



CUSTOMER SELF-SERVICE (CSS)

TRAINING OVERVIEW

Overview of CareFusion CSS Solution

Scope of Functionality:

- Login
- Request Maintenance
 - My Requests
 - Create Support Case
 - Search/Display and Update Support Cases
 - Search/Display Service Order
- Solution Search
- User Guides/Quick Ref Guides
- My Data
- Contact Us
- Help Pages

Welcome Screen

The screenshot shows the CareFusion Customer Self-Service Welcome Screen. At the top left is the CareFusion logo, which is a shield with a checkmark inside a circle. To its right is the text "CareFusion Customer Self-Service". Below the logo is a bracket pointing to the text "Click the CareFusion logo to access CareFusion.com".

The main content area is titled "Welcome" and contains a login form with the following elements:

- User ID**: A text input field.
- Password**: A text input field.
- Log On**: A blue button.
- Change Password**: A blue button.
- [Reset Password](#): A blue link.
- [Customer Self-Service Registration](#): A blue link.
- [CareFusion Customer Self-Service Demo](#): A blue link.

Annotations with orange arrows point to these elements:

- A bracket on the left groups the "User ID" and "Password" fields with the text "Login details:".
- An arrow points from the "Reset Password" link to the text "Password can be automatically reset using link".
- An arrow points from the "Customer Self-Service Registration" link to the text "Link to new user registration form".
- An arrow points from the "CareFusion Customer Self-Service Demo" link to the text "Link to CSS Training Overview".

Below the login form is a paragraph of text: "Welcome to the Customer Self Service website! This online technical support site allows you to log cases with our Technical Support Center, view your case histories, check the status of open cases and find troubleshooting solutions and user guides relating to your Pyxis® Products."

Below that is another paragraph: "If you are having problems logging on to the site, please send an email to CSSHelp@CareFusion.com and provide your User ID."

Below that is a third paragraph: "If you are not a registered user of Customer Self Service please click on the registration link above and then select 'Register for Online Technical Support'."

At the bottom is a final paragraph: "A short training tutorial of the site is also available by selecting the demo link above."

Login details:

- User ID – Provided upon registration.
- Password – customer will be prompted to change at first login
- Password can be automatically reset using link

Link to new user registration form

Link to CSS Training Overview

Request Service

CareFusion Customer Self-Service

Solution Search **Request** **User Guides**

HELP FOR PAGE

- [My Requests](#)
- Create**
[Support Case](#)
- Search**
[All](#)
[Service Order](#)
[Support Case](#)

Requests

Here you can create, maintain or display your requests.

The Request tab provides links to create, search and update support cases.

New Support Cases are sent to the Technical Support Center (TSC) for evaluation and follow-on action.

My Requests

Solution Search

HELP FOR PAGE

[My Requests](#)

Create
[Support Case](#)

Search
[All](#)
[Service Order](#)
[Support Case](#)

This is a quick way to access support cases created by the user

My Requests

Last 5 request(s) are displayed

Click a request link to get more information.
Click a column header to sort the list

Results: 5 Hits

Request Type	Site ID	Creation Date	Document No.	Subject	Priority	Status	Product Group	Location	Serial Number
Support Case		1/5/11	7000012231	Broken case	Medium	Open	Pyxis Anesthesia Sys 3500	BLDG A - EMERGENCY	12589065
Support Case		1/5/11	7000012230	Drawer is broken	Medium	Open	Pyxis MedStation 3500	PHARMACY	12595311
Support Case		1/5/11	7000010893	Problem with PAS	Medium	Open	Pyxis Anesthesia Sys 3500	BLDG A - EMERGENCY	12589065
Support Case		1/5/11	7000010891	Drawer stuck	Medium	Open	Pyxis MedStation 3500	ER1	12494590
Support Case		1/5/11	7000010892	Console bar code reader not working	Medium	Open	Pyxis MedStation 3500	ER1	12494590

Create New Support Case

Solution Search | **Request** | **User Guides / Product Suggestions**

HELP FOR PAGE

[My Requests](#)

Create
[Support Case](#)

Search
[All](#)
[Service Order](#)
[Support Case](#)

Support Case

Have you tried our [Solution Search](#)?
* = required entry

Company *

Ship-To

Priority *

Asset Search *

Enter Asterisk in field below to conduct general search and click on Find button to execute

*

*

Summary *

Problem Description *

Attachment

Have you tried our [Solution Search](#)?

