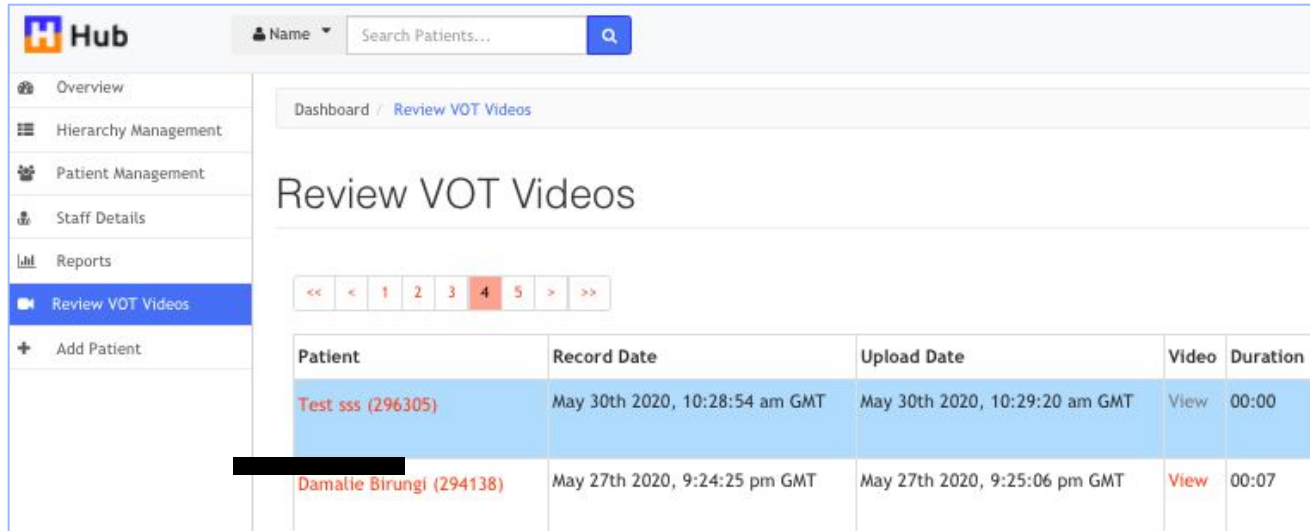
Statistics and Analysis 7

Understanding patient adherence behaviour by reviewing videos

Logging interactions with patients - Calls, house visits, asking patients to visit facility

Updating information on the platform through manual calendar changes, tags and notes

Adherence Management: Reviewing patient videos



Hub

Name Search Patients...

Dashboard / Review VOT Videos

Review VOT Videos

<< < 1 2 3 4 5 > >>

Patient	Record Date	Upload Date	Video	Duration
Test sss (296305)	May 30th 2020, 10:28:54 am GMT	May 30th 2020, 10:29:20 am GMT	View	00:00
XXXXXXXXXX Damalie Birungji (294138)	May 27th 2020, 9:24:25 pm GMT	May 27th 2020, 9:25:06 pm GMT	View	00:07

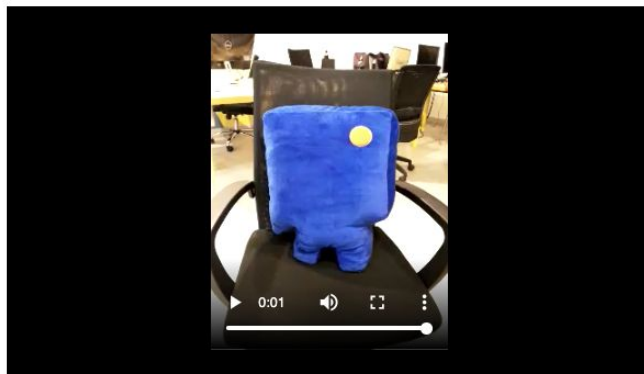
After clicking on “Review VOT Videos” on the sidebar, staff can review newly uploaded videos (and past submitted videos) by clicking on ‘View’ and mark them as “Confirmed” or “Not Confirmed”.

Reviewing submitted videos

Review VOT Videos

Language: English

Patient	Record Date	Video	Uploaded
Everwell! (287132)	June 14th 2019, 8:35:38 pm GMT	View	Yes
Everwell! (287132)	June 14th 2019, 8:04:55 pm GMT	View	Yes
Michael Scott (287047)	June 13th 2019, 8:21:22 am GMT	View	Yes
Test VOT (287043)	June 13th 2019, 1:31:44 am GMT	View	Yes
Bangalore! (287042)	June 13th 2019, 1:28:36 am GMT	View	Yes



Click on “Save Status” to finish. The video is now reviewed and taken out of the video list (queue).

