Accruent TMS - System Not Available

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Accruent TMS – System Not Available

Purpose: Follow this procedure when a user reports issue with accessing Accreunt TMS. The TMS PRODUCTION environment will be upgraded on 04/16/2023 at 10:00 PM EDT the system will be unavailable for 3 hours.

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 04/16/2023 at 9:00 PM CDT (10:00 PM EDT).

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Advise the user the system is being upgraded on 04/16/2023 at 10:00 PM EDT the system will be unavailable for 3 hours.

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

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

Accruent TMS Team

Telephone: 877-345-3999 (Ext. 3, 2)Email: frsupport@accruent.com

Published By: Accruent TMS Team