

# Support Documentation

## Permissions Matrix

- *Description:* Comprehensive table of allotted permissions per each user role. Permissions are pre-populated but may be customized.

## Getting Started

- *Description:* All necessary steps and requirements for initial Photon access.

## **REFERENCE GUIDES:**

### Emergency Provider Guide

- *Description:* Specific features & questions pertaining most directly to this user type

### Support User Guide

- *Description:* Specific features & questions pertaining most directly to this user type

### On-Call Physician Guide

- *Description:* Specific features & questions pertaining most directly to this user type

### 3.2 Comprehensive Reference Guide

- *Description:* All content available via specified search through Photon's in-app "Support" section – All platforms/specialized features included

## **TROUBLESHOOTING:**

### Frequently Asked Questions

### Tech Support Questions

- *Description:* Level 1 Troubleshooting – Script of initial questions to ask EU