Staff can mark the following after reviewing the video:

Confirmed (if it is clear that the patient has taken the medicine)

Not Confirmed (if it is clear the patient has missed taking the medicine)

Status

Confirmed

(Click this option to confirm the video shows medication ingestion - the adherence calendar turns green for this day)

Not confirmed

(Click this option if you are not able to confirm the video shows medication ingestion - adherence calendar reverts back to red for this day)

SAVE STATUS



Adherence Management: Support Action

After interacting with patients, based on their adherence reporting, these interactions can be recorded on the platform for future reference, under '**Support actions**'. Front-end workers can choose categories and subcategories of action performed for seamless recording of follow-up –

- Calling
- Making a home visit
- Asking patients to make a visit to the facility

Marking Support actions



Patient ID: 297127
Attention Required: **HIGH**
Adherence Technology: **MERM**
Current Tags: **New_Enrollment**

[Adherence](#) [Basic Details](#) [Treatment Centers](#) [Staff](#) [Tags & Notes](#) [Medical Details](#) [Call Logs](#) **Support Actions** [Test Results](#) [Close Case](#) [MERM](#)

[Change Attention Required](#)

Support Actions

Choose Support Action Call **Step 2**
 Home Visit
 Facility Visit

Sub Action * **Step 3**

Date Of Action *

Comments

Step 1 - Click on Support Actions to log actions

Step 2 - Select the type of interaction

Step 3 - Select the outcome of the interaction

Step 4 - Click 'Add' to record the action

✦ Other notes can be added under the 'comments' field



Adherence Management: updating behaviour

- The **Tags and Notes** functionality allows front-end workers to make essential notes pertaining to patient's care plan
 - These notes can also be tagged under the available categories
-
- The calendar too can be updated manually, through **manual and missed doses (changing colour of calendar and logging dose)**

How to add Tags and Notes



Patient ID: 297127
Attention Required: HIGH
Adherence Technology: MERM
Current Tags: **New Enrollment**

Change Attention Required

Adherence Basic Details Treatment Centers Staff **Tags & Notes** Medical Details Call Logs Support Actions Test Results Close Case MERM

Tags & Notes

Select Patient Tags

Type your note here...

Phone Issues

- Phone inaccessible
- No mobile coverage
- Phone not answered**
- Wrong number
- 99DOTS lines not working

Cancel Submit

Step 1

Step 2

Step 3

Step 1 – Click on Tags & Notes Tab

Step 2- Choose the appropriate tag (one or more) and/or add in a note in the free text field

Step 3 – Click on Submit button



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As a health care worker, it is essential to follow-up with patients who need **additional support with their treatment.**

The hub allows **easy identification** of such patients through various tools - **adherence calendar and task lists.**

Patient names, along with selected information can be viewed as a **list**, or in the form of an **adherence calendar**

How to view the list of patients?



The screenshot shows the 'Patient Management' interface. On the left is a navigation menu with 'Patient Management' highlighted. The main area contains filter sections: 'Geography' with 'DemoAlternateState', 'DemoState', 'DemoDistrict', and 'DemoFacility'; 'Patient status' with 'On treatment'; 'Treatment start date' with two date pickers; and 'Adherence Technology' with '99DOTS' and 'VOT'. A 'SEARCH' button is at the bottom left, and 'Calendar' and 'List view' buttons are at the bottom right.

Step 1 - Click on 'Patient engagement'

Step 2 - Choose required filters

Step 3 - Click on 'Search'

Step 4 - Select 'List view'

🚀 Four filters are there - Geography, Patient status, Treatment start date and adherence technology

Selecting filter options (1/2)



The screenshot illustrates a three-step process for selecting filter options in a software interface.
Step 1: A 'Geography' dropdown menu is open, showing a list of options. 'DemoState' and 'DemoTest' are selected and shown as blue pills at the top of the menu. The list includes 'Select STATE', 'Select All', 'Clear selected', 'DemoState' (checked), 'DemoState#5', 'DemoTest' (checked), 'Solid', and 'TU VOT'.
Step 2: The 'Geography' menu is closed. The filter bar now shows three selected items: 'Demo District 2', 'DemoDistrict', and 'DemoVOT#3'. The 'DemoDistrict' pill has a small orange square with the number '2' next to it, indicating a sub-selection.
Step 3: A 'Patient status' dropdown menu is open, showing two options: 'On treatment' (checked with a blue checkmark) and 'Outcome assigned'.

