



Job Aid

# The GHX Community Guide

Access, Navigation, and Use



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## The GHX Community

The GHX Community is a go-to place for your product support. You can access:

- Product support cases
- GHX and industry news

The GHX Customer Care team works hard to provide timely assistance.

### How do I access the GHX Community?

The process for accessing the GHX Community depends on a few factors. Review the table to see which steps to follow:

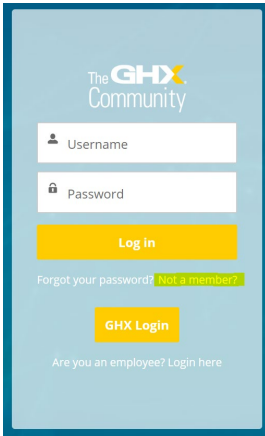
User Status	Access Process
<i>I'm on an implementation project team, and I'm not already a Community member/ I don't have access to the GHX Single Sign On page via login.ghx.com.</i>	Follow <a href="#">Process A</a>
<i>I'm only "live" on a GHX product that is not accessed via login.ghx.com.</i>	Follow <a href="#">Process A</a>
<i>I am sure I'm already a Community member, but I can't log in.</i> OR <i>I don't remember signing up for the GHX Community, but I'm getting an error when I try to sign up.</i>	If you are trying to access via the <a href="#">Community login screen</a> , but are seeing an error, try clicking the "Forgot password?" link. If you are already a member, you will receive a password reset email.
<i>I am "live" on a product I access via <a href="#">login.ghx.com</a>.</i>	Follow <a href="#">Process B</a>  Or Follow Process A, but click the <b>GHX Login</b> button and enter your login.ghx.com credentials.
<i>I log in via login.ghx.com and click the Community link from the Single Sign On page, but I get an error.</i>	There is likely a problem with your user setup, please submit a ticket or contact GHX Customer Care (support@ghx.com).

### Process A

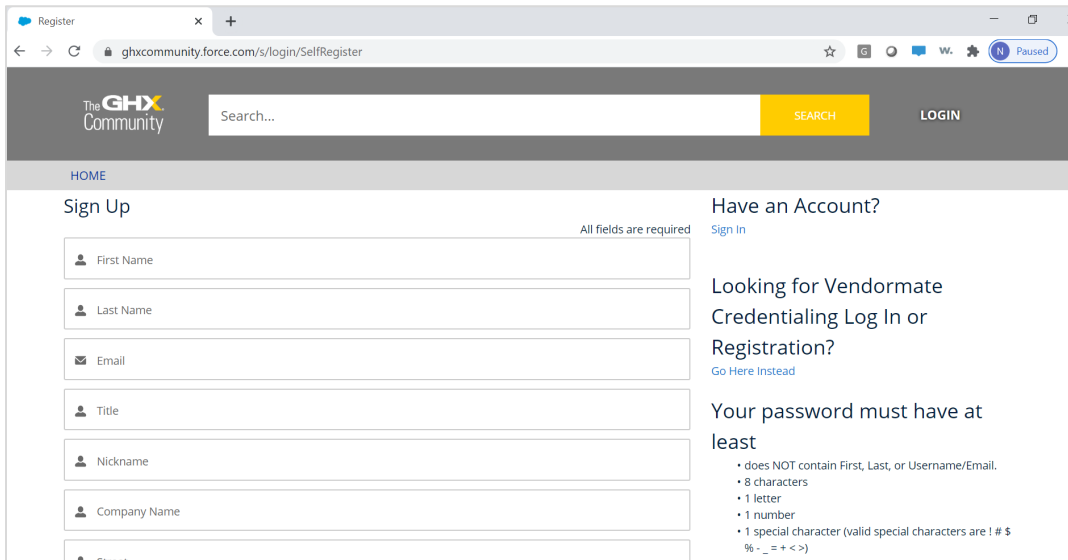
Follow these steps to set up a new Community account for yourself:

1. Go to <https://ghx.my.site.com/s/login/>.

2. Click **Not a member?**.



3. Follow the onscreen instructions and complete the form.



4. Click **Sign Up**.

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

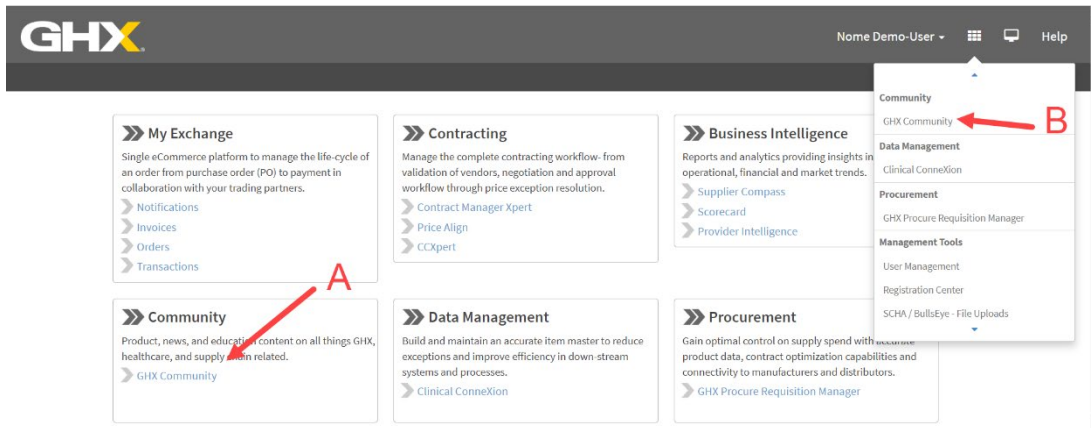
\* Access to the Education Portal requires further action. Click [here](#) for the steps.

## Process B

To access the Community from the GHX Single Sign On page:

1. Go to <https://login.ghx.com>.
2. Enter your username (email address) and password and log in.
3. Access the Community by either:

- A. Clicking the link in the GHX Community tile or
  - B. Selecting the GHX Community option the App Switcher
- Note:** If you do not see the Community tile or GHX Community listed as an option, please submit a ticket to support@ghx.com.



## What can I do from the GHX Community?

Via the tabs in the GHX Community, you can:

- Create and manage a customer support [case](#)
- Manage and track a project (unless you are a member of a project team, you will not see any content in the Projects workspace)

You can also view GHX and industry news and check system status.