Confirmation Message

Your Support Case number is : 7000502293

Your case number is above. A Pyxis® TSC representative will follow up as soon as possible.

You have multiple options for **Company** field if you are a contact for multiple sites.

- Fill in all required Fields:
- Company
 - Priority (High, Medium, Low)
 - Asset (serial number for unit)
 - Summary
 - Problem Description
- * **NOTE: Please DO NOT enter patient information, such as name or ID**

Once all required fields have been completed, the SUBMIT button will become available

Once SUBMIT is selected a case number will be generated

Create New Support Case – Asset Search

Support Case

Have you tried our [Solution Search?](#)
* = required entry

Company * 6035300 - BEAUFOR

Ship-To BEAUFORT MEMORIA

Priority * Medium

Asset Search * ** Choose **

Summary *

Problem Description

Serial Number
Product Group
Location

There are 3 options to use to search for an asset:

- Serial Number (e.g. 12595311)
- Product Group (e.g. Pyxis Medstation 3500)
- Location (e.g. Pharmacy)

Asset Search * Serial Number

* |

Find Clear

Asset Search * Location

Pharmacy

Find Clear

Asset Search * Product Group

** Choose **

** Choose **
Pyxis ADT
Pyxis Alert
Pyxis Medstation 3500

Find Clear

Depending on the option selected, there will either be a field to enter a value or, in the case of the Product Group option, a drop down list of values

Note that an asterisk * will enable a wild card search

Create New Support Case – Asset Search

Select the relevant asset and this will be copied into the case:

Asset Search

Selected Asset: 12595311 MAIN MS3500 6DWR BIO EN DOM

Select	Serial Number	Product Group	Location	Description
<input checked="" type="radio"/>	12595311	Pyxis MedStation 3500	PHARMACY	MAIN MS3500 6DWR BIO EN DOM
<input type="radio"/>	12589065	Pyxis Anesthesia Sys 3500	BLDG A - EMERGENCY	PAS3500 3500 MS6.X DOM I18-12 HH FM FMFM
<input type="radio"/>	12494590	Pyxis MedStation 3500	ER1	CONSOLE MS3500 V6 WORKSTATION MSXPE

Select **Cancel**

Asset Search * Serial Number ▾

*

12595311 - MAIN MS3500 6DWR BIO **Find**

Clear

Search for Existing Support Case

Solution Search

HELP FOR PAGE

[My Requests](#)

Create

[Support Case](#)

Search

[All](#)

[Service Order](#)

[Support Case](#)

Support Case

Search Criteria

Search:

For Company:

Select:

Containing:

Between: (mm/dd/yy) and (mm/dd/yy)

With Priority

Urgent High

Medium Low

Monitoring

With Status

Open Dispatch

Completed

Narrow search for just cases created by user or all cases for site

If there multiple sites, then option to chose which site to search

Can also search for a specific case if the case number is known

Narrow search by priority and/or status

Click the Case number to review or update.

Search Criteria

Click a request link to get more information.
Click a column header to sort the list

Results: 3 Hits

Site ID	Creation Date	Case Number	Subject	Priority	Status	Product Group	Location	Serial Number	Case Completed Date	Agent Assigned
1/5/11		7000010891	Drawer stuck	Medium	Open	Pyxis MedStation 3500	ER1	12494590		Service ICSS
1/5/11		7000010892	Console bar code reader not working	Medium	Open	Pyxis MedStation 3500	ER1	12494590		Service ICSS
1/5/11		7000010893	Problem with PAS	Medium	Open	Pyxis Anesthesia Sys 3500	BLDG A - EMERGENCY	12589065		Service ICSS

Display and Update Support Case

Solution Search

HELP FOR PAGE

[My Requests](#)

Create Support Case

[Search](#)

[All](#)

[Service Order](#)

[Support Case](#)

Case Number: 7000058982
Company: ATEST00001 - HOSPITAL 1
Site ID: [Redacted]
Subject: Drawer struck
Creation Date: Jul 22, 2011
Status: Open
Reporting Contact: [Redacted]
Priority: Urgent
Case Completed Date: [Redacted]
Assigned To: Service ICSS

Original Problem Description:

The drawer in position 1 seems to be stuck

Communication Log:

