A guide to using the product help, eLearning, and tabs in the GHX Community to gain more from your GHX products.

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Why should I access the GHX Community?

The GHX Community is the go-to location for all your product support needs. GHX Customer Care and the Education Team work hard to provide quality assistance, information, and timely support. The GHX Community goal is to connect you with resources to improve your GHX product use.

Justin and Jackie are considered GHX product “super users” at their respective organizations, but only Jackie signed up for the GHX Community. Let’s look at how their experiences differ…

Customer Support and Case Management

When facing a problem, submitting and handling a case shouldn’t be the hard part…

No one likes having to manually deal with problems, especially a lone administrator like Justin. He has a lot of things to do and gets innumerable emails each day. When a GHX Customer Care email comes in, it goes into the same email queue as all of Justin’s other emails. Sometimes Justin accidentally deletes the email, so he has to call GHX Customer Care to get an update on his support case status. Justin could waste an entire hour tracking down information on his own…Poor Justin.

The Customer Care case management functionality was what initially convinced Jackie to join the GHX Community. She was tired of keeping track of support cases on her own. Case management through the Community is easy. Jackie can filter her cases by open, resolved, or recently viewed or she can create a brand new case. Jackie can even view case comments from GHX representatives working on the case. No more endlessly searching emails. The Customer Support
tab manages her every interaction with GHX Customer Care, leaving her free to work on other things, and check in when she wants.

**Education and Documents**

*Online, self-paced eLearning is essential for new system users and helpful if you’ve hit a system-use plateau.*

Justin is a smart guy. With his many years of experience as a System Administrator, he’s confident that he can figure out how to use the application on his own. He decides not to take any training. He pokes around the system a few times, hitting random buttons and downloading a report or two. He can *eventually* find what he’s looking for, but it takes him a long time. He assumes he will learn in time, plus he’s got sticky notes all over his desk to guide him during a problem. However, when a GHX representative comes on-site, he’s the one asking the simple questions and he quickly realizes that he is holding back the group. His co-worker Brennan hands him the printable product guide from product help. Brennan just logged onto the Community, clicked the Documents tab, selected Product Guides from the menu, and then viewed the relevant product guide for his needs. Justin didn’t even realize that any of this existed…Poor Justin.

Jackie is always looking for improvements. She has also worked in her role for many years, but decides that it will save her time long-term to learn how to use her GHX product correctly - from the start. As a member of the Community, she has access to the Education Portal. So, she goes through several eLearning courses to understand why her organization uses GHX products and how they will help her in her job. She even has a chance to learn more about things she didn’t get to fully explore during implementation.

A co-worker tells Jackie that the GHX Community Documents tab even has product guides, job aids, and release notes. This is good news for Jackie because now she has tangible, ready-to-go
resources in case she stumbles in the live application, or notices something new in the future. Because Jackie was able to try out the procedural steps during the eLearning in the Education Portal, she’s ready to use the application and makes fewer mistakes along the way. When a GHX representative comes on-site, Jackie jumps right to some strategic questions about reports. She knows that running effective reports will help identify problems early, and shines a positive light on her entire department. Another win for Jackie!

**Project Tracking**  
*Provide more visibility and accountability during your GHX product implementations.*

As the system administrator, Justin was in charge of a lot during his company’s Registration Center implementation project. He kept a spreadsheet in folder called “Implementation” to manage the project, but that didn’t make tracking or handling the project easy. He was constantly responding to questions about the GHX project manager’s contact information, where they were in the project lifecycle, and what they were supposed to be doing. If there were any project documents or notes, Justin had to make sure they were up-to-date and sent to all the right people. Claire got the wrong document last week and ended up wasting a lot of time on the wrong activities. It doesn’t help that there are so many side conversations via email that Justin barely manages to keep up with project communication; he never has time to be proactive about the project. Justin’s implementation was stressful because he was behind on communication and unsure of what was coming next…Poor Justin.

Jackie had a very different implementation experience. Because she is a member of the GHX Community, she has all her project information in one centralized location: the Project tab. The Project tab includes project details like a project progress bar and project health indicator so that
Jackie always has visibility into where they are in the project lifecycle. Jackie can also see implementation tasks and activities she and her team need to work on before moving to the next project phase. The best part? All project information is saved and stored on the Community! So later, when Jackie gets a new employee, she can send him to the Project tab where he can read through the chatter comments, reference notes about the implementation, and even see a list of who was involved. This way no one “misses out” on the implementation and knowledge transfer can continue long after the implementation finishes. Way to go Jackie!

**Collaborate with Others in User Groups**

*Don’t wait until Supply Chain Summit to meet other users or learn how they use our products.*

As a long-time GHX product user, Justin has deep product knowledge, especially in price alignment and exception handling, but he wants to know more about My Exchange. The problem is, as the sole GHX product administrator, Justin doesn’t have any mentors or peers. It would be nice to hear lessons learned from industry leaders and peers, but Justin only hears those once a year at GHX’s Supply Chain Summit. Most of the time, Justin sits at his desk solving problems in isolation, spending hours finding answers that were on the Community all along… Poor Justin.

Jackie has also been a party of one at her organization, but she is a member of the GHX Community. Last month, she joined the My Exchange on the GHX Community so that the posts most relevant to her would come up in her Collaboration feed first. She found that many group members shared her thoughts and industry problems. Jackie remembered how frustrating it was to face a problem alone. As she found ways to use GHX to solve her problems, she started sharing her wisdom with the group on the Collaboration tab in the GHX Community. It’s good to hear from other real users. Jackie has met people from all over the country now, and she loves being a part
of the greater GHX Community. She even plans to have dinner with some of those colleagues at this year’s Summit.

How do I access the GHX Community?

Note: If you encounter any access problems, please contact support@ghx.com.

