

Kelompok 4 MLTI

Link PDI :

https://dev342163.service-now.com/login.do?user_name=admin&sys_action=sysverb_login&user_password=ZI3ns%2F5Hgh%40Q

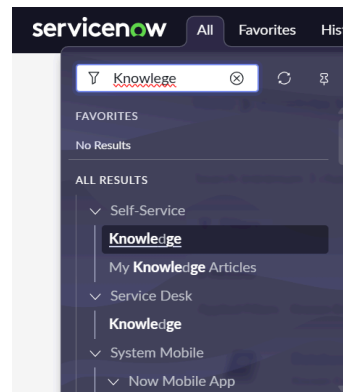
Username : admin

Password : ZI3ns/5Hgh@Q

Video : ▶ MLTI FP PART 2_Kelompok 4

How to Create the Article

1. Go to All and type Knowledge



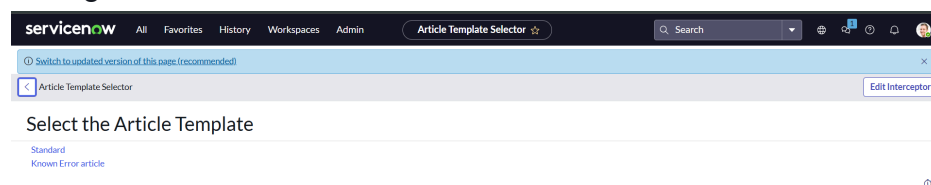
2. Click My Knowledge Article

Number	Version	Short description	Author	Category	Workflow	Updated
KB00000000	(empty)	Microsoft Outlook Issues	System Administrator	Microsoft		2019-02-22 05:12:54
KB0010039	2.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 11:01:02
KB0010039	1.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 10:57:05
KB0010039	3.0	Creating a New Article (demo article for...	System Administrator	Content governance		2017-09-14 11:01:56
KB0010038	1.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:48:35
KB0010038	3.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:52:59
KB0010038	2.0	Defining User Criteria for an Article (d...	System Administrator	Access management		2017-09-14 10:51:59
KB0010015	1.0	EHF Freezing While Entering Patient Data	System Administrator	System Freezing		2025-12-11 23:02:05
KB0010014	1.0	User Account Locked After Multiple Fails...	System Administrator	System Freezing		2025-12-11 22:51:35
KB0010012	1.0	Database Not Responding	System Administrator	System Freezing		2025-12-11 22:39:30
KB0010006	1.0	How to Avoid Session Timeouts in the EHR	System Administrator	Access		2025-12-11 10:26:37
KB0010005	1.0	What To Do When the EHR System is Slow	System Administrator	Performance		2025-12-11 10:00:10

3. Click New and select the template you need.

Use the Standard template if the article is for end users, and write it using non-technical language.

Use the Known Error template if the article is for IT or technical teams, and write it using technical terms.



4. After choosing one of the templates, complete all the fields as shown in the example, then click submit.



5. After you Submit, Go click again the same article and you can publish

Publish

Update

Search for Duplicates

Delete

Related Links

[View Article](#)

[Run User Criteria Diagnostics](#)

[Upload New Version](#)

Our group's published result

Standard Article

Home > Knowledge Search

Search (minimum 3 characters)

Q

Filters


1 Results

Sort by | Views ▾ Newest Alphabetical

Applied Filters

Access & Authentication Issues ✕

Clear All



How to Log In to the EHR System

Access & Authentication Issues | Access

What to Do if You Cannot Log In to the EHR System Overview Some staff may experience difficulties logging in to the EHR system, especially during busy morning hours (around 8-9 AM). You may need to try several times before the login works. This article explains simple steps you can follow before contacting...

System Administrator • 4 Views • 13h ago • ☆☆☆☆☆

Home > Knowledge Search

Search (minimum 3 characters)

Q

Filters


1 Results

Sort by | Views ▾ Newest Alphabetical

Applied Filters

EHR Access & Authentication ✕

Clear All



How to Avoid Session Timeouts in the EHR

EHR Access & Authentication | Access

Overview A session timeout happens when the EHR system logs you out automatically after a period of inactivity. This can also cause the screen to freeze or stop responding. In some cases, you may need to log in again, which can be frustrating—especially during busy hours. This guide explains simple steps you ca...

System Administrator • 1 View • 13h ago • ☆☆☆☆☆

Home > Knowledge Search

Search (minimum 3 characters)

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Filters


1 Results

Sort by | Views ▾ Newest Alphabetical

Applied Filters

Performance Issues ✕

Clear All



What To Do When the EHR System Is Slow

Performance Issues | Performance

What To Do When the EHR System Is Slow Overview Sometimes the EHR system may respond slowly or freeze while you are using it. This can happen during busy times or when many staff members are accessing the system at once. This guide explains simple steps you can try on your own before contacting IT. Wh...

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Known Error Article

servicenow

All Favorites History Workspaces

Knowledge Search - Knowledge Portal

Search

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Filters


6 Results

Sort by | Views ▾ Newest ▾ Alphabetical

Applied Filters

Known Error ✕

Clear All




EHR Freezing While Entering Patient Data

Known Error | Performance > System Freezing

Users may experience the EHR interface freezing or becoming unresponsive while entering patient data, placing orders, or navigating between screens. The freeze may last several seconds or require the user to refresh or restart the application before the system begins responding again. This issue has been...

