

# SmartCare Help Desk Support



As of March 1, 2025, SmartCare support for system issues is offered by CalMHSA during normal business hours (in order of preferred contact):

**Monday – Friday 8:00 am – 5:00 pm**

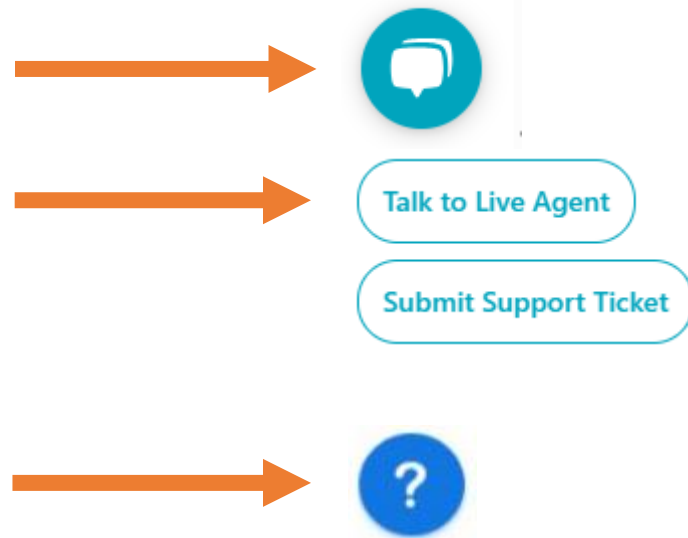
## Connect via Live Chat or Submit a Ticket

Both can be accessed via:

- Go to [2023.calmhsa.org](https://2023.calmhsa.org)
- Click on the blue bubbles on the bottom right corner of the screen
- Choose either 'Talk to Live Agent' or 'Submit Support Ticket'

**OR**

- Go to SmartCare EHR log in
- Click on the blue question mark on the right bottom corner of the screen when logged into the SmartCare EHR
- Begin chat process



**Once a ticket is submitted:**

## Register for a Customer Ticket Portal Account

- Visit the [CalMHSA support page](#) to submit a ticket. No tickets will show until submitted.

**Note: After normal business hours,  
the only support available is for system outages.  
Call (916) 214-8348**

*Updated March 7, 2025*

# SmartCare Resources



Numerous SmartCare resources are available to you to assist with workflow and documentation questions:

## 1. Go to the CalMHSA Knowledge Base

Visit the links on the CalMHSA website at [2023.calmhsa.org](https://2023.calmhsa.org) to explore SmartCare EHR documentation and support tools organized by role:

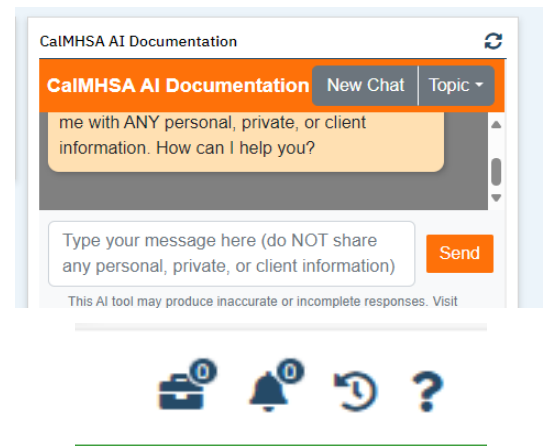
- Use the search box on the bottom of the navigation links to search the entire CalMHSA library
- Use Ctrl + F on your keyboard to search for key words within the Documentation sections.



## 2. Access help from within SmartCare

Once you are logged into SmartCare, you can access help in the following ways: Use the **CalMHSA AI Documentation chatbot** to ask direct questions about workflow and documentation.

- Click on the **black question mark** at the bottom of your screen to find “how to” documents on the CalMHSA website.



## 3. Access San Diego Specific Resources

For resources and guidance specific to San Diego County's use of SmartCare, go to [SMH & DMC-ODS Health Plans](#) on the Optum website and click on the **SmartCare** tab.

