

User Communication:
Tips for ensuring better EngageMate support
English Only



December 2022

How to contact us...

- Send inquiries to the Program Office at: ComplianceOperations@tevapharm.com
- Emailing the Program Office directly ensures your inquiry is logged and answered in the order it was received
- The mailbox is monitored from 8:00 AM to 5:00 PM US Eastern Time



Some tips to follow....



Include the Activity ID in the subject line of your email message



Best practices for sending screenshots:

- Include a full screenshot
- Do not “shrink it down” or send a partial screenshot
- If the screenshot includes an error message, please switch the language to English and then take the screenshot

Great example of a full size screenshot

The screenshot displays the EngageMate web application interface. The browser's address bar shows the URL `tevaem.cresensolutions.com/home`. The application features a dark sidebar on the left with navigation links: Home, Activity, Customer Master, Profile, and Activity Configuration. The main content area has a header that reads "Welcome to Teva's Global EngageMate Program". Below this, there is a "My Activity History" section with a bar chart and the number "1415", along with a "View Details" link and a right-pointing arrow. On the right side, a user profile dropdown menu is open, showing the following information: Username: Heather Fedirka; Logged In As: Global Admin - Global System Administrator; Role: Global Admin; Sub Role: Global System Administrator; Vertical: Commercial / Local Medical; Email Id: heather.fedirka@tevapharm.com; and a "LOG OUT" button. The Windows taskbar at the bottom shows various application icons. A system clock in the bottom right corner indicates the time is 2:04 PM on 12/7/2022. Four red callout boxes with white text provide additional context: "Confirms the website you are working from" points to the address bar; "Confirms the user role you are logged in as" points to the Role field in the user profile; "Confirms the date/time you were trying to do something in the system" points to the system clock; and another callout points to the "LOG OUT" button.

tevaem.cresensolutions.com/home

EngageMate

Home
Activity
Customer Master
Profile
Activity Configuration

Welcome to Teva's Global EngageMate Program

My Activity History

1415

View Details

Confirms the website you are working from

Confirms the user role you are logged in as

Username
Heather Fedirka

Logged In As
Global Admin - Global System Administrator

Role
Global Admin

Sub Role
Global System Administrator

Vertical
Commercial / Local Medical

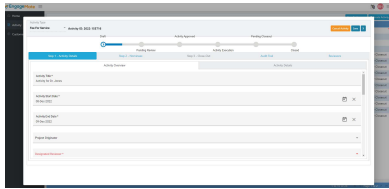
Email Id
heather.fedirka@tevapharm.com

LOG OUT

Confirms the date/time you were trying to do something in the system

2:04 PM
12/7/2022

Examples of screenshots



Reducing/Shrinking screenshots makes the image difficult to read

Status	First Name	Last Name	Organization Name
Active	Gordana	Radmanović	

Partial screenshots do not tell us where you are in the system



Please switch your language to English if your screenshot includes a warning message. This helps us better understand the message.