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User Account Locked After Multiple Failed EHR Logins

Known Error | Performance > System Freezing

Users may become locked out of the EHR system after several failed login attempts. When this occurs, the system prevents further login attempts and displays messages such as "Account Locked" or "Too Many Failed Attempts." This issue has been reported by multiple users during peak hours, often requiring Service...

System Administrator • 1 View • 15m ago • ☆☆☆☆☆



Database Not Responding

Known Error | Performance > System Freezing

Users may occasionally receive a "Database Not Responding" message while performing scheduling tasks or loading patient-related pages in the EHR. When the error occurs, the page may hang, require multiple refresh attempts, or temporarily prevent staff from completing scheduling actions. This issue has been...

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Across all six articles:

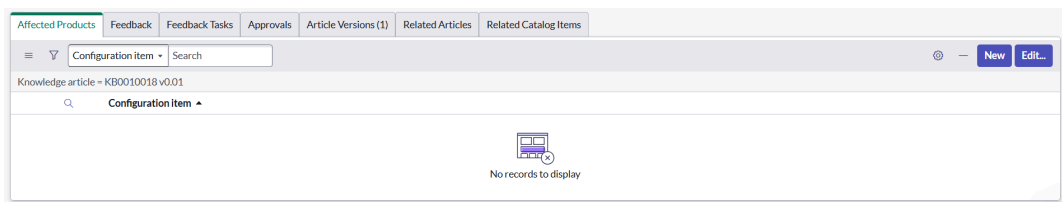
- Each one is **linked to specific incidents** by addressing the same symptoms experienced by clinic staff.
- Each one supports the **Problem Record** by providing user-friendly **workarounds** for the documented root cause (system overload and performance issues).
- Collectively, the articles help reduce repeated incidents and improve user experience during peak-hour degradation.

Advance

Link to CI

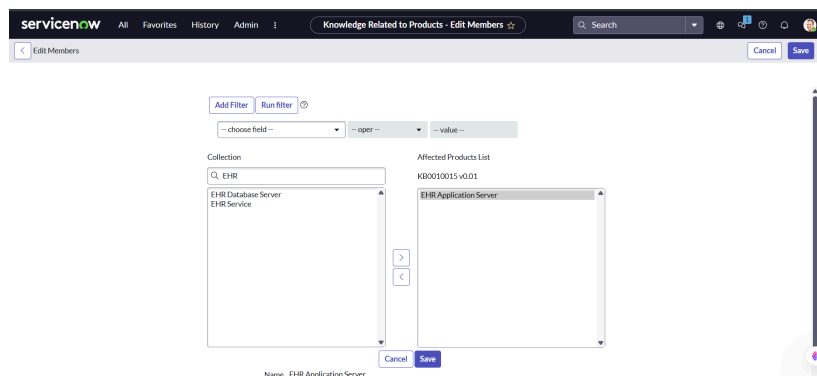
Linking a Knowledge Article to a Configuration Item (CI) ensures the article appears automatically when users or IT staff log an incident related to that CI. This helps them quickly find the correct guidance.

1. After you submit open the article again and scroll down. Click Edit



2. Search configuration item that are appropriate for the article.

Example :



3. Click Save

Example :



Add Related Article

Adding a Related Article allows you to link another Knowledge Article that is connected to the same issue or topic. This helps users quickly find additional guidance that may support the original article. It also improves navigation by grouping articles that address similar symptoms or incidents.

1. Click Related Article and Edit

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)
[Upload New Version](#)

Affected Products Feedback Feedback Tasks Approvals Article Versions (1) **Related Articles** Related Catalog Items

Order Search Edit...

Knowledge article = KB0010018 v0.01

Related knowledge article	Short description	Order	Active
No records to display			

2. Search for the article that have same problem

servicenow All Favorites History Workspaces Related Articles - Edit Members Search

Edit Members Cancel Save

Add Filter Run filter

--choose field-- --oper-- --value--

Collection

KB00000000 v1.0
KB00000051 v1.0
KB00000052 v1.0
KB00000053 v1.0
KB0005001 v2.0
KB0005010 v3.0
KB0005012 v1.0
KB0010002 v1.0
KB0010004 v1.0
KB0010005 v1.0
KB0010012 v1.0
KB0010014 v1.0
KB0010038 v3.0
KB0010039 v3.0
KB99999999

Related Articles List

KB0010015 v0.01

KB0010006 v1.0

Cancel Save

Display number KB0010006 v1.0

3. Click Save

Publish Update Search for Duplicates Delete

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)

Affected Products (1) Feedback Feedback Tasks Approvals Article Versions (1) Completed AQLs **Related Articles (1)** Related Catalog Items

Order Search Actions on selected rows... New Edit...

Knowledge article = KB0010015 v0.01

Related knowledge article	Short description	Order	Active
KB0010006 v1.0	How to Avoid Session Timeouts in the EHR	100	true

1 to 1 of 1

Both advanced options (“Link to CI” and “Add Related Article”) will appear in this section of the Knowledge Article form after the article is publish.

KB0010015 Subscribed Actions

EHR Freezing While Entering Patient Data

Authored by System Administrator • 4m ago • 1 View • ★★★★★

Description

Users may experience the EHR interface freezing or becoming unresponsive while entering patient data, placing orders, or navigating between screens. The freeze may last several seconds or require the user to refresh or restart the application before the system begins responding again. This issue has been consistently reported during testing and has been identified as a known issue. A workaround has been identified and is being implemented.

Related Articles

How to Avoid Session Timeouts in the EHR
System Administrator • 1 View
13h ago • ★★★★★

Affected Products

EHR Database Server