

CTH - Training

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CareTamHub Training

Purpose: Follow this procedure when a user reports issue with CareTamHub Training.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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. Refer to CTEM (Clinical Technical Education Manger).

>FMC4ME

> TRAINING & EDUCATION

>DEPARTMENTS

> CLINICAL TECHNOLOGY EDUCATION

>TEAM CONTACTS

5. Follow resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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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