

KRONOS Hospital Poster Request

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Category: {'link':

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Kronos Hospital Poster Request

Document Name

Hospital Poster Request

Author(s)

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Document Purpose

The Help Desk should follow this process to troubleshoot: Hospital Poster Requests

Overview

If the user/caller is stating the following:

1. NFC Kronos poster request
2. New Kronos mobile poster
3. Replacement of poster (non-specified)

Required Information

1. Caller name –
2. Contact number
3. E-Mail address
4. Issue -
5. Reason for request

Other Information

NOTE 1:

NOTE 2:

Process

1. NFC Kronos poster request:

IF USER CALLS THE HELP DESK ASKING TO PUT IN A TICKET FOR NFC POSTER ISSUE, TICKETS SHOULD BE PUT INTO THE FOLLOWING QUEUE: DTI-EUX-Unified Services NFC Kronos

2. Kronos Mobile Poster:

If the caller needs/requests the Kronos Mobile Poster Order Form, then direct them to this link:

Acute Care Electronic System (ACES) – Patient Care (fmcna.com)

3. Replacement of Poster (Non-specified):

If Any ticket created by user does not contain “NFC poster” related information, then ask for Error Screenshot. If it is related to NFC poster assign ticket to: DTI-EUX-Unified Services NFC Kronos.

Tickets with NFC Poster related issues like: NFC Kronos poster request, new Kronos mobile poster, replacement of poster SHOULD NOT be put into the following KRONOS queues:

DTI-ADEX-ENT KRONOS SUPPORT

DTI-ADEX-ENT-SOP-KRONOS - L2