

CrownWeb - Access Issue

Article ID: KB0011684

Created: 2023-05-09 20:02:11

Updated: 2023-05-09 20:03:34

Author: {'link':

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CrownWeb Access Issue

Purpose: Follow this procedure when a user reports issue with Accessing CrownWeb through FMC4ME.

Required Information to be documented in each ticket:

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. Advise user to submit an eaccess request for CrownWeb Error Reporting Tool. If the user needs assistance completing an eAccess request, follow the escalation process.
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CrownWeb

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

DTI-EUX-HCL IAM - L1

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