Contacting The Bamboo Health Team

Our Centralized Customer Support Platform is a great resource for all user account management, in-app workflow, and general questions you have about our product.

Our self-directed help center, curated, and maintained by the Bamboo Health Team; is a great resource where you'll be able to find real-time answers to nearly all your questions. You can also access the Help Center by clicking the question mark in the bottom right corner of our product.

How do I contact the Bamboo Health Team?

1. From our Customer Support Platform, select the Product you are using and click the link provided to access our Customer Support ticketing platform: (https://bamboohealth.zendesk.com)
   o We recommend bookmarking or saving this to your favorites for easy access.
2. Create or login to your Customer Support account
   o If it's your first time using the portal, you will be asked to create a Customer Support account. Please note, this is separate from your Bamboo Health user account.
3. Select the Bamboo Health Product you have questions about
4. Create the ticket!

When should I contact the Bamboo Health Team?

1. Account access and management questions
   o For all account creation requests, please include the following information in the ticket to our Support Team:
      ▪ Name
      ▪ Email
      ▪ Title
      ▪ User permissions, or the name of a user you would like to clone
2. Feature-related questions or guidance
3. Patient event-related questions

What if I need more help?

If additional or escalated support is needed, our team will bring in resources as needed including individual Account Managers, Technical Engineers, Finance and Legal associates, etc.

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