Kelompok 4 MLTI

Link PDI :

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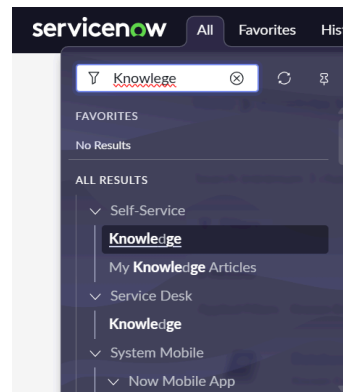
Username : admin

Password : ZI3ns/5Hgh@Q

Video : 🎬 MLTI FP PART 2_Kelompok 4

How to Create the Article
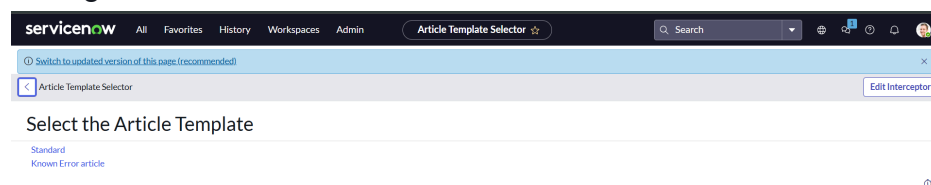
1. Go to All and type Knowledge

2. Click My Knowledge Article

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

Search (minimum 3 characters) 🔍

▼ 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 • ☆☆☆☆☆

Search (minimum 3 characters) 🔍

▼ 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 • ☆☆☆☆☆

Search (minimum 3 characters) 🔍

▼ 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...
System Administrator • 1 View • 13h ago • ☆☆☆☆☆
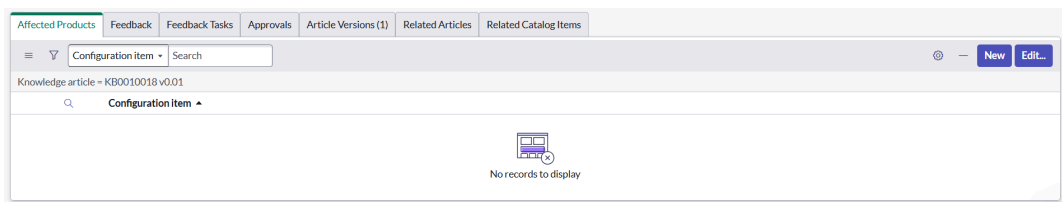
Known Error Article

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.
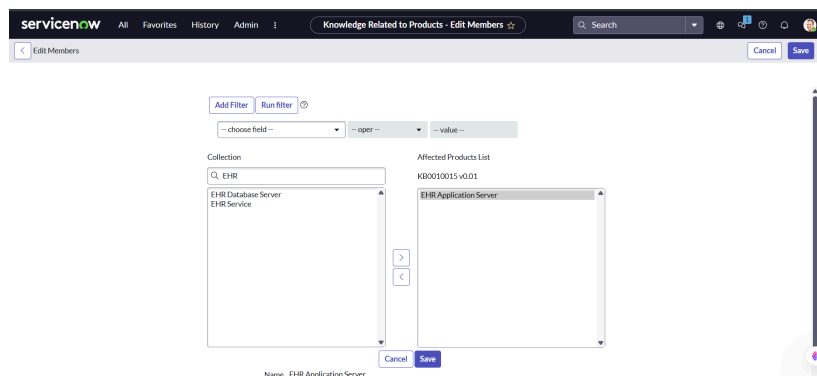
Advance

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

2. Search for the article that have same problem

3. Click Save

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.