

# ePOC – Spinning Screen

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## ePOC – Spinning Screen

**Purpose:** Follow this procedure when a user reports spinning screen issue accessing ePOC (electronic Plan of Care) through eCube Clinicals.

**Required Information to be documented in each incident:**

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN 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. Confirm user is logged into FMC4Me and eCube Clinicals and selected the ePOC link.
5. Advise the user to check they are accessing the correct clinic for the patient selected in eCube Clinicals.
6. Follow resolution process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

**Resolution Process**

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

**Resolution Categorization**

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

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