Step 1 – Select required geographies

Step 2 – If applicable, select further geographies under the ones selected earlier

Step 3 – Select patient's treatment status

Selecting filter options (2/2)



The screenshot displays two filter selection steps. Step 4, labeled 'Step 4', shows the 'Treatment start date' filter. It includes a date range selector with '02/13/2020' and '05/13/2020'. Below this is a calendar for 'February 2020' with the date '13' highlighted. Step 5, labeled 'Step 5', shows the 'Adherence Technology' filter. It is a dropdown menu with 'VOT' selected, and other options include 'evriMED(MERM)', '99DOTS', and 'Followed up Without Technology'.

Step 4 - Select the range of treatment start dates of patients in the final list

Step 5 - Check one or more technologies that you would like to view

Choosing column headers in the list view



Step 4

9 columns selected

- Patient ID
- Patient Name
- Adherence Technology
- Digitally confirmed adherence
- Digital + Manual adherence
- Primary phone number
- Current tags

Step 5

Adherence Technology
VOT
VOT
VOT
VOT
99DOTS

Step 4 – Select the dropdown above the list, titled “**x columns selected**”

Step 5 – Check the required information to be displayed

- ✦ Only 9 columns can be selected at any point, with the first 9 being selected by default
- ✦ Patient list is displayed across different pages, which can be viewed through the navigation on the right side

How to view the patient calendar?



The screenshot shows the 'Patient Management' interface. On the left is a navigation menu with 'Patient Management' selected. The main area contains several filter sections: 'Geography' with 'DemoAlternateState', 'DemoState', 'DemoDistrict', and 'DemoFacility' filters; 'Patient status' set to 'On treatment'; 'Treatment start date' with dates '03/26/2020' and '06/26/2020'; and 'Adherence Technology' with '99DOTS' and 'VOT' filters. A 'SEARCH' button is located below the filters. At the bottom right, there are two buttons: 'Calendar' (highlighted in blue) and 'List view'.

Step 1 points to the 'Patient Management' menu item.

Step 2 points to the 'DemoDistrict' filter.

Step 3 points to the 'SEARCH' button.

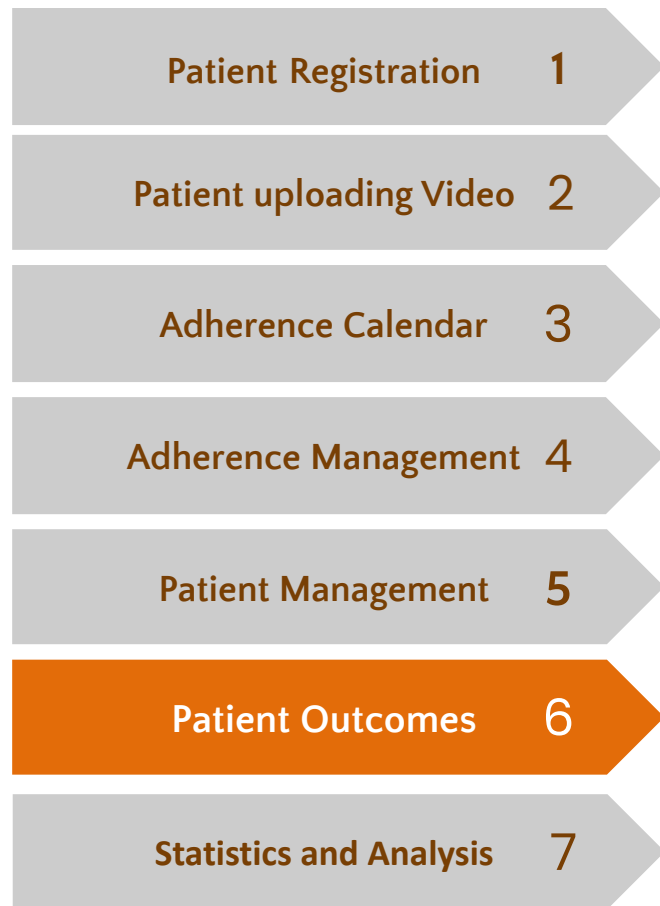
Step 4 points to the 'Calendar' button.

