

CTH - Error RTG Supplies is available only to specific clinics and access is based upon User Security

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Author: {'link':

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CareTeamHub – Error! RTG Supplies is available only to specific clinics and access is based upon User Security. If you believe you should have access, please contact the HelpDesk.

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Error! RTG Supplies is available only to specific clinics and access is based upon User Security.

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 the required information and troubleshooting in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Ask the user if they are logged into FMC4ME. This is currently in use at Pilot clinics.

100073 – Freedom Center of Worcester 1109 – Framingham 100557 – Florence Home 6334 – Salina 1760 – East Springfield Home

5. If the issue is still present, follow the escalation process.

6. Follow the 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

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

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