*** Problem Description ***
Jul 22, 2011 6:51:03 AM PST

The drawer in position 1 seems to be stuck

Linked To Asset

Product: 12794978 - MEDSTATION 3500 MAIN
Serial Number: 12794978
Location: GMI
Product Group: Pyxis MedStation 3500

Update **Print** **Back**

Case Number: 7000058982
Company: HOSPITAL 1
Site ID: 1111
Subject: DRAWER STUCK
Device Type: [Redacted]
Problem Type: [Redacted]
Creation Date: Jul 22, 2011
Status: Open
Reporting Contact: [Redacted]
Priority: Urgent
Case Completed Date: [Redacted]
Assigned To: Service ICSS

Communication Log:


*** Problem Description ***
Jul 22, 2011 6:51:03 AM PST ICSS, Service

The drawer in position 1 seems to be stuck

Additional Note:

Actually it is the drawer in position 2 that is stuck.

Submit **Back** **Close Case**



Search for Service Order

Solution Search

HELP FOR PAGE

[My Requests](#)

Create
[Support Case](#)

Search
[All](#)
[Service Order](#)
[Support Case](#)

Search Criteria

Search:

For Company:

Select:

Containing:

Between: (mm/dd/yy)

and: (mm/dd/yy)

With Priority

Urgent High

Medium Low

Monitoring

With Status

Initial Accepted

En-Route On-site

Postpone Cancel

Complete

Narrow search for just service orders created by user or all service orders for site

If there multiple sites, then option to chose which site to search

Can also search for a specific service order if the service order number is known

Narrow search by priority and/or status

Click the Service Order number to review.

Search Criteria

Click a request link to get more information.
Click a column header to sort the list

Results: 2 Hits

Site ID	Creation Date	Order Number	Subject	Priority	Status	Product Group	Location	Serial Number	ETA From	ETA To
	1/5/11	8000011231	case broken	Medium	Initial	Pyxis MedStation 3500	PHARMACY	12595311		
	1/5/11	8000011232	problem with scanner	Medium	Initial	Pyxis MedStation 3500	ER1	12494590		

Display Service Order

Solution Search

HELP FOR PAGE

[My Requests](#)

Create

[Support Case](#)

Search

[All](#)

[Service Order](#)

[Support Case](#)

Order Number: 8000034960
Company: 1000000 - HOSPITAL 1
Site ID: 1111
Subject: Case broken
Creation Date: Apr 4, 2011
Status: Complete
Reporting Contact: Bird Shelli
Priority: Medium
Service Order Assigned To: Aaron Coomer
ETA From: 04/04/2011 15:00 PST
ETA To: 04/04/2011 17:00 PST

Original Problem Description:

case is broken

Communication Log:

