

ePOC – Unable to Print in Portrait

Article ID: KB0012751

Created: 2023-05-25 18:42:16

Updated: 2023-05-25 18:43:17

Author: {'link':

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ePOC – ePOC Unable to Print in Portrait mode

Purpose: Follow this procedure when a user report that they are unable to print POCs (scheduled or Completed Meetings) in Portrait mode.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed Description of the issue.Browsers UsedScreen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported intermittently.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Workaround by going to the Census page and use the Print option. This will generate a downloadable PDF that can be printed. Multiple patients can be selected. This will only search the last 90 days and the range for the From and To dates is a maximum of 30 days
5. Follow the escalation process.
6. If the user needs additional assistance, follow escalation process.

Classification Tab Requirements

Category:

Software & Application

Subcategory:

Clinical Applications

Service:

ePOC

Resolution Process

Please review/update Classification Tabs and provide customer with the ticket number for their reference prior to resolving.

Resolution Categorization

Resolution Code:

Solved Remotely (Workaround)

Resolution Category:

Software & Application

Resolution Subcategory:

Clinical Applications

Escalation Process

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

Assign the Ticket to the Following Group

DTI-EUX-Help Desk-Clinical Java Review – L1

Published By: DTI-EUX-FMC L1.5-Clinical App Support