For all **support** requests such as problems, issues, product support, training, webcasts, etc., contact Nuance directly (now open to Clinical End Users, not just Local Dragon Administrators and ITOPS) at 800-257-0512, or use Self Service (Local Dragon Administrators, ITOPS ESL COTS Team, and ITOPS End User Operations only at this time).

For **installation** and or **account creation** to use Dragon Medical Network Edition (DMNE) contact the VA Enterprise Service Desk (ESD). Telephone: 855-ESD-HELP (855-673-4357), Press 3 (Applications) then Press 1 (VHA Support).

1. **Nuance Dragon Support Summary**
   
   Support from the Nuance Government Healthcare Solutions Support Center is provided for Dragon Medical360 | Network Edition customers under a specific VA customer account number. Local Dragon Administrators, ITOPS ESL COTS Team, and ITOPS End User Operations may submit an online Service Request via Nuance’s iSupport web page. Registration is required to access Self Service through iSupport. Self Service will soon be updated to allow Clinical End Users to submit cases as well, and will include features such as Chat.

   **VA Customer Organization number:** 1335797
   **Customer Account Number:** 372652

   Nuance telephone support 800-257-0512 is available for assistance (24x7) and follow-up or escalation of existing Service Requests created through Nuance’s web-based iSupport page. See sections below for details.

   **Note:** Troubleshooting sometimes requires remote access to the customer’s computer therefore information related to the Clinical End User as well as Local Dragon Administrators, ITOPS ESL COTS Team members, or ITOPS End User Operations staff as needed in the ticket. Required info to include:

   - User First and Last Name:
   - VA User ID (VA network account User Name):
   - Phone:
   - Email:
   - Region/VISN/Facility (Location):

   Remote and Onsite training is available for this product.

2. **Registering VA Authorized Contacts to Dragon Medical iSupport**


   2.2. Choose the Healthcare **Dragon Medical User/Partner**, and then click Next.
2.3. Enter your **VA Customer Organization number: 1335797**

2.4. Enter **personal information** (name, password, phone number, and e-mail address).

2.5. A registration confirmation page is presented and an e-mail is sent.
Please note that at this point registration approval is still pending. Login access to iSupport is granted only after registration approval is completed. A second e-mail stating approval will then be sent. Approvals typically require one (1) business day to process. If immediate support is needed during the approval process, please use the Telephone Support procedure.

3. **Nuance Web-Based iSupport for Dragon Medical Network Edition**

   [https://isupport.nuance.com](https://isupport.nuance.com)

Registered iSupport customers have access to Knowledge Base solutions, plus the ability to submit a Service Request online. The average response time is two (2) hours for web-based Service Requests during normal business hours, 8:00 AM to 7:00 PM EST, Monday through Friday.

3.1. Log in to [https://isupport.nuance.com](https://isupport.nuance.com) with your iSupport **User ID** and **Password**.

3.2. On the Home tab, click the **Create Service Request link** at the left

3.3. Choose the **DM360 Network Edition** link.
3.4. See your contact name, email and Customer: Department of Veterans Affairs

3.5. In Problem Summary: Enter any specific error message or code at the beginning of the field before entering your question or problem.
3.6.  
(See below example generated from the key words ‘profile corruption’ in the Problem Summary. We recommend that error code and narrative be included in the Problem Summary. More details to be added to the Problem Details section).

3.7. You will receive relevant iSupport solutions in the next step of this process.

3.8. Use the Problem Details field to enter any remaining details.

3.8.1. Describe the problem in more detail

3.8.2. Include ESD ticket number, if applicable

3.8.3. Enter the Clinical End User’s and Local Dragon Administrators, ITOPS ESL COTS Team member, or ITOPS End User Operations staff member information: Region/VISN/Facility (location)  
Note that troubleshooting sometimes requires remote access to the Clinical End User’s computer therefore user as well as Local Dragon Admin information is needed in the ticket: User Region/VISN/ Facility (location), VA User ID of Local Dragon Admin and user, time available, emails for both.

3.9. Attachments such as log files or error image files can also be added and are very helpful for troubleshooting.  
(See section 5 for how to find the Dragon log file)

3.10. If after applying these solutions the issue remains, Submit the online Service Request.

3.11. For future reference, make note of the Service Request incident number presented.
4. **Nuance Telephone Support for Dragon Medical Network Edition**
   Telephone Support is available to enter the initial ticket as well as follow-up or escalation of existing Service Requests created through Nuance’s web-based iSupport page.

   4.1. **Call Nuance Government Support at 800-257-0512.**

   4.2. If you’re following up on a problem, provide your **Service Request incident number** to the Product Support Specialist who will then put you in touch with the assigned Specialist.

5. **Dragon Medical Network Edition: How to find the Dragon.log file.**

   **Problem:** When Clinical End Users have issues with Dragon it is important to get the Dragon.log file for further analysis. Put this log file in the ticket, or e-mail directly to the assigned Specialist, as needed.

   **Summary:** Provides information on how to find the Dragon.log file.

   **Resolution:**
   There are three basic ways to find the Dragon.log file.

   5.1. **Option 1**
   Browse your workstation/local machine to locate the dragon log file in the following location.
   Win7 = C:\Users\[Username]\AppData\Roaming\Nuance\NaturallySpeaking12\dragon.log
   Win10=C:\Users\[username]\AppData\Roaming\Nuance\NaturallySpeaking12\dragon.log

   5.2. **Option 2**
   Click Start>All Programs>Network Edition>Show Dragon Log, the log file will be visible in Dragon program file directory for coping or attaching to email or iSupport self-service ticket

   5.3. **Option 3**
   (1) Click Start
   (2) Click in the “Search programs and files” box
   (3) Type “Show Dragon Log”
   (4) Click the “Show Dragon Log” icon
   (5) Once the explorer window opens, the Dragon.log file should be viewable.
   (6) The log file will be visible in this directory for coping or attaching to email or iSupport self-service ticket