

# User needs a profile update in Service now

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': '39b40e6487cd9210ca5f8628cebb3521'}

Purpose:

Follow this procedure when a user reports that ...

User needs a profile update in Service now.

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 user issue.

2.

Take user Job tittle and Assign to Service now support

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Incident Classification Requirements

Category

Software & Application

Subcategory

Infrastructure Applications & Services

Service

Service now

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not solved- Referred to Alternative Internal Path

Resolution Category

Software & Application

Resolution Subcategory

End User Windows Desktop/Laptop

Resolution Service

Service now

Escalation Process

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

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Escalation Group

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