If you are already a user
If you are an existing customer with GHX applications or product access, you can access the GHX Community through a single login.

1. Go to https://login.ghx.com
2. Enter your username (email address) and password.
3. Access the Community directly from either (1) the GHX Community tile or (2) the GHX Community link within the App Switcher.
Other options for accessing the Community
Note, there are a few other options for accessing the GHX Community.

Option 1

1. If you are already a member of the Community and have access to GHX applications, then you can still go to https://ghxcommunity.force.com/community/login, but it’s an extra step.

2. Click the GHX Login button. You will be redirected to https://login.ghx.com.

   Note: While you can still log in using your GHX Community credentials here, we do not recommend it because they differ from your GHX application login.

3. Enter your GHX username (email address) and password on the https://login.ghx.com page.

   If you don’t have a username and password for the GHX Login page, refer to Option 2
Option 2
From the GHX Community login screen, enter your GHX Community Username and Password.
If you have forgotten your GHX Community password, click the Forgot Your Password? link at the bottom of the login screen.

*Note: The Forgot Your Password? functionality on this screen does not link to your GHX application password.*

If you are new to the GHX Community
You will need to set up a new account if you don’t have access to https://login.ghx.com. Do this by following these steps:

1. Go to https://ghxcommunity.force.com/community/login
2. Click Sign Up.
3. Follow the onscreen instructions and fill out all information.

4. After completing the form, click **Submit**.

GHX will validate your information. Once validated, you will receive an email notification telling you that access to the Community has been granted, and you may begin enjoying the full range of Community content. Validation may take up to one business day.

If you receive an error message, it could be because you are already set up in the Community. In this case, try using the **Forgot My Password?** functionality. Your username is typically your email.

**If you do not have login credentials for login.ghx.com**

If you use GHX applications or products that do not require you to log in from login.ghx.com, you will need to sign up for the GHX Community.
What is the Education Portal?

The Education Portal is where GHX stores all the training courseware available to our customers. You may access our self-paced eLearning in the online Education Portal 24/7.

Access the Education Portal at work or at home via your Chrome Internet browser. Start or stop a module whenever you want, and the Education Portal will remember where you left off.

Interested in viewing the courses we have available in the Education Portal? See our eLearning Catalogue.

How do I access the Education Portal?

To access the GHX Education Portal, you need to access the GHX Community. For assistance, reference How do I join or access the GHX Community?

After accessing the Home page of the GHX Community, you will see several tabs across the top.

1. Click the Education tab.
2. If you’re accessing the Education tab for the first time, you will be asked to select your user type. Select the appropriate type (i.e. Provider, Supplier, GPO, or Distributor) from the drop-down menu and then click **Sign-up**.

**What can I do in the Education Portal?**

Whether you are new to using GHX products or a current user, the Education Portal is for you. Just use the Search field, **Advanced Search** or scroll through the **Available Courseware** widget to find courseware and learning content for your GHX products.

![Courseware and Learning Paths](image)

**Enroll in a Course or Learning Path**

In the Education Portal, **Courses** are organized into **Learning Paths**. You can choose to take all the courses in the learning path, or just one from the list. Completing entire learning paths is not required, but all content is for your benefit.
Note: Many learning paths are designed to accommodate particular user roles, and in some cases, to be used for implementation purposes only. Enroll in the learning path that best suits your needs to avoid unnecessary or redundant content. If you are unsure which learning path is for you, refer to the GHX Education eLearning Catalogue for more information or send an email to ghxeducation@ghx.com.

If you are interested in gaining a certificate of completion, you will want to enroll in the learning path to ensure that you can view your certificate.

After enrolling and completing all the required courses in a given learning path, you may download a certificate of completion.

Note: Not all courseware, learning paths, or products have a completion certificate.

View Your Certificates of Completion
If you have completed a certification in the past and want to view or download your certificate, use the Transcript view.

Click the icon in the View Certificate column.

If you do not see this icon, but know you have completed all the courses in a learning path, ensure that you have enrolled in the learning path.
If you are enrolled in the learning path, but are still in progress (meaning that you have not completed all required courses), your button will look like this:

If you have completed all the required courses and are enrolled in the learning path, your button will look like this:

**When should I use the Education Portal?**

Use the Education Portal anytime you’d like to access courses, resources, and learning paths. Learning paths are made up of individual courses.

As mentioned above, some paths are for specific user types (users, administrators, expert, or frequent users) and others were created for specific events like implementation. Be sure to read the course descriptions and lesson learning objectives to see which offerings are right for you.

**What is product Help and when should I use it?**

If you are interested in reading product guides or documentation, use the product Help available online through the Help link in your GHX application. Since product help is task-based, it is ideal
for searching and answering quick questions. You may choose to print a hard copy to have on your desk, but be sure to check when your copy was last updated against what is available from the Help link. We update the product help frequently.

Here are just a few other features of product Help:

- **Table of Contents.** Explore topics by using the navigation bar on the left side of the Welcome page in the product help
- **Search bar.** Like a browser search, use this feature to quickly navigate to a specific keyword or topic area within the product help

**How do I access product Help?**

When logged in to a GHX product, click the Help link at the top right-hand corner of your product screen. A welcome page opens that includes the name of the product and a list of clickable buttons that link to other content.

**Where can I find release notes?**

Release notes can be found on the product Help Welcome page. From the Welcome page, click the Release Notes button.
If the Release Notes button is unavailable (greyed-out), there are no release notes available. However, if the button is available (fully colored), click it to be taken to a list of release notes.

**How do I submit a case?**

Please check out the Customer Care guide for step-by-step instructions for submitting cases here.

What if I would like to provide comments or feedback about something in the Education Portal or the product help?

You may always contact us directly at ghxeducation@ghx.com.