Step 1 - Click on 'Patient engagement'

Step 2 - Choose required filters

Step 3 - Click on 'Search'

Step 4 - Select 'Calendar'



Once a patient completes treatment, or for other reasons, patient records can be closed after assigning one of the available outcomes



Treatment Outcomes



Cured – Patient who has completed treatment course, and clinical tests in the last month of treatment have shown the patient to be cured

Treatment completed – Patient has completed course of treatment without any evidence of treatment failure, but also no test results to confirm the status as cured

Treatment failed – Patient whose clinical tests indicate that the disease has not been cured towards the end of the treatment

Died – Patient died during treatment

Lost to follow-up – Patient whose treatment was interrupted for a few consecutive months

Not evaluated – A patient for whom no treatment outcome is assigned. This includes cases “transferred out” to another treatment unit as well as cases for whom the treatment outcome is unknown


Treatment regimen changed – A patient who has been taken off an adherence technology or platform as their regimen has changed

Assigning a treatment outcome (1/2)



Dashboard / Current Patients / Test patient

Patient ID: **285447**
Attention Required: **MEDIUM**
Adherence Technology: **99DOTS**
Current Tags: **New Enrollment**

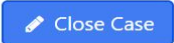


Step 1

Adherence Treatment Centers Tags & Notes Medical Details Call Logs Support Actions

Test Results **Close Case** Delete Patient

This patient is still on treatment. The current end date for the patient is 27-07-2020. If the patient is no longer on treatment, please click on close case.



Step 2

Step 1 – Click on the Close Case Tab

Step 2 – Click on Close Case button

Assigning a treatment outcome (2/2)



Adherence Basic Details Treatment Centers Tags & Notes Medical Details Call Logs Support Actions

Test Results Close Case Delete Patient

Treatment Outcome

- Cured
- Treatment Complete
- Treatment Failure
- Died
- Lost To Follow Up
- Not Evaluated
- Treatment Regimen Changed

Explanation of Treatment Outcome

The patient completed the treatment.

Set patient's End Date (Patient's current End Date is 16-10-2020)

10-06-2020

Cancel Submit

Step 3

Step 4

Step 3 – Select the Treatment Outcome from the list

Step 4 – Click on Submit button



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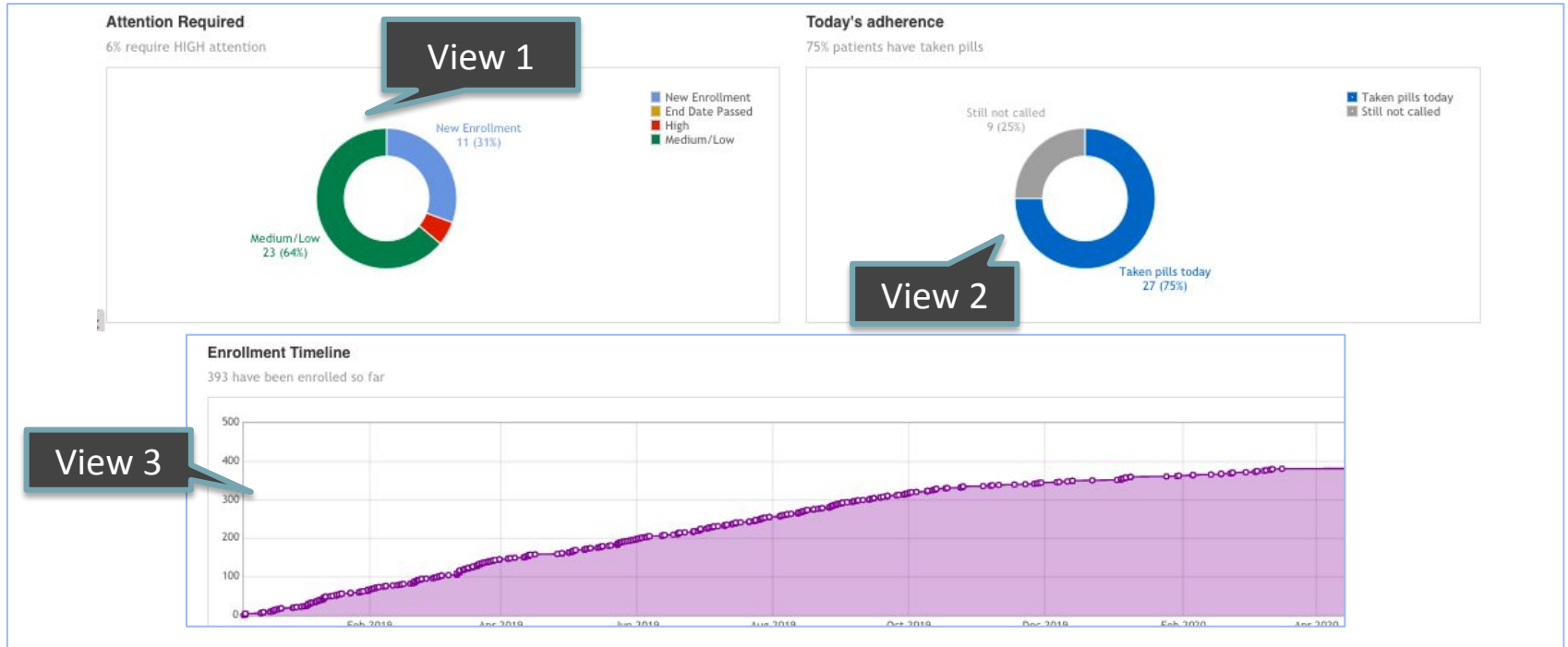
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Statistics and Analysis 7

