

MedReview eRx - SSO Error 213 Problem starting up

MedReview-eRx

Article ID: KB0011839

Created: 2025-01-24 17:34:15

Updated: 2025-01-24 19:32:40

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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'value': 'c7d7d5b4477a6150c4bfdd3f136d430c'}

MedReview eRx - SSO Error: 213 None of the IDs in the provider list parameter are valid.

Purpose: Follow this procedure when a user reports issue with MedReview eRx - SSO Error: 213 None of the IDs in the provider list parameter are valid.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberUser Role: PCT, RN, etc.Detailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. This error occurs due to incorrect user credentials.
5. Transfer call/ticket to account administrators for account review.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM - L1

Published By: DTI-EUX-HCL IAM - L1