CTH - SSO Error! Launching RTG Supplies

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Care Team Hub – SSO Error Launching RTG Supplies

Purpose: Follow this procedure when a user reports issue with CARE TEAM HUB – SSO Error Launching RTG Supplies.

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. If user can launch RTG Supplies but receives a SSO error, they may not have been set up in RTG Supplies. Have the user follow standard procedure to get access granted. This is currently in use at Pilot clinics.

100073 – Freedom Center of Worcester1109 – Framingham100557 – Florence Home6334 – Salina1760 – East Springfield Home

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase, etc.

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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