This feature allows you to view comprehensive reports, summary reports and overview based on the filters and data you require

Overview Page



View 1 & 2- These sections provides adherence related overview

View 3 – This section provides enrollment timelines

Reports



A screenshot of the 'Hub' application interface. The top left shows the 'Hub' logo and a search bar for patients. A left sidebar contains navigation options: Overview, Task Lists, Patient Management, Reports (highlighted in blue), Add Patient, and Reset Password. The main content area is titled 'Reports' and includes a 'Report Time Range' section with radio buttons for 'All Time' and 'Specific Date Range' (selected). Below this is a 'Date Range Options' section with radio buttons for 'Patients enrolled during date range' (selected) and 'Patients on treatment during date range'. At the bottom, there are input fields for 'From:' (01-01-2019) and 'Till:' (25-06-2020). Two callout boxes with arrows point to the 'Reports' menu item (labeled 'Step 1') and the 'Specific Date Range' radio button (labeled 'Step 2').

Step 1 - Go to the 'Reports' section from the side bar

Step 2 - Select the date range (all time, or a specific range) between which patients were enrolled

Reports



The screenshot shows a web form for generating reports, divided into three main sections:

- Select Locality:** A dropdown menu for "Facility *" is set to "Katoro HC (250101/01)". To its right is a checkbox labeled "Select all Facilities". A callout box labeled "Step 5" points to this checkbox.
- Select Detailed or Summary Report:** Two radio buttons are present: "Detailed Report" (which is selected) and "Summary Report". A callout box labeled "Step 4" points to the "Detailed Report" radio button.
- Download Report:** Three checkboxes are listed: "Demographic Details", "Medical Details", and "Adherence Details", all of which are currently unchecked. Below these is a blue button labeled "DetailedReport (.csv)".

Step 5 - Select the geographies

Step 6 - Select report type

Step 7 - For a detailed report, select categories of data to be included

Troubleshooting



Do refer to program troubleshooting guides provided in case you face any issues

Please refer to the FAQs to understand the platform better. The Hub is divided into multiple modules, and questions on each module are answered as a part of the FAQs.

Please write to us about any issues, bugs, feedback or suggestions that you might have about the Hub platform [here](#)

Helpdesk



Help Center / Everwell Hub-Support



Everwell Hub-Support

Welcome! We are happy to support you in any way we can. Please choose the appropriate option below to continue.

Contact us about

Training and Platform usage

Ask us a question about the Hub



System issues or bugs

Report an issue or bug that you are facing while using the platform



Feature request

Suggest a change or new feature



The helpdesk can be accessed through this link –
<https://everwellhub.atlassian.net/servicedesk/customer/portal/3>

Select the relevant category of your request (Training/queries on usage, issued with the platform and any request for features)

Helpdesk



Help Center / Everwell Hub-Support



Everwell Hub-Support

Welcome! We are happy to support you in any way we can. Please choose the appropriate option below to continue.

Contact us about

System issues or bugs

What can we help you with?



Report an issue or bug that you are facing while using the platform

- Select the grey box below 'What can we help you with?', and fill the form the follows beneath it.

- Please ensure all the required fields are filled, and submit the form. You will be notified via the e-mail provided on the form

Summary *

Provide a 1 line summary of the issue

Description *

Provide specific details about the issue/bug you are facing

Attachment

Drag and drop files, paste screenshots, or browse

Browse

Attach screenshots or other resources for the issue faced

Platform *

- Website
- Mobile Application
- Integrations
- Backend
- Other

Select the platform this issue is applicable to

Applicable Modules *

Select all the modules the issue or bug is affecting