*** Field Service Notes ***
Apr 4, 2011 10:47:20 AM PST ICSS, Service

Case is broken

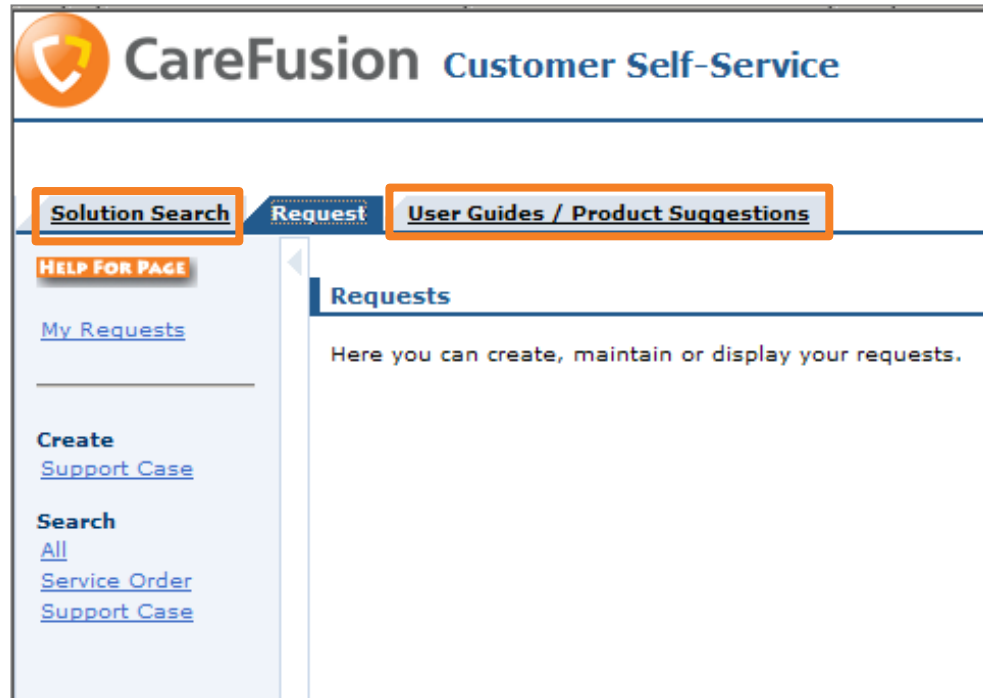
Linked To Asset

Product: 13036922 - MEDSTATION 3500 MAIN
Serial Number: 13036922
Location: GPACU2
Product Group: Pyxis MedStation 3500

[Print](#) [Back](#)

NOTE: Service Orders information is display only.

Additional Support Documents



Tabs provide access to other information available for additional support:

Solution Search

Problem solving tool that allows the user to search for known problems and solutions

User Guides / Product Suggestions

Provides access to the product user guides and product suggestion form

Solution Search

Solution Search | Request | User Guides

HELP FOR PAGE

My Solutions

Advanced Search

Find

Any Words

Exact Phrase

ite

ite

Category: Application Area

Attributes: CIISafe - NT, MS2K 4.2 Anesthesia, Customer Self Service Help, Pyxis Connect, HelpMate, ScrubStation

Include Exclude

Search Back

Solutions to common problems are available to provide a speedy resolution to your issue.

Solutions are Grouped by "Application Area".

Solution Search | Request | User Guides

HELP FOR PAGE

My Solutions

Advanced Search

The solution search can be narrowed by including or excluding certain Application Areas.

Included Attributes

Category	Attribute
Application Area	Pyxis Connect

Excluded Attributes

Category	Attribute
----------	-----------

Category: Application Area

Attributes: CIISafe - NT, MS2K 4.2 Anesthesia, Customer Self Service Help, Pyxis Connect, HelpMate, ScrubStation

Include Exclude

Search Back

Solution Search Result

Search Results

Refine Results

Results: 2 Hits

Description
[Accessing the Emergency Release Lever to - * This should only be used if the device](#)
[How to delete a hardware device in the - * You can only delete the last device on](#)

Details

Problem 000000000017

Type: Service/Plant Management
Subtype: Hardware

Long Description:
How to delete a hardware device in the configuration

Solution 500000000015

Type: Solution Description
Subtype: Hardware

Long Description:

- * You can only delete the last device on the station configuration list.
- * Unload all items from the device first before you proceed to deleting the device.

1. Log in to the Pyxis SupplyStation® system.
2. Select the Hardware Setup icon.
3. Select the last device on the hardware setup screen.
4. Select the Delete icon. A warning message will appear.
5. Select the OK button.
6. Select the CLOSE button.
7. Select the EXIT button.

Select the search result that best fit your solution requirements.

User Guides

The image shows a screenshot of the CareFusion Customer Self-Service interface on the left and a browser window on the right. In the CareFusion interface, the 'User Guides' tab is highlighted with an orange box. An orange arrow points from this tab to the browser window. The browser window displays the 'Technical documentation' page, which lists various Pyxis products. The browser's address bar shows the URL: <http://www.pyxis.com/technicaldocumentation.asp?isCSS=Y>. The browser window title is 'Customer Connection - Technical documentation - Microsoft Int...'. The browser's taskbar at the bottom shows 'Local intranet'.

CareFusion Customer Self-Service

Solution Search Request **User Guides**

User Guides

[Pyxis Product User Guides](#)

Customer Connection - Technical documentation - Microsoft Int...

