

Chairside - None of the clinics associated with this account are enabled

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

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Purpose:

Follow this procedure when a user reports Chairside error – None of the clinics associated with this account are enabled for Chairside System access

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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.

Check access in eAccess OOB,

User should have access to at least one clinic under eCube Clinicals access. In case, user don't have the access, then help user in raising eAccess request or advise to have manager submit an eAccess request. Follow next step, in case, user is having access to clinic under eCube Clinicals.

5.

Check clinic access in UIDMS,

Add the clinic under User Business Entities in UIDMS as per eAccess request. If clinic is already added and Start Date is older than 2019, then we have to refresh it, by removing the clinic and adding it again. Always make sure, User should have these necessary groups under Group Memberships:

BOE 99 – Clinicians, eCube Clinical Reports, eCube Clinicals, eCube Clinicals Admin Group (this group is required if user is having access to 2 or more clinics), Employees, Web Reports.

6.

Check clinic in Prod,

Add the clinic in required Prod as per eAccess request, if clinic is missing under user's profile. Also, check if Preference group and Sign level value is updated correctly in Security Configuration Tool as per user's Job role.

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Chairside

Escalation Process

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

Escalation Group

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