File Edit View Favorites Tools Help Customer Connection - Technical doc

Back Forward Stop Refresh Home Search Favorites Go

Address <http://www.pyxis.com/technicaldocumentation.asp?isCSS=Y> Go

Technical documentation

Choose between the following types:

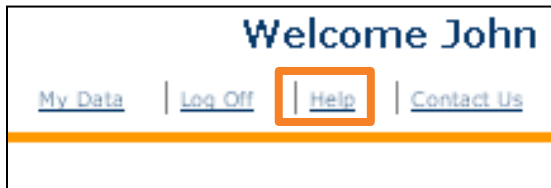
- **Pyxis® Anesthesia 3500 system**
- **Pyxis® Connect System**
- **Pyxis® CIISafe™ system**
- **Pyxis® CUBIE®**
- **Pyxis® DuoStation system**
- **Pyxis® MedStation® 3500**
- **Pyxis® MedStation® 4000**
- **Pyxis PARx® System**
- **Pyxis® SpecialtyStation™ system**
- **Virtual Test System**
- **Pyxis® Supply Technologies v9.1**
- **Pyxis® ParAssist™ v1.2**

Local intranet

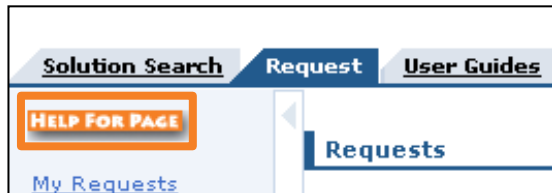
Selecting the User Guides tab take you to the technical documents that support Pyxis products.

Help Pages

There are 3 types of help contained within the site:

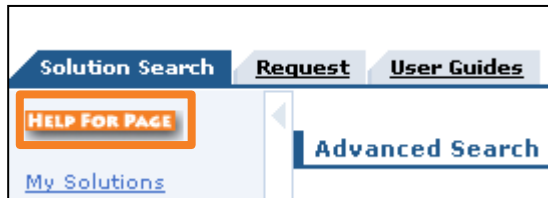


Provides an overview of the site and its features



Provides useful information for the **Request** tab:

- How to create a case
- How to search for a case



Provides useful information on the **Solution Search** tab:

- How to use the Solution Search tool

Additional Features

- My Data - Allows the user to view and change personal data – Name, Contact number, email
- Log off - Allows the user to log off the CSS website
- Contact Us - Allows the user to submit a comment or question about the CSS website

The screenshot displays the CareFusion Customer Self-Service website. At the top left is the CareFusion logo, followed by the text "CareFusion Customer Self-Service". On the top right, it says "Welcome John" and includes a navigation menu with links for "My Data", "Log Off", "Help", and "Contact Us". Below the header, there are three tabs: "Solution Search", "Request", and "User Guides". The "Request" tab is active. On the left side, there is a sidebar with a "HELP FOR PAGE" section containing "My Requests", a "Create" section with "Support Case", and a "Search" section with "All", "Service Order", and "Support Case". The main content area is titled "Requests" and contains the text: "Here you can create, maintain or display your requests." and "Your user information can be updated in the top right corner, and other information can be accessed." On the right side, there is a "History" section.

My Data

Welcome John

[My Data](#) | [Log Off](#) | [Help](#) | [Contact Us](#)

Change Address Data

Change your address data and confirm your entries with 'Save'

Dear Mr.

First Name

Last Name

Company

Company Address

Telephone

Fax

E-Mail

You have the ability to change your Contact details.

Contact Us



Contact Us

Use Contact Us to send a general email about Customer Self Service (CSS) that is not regarding a specific case. For product questions and issues please create a new case.

Please enter your contact details to help us assist you.

* = required entry

Enter your comment *

test

First Name

Last Name

E-Mail *

Telephone No.

Street / House Number

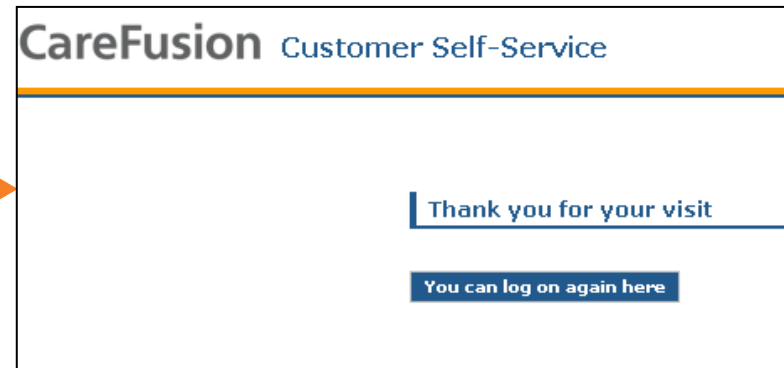
City

Postal Code

Country

You can send general comments to CSSHelp@CareFusion.com. This is intended for the CSS website feedback, not product questions and issues.

Log Off



User can log back in if necessary