

CRV – Login Failed

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Author: {'link':

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Category: {'link':

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Clinical Record View (CRV) – Login Failed

Purpose: Follow this procedure when a user reports issue with Clinical Record View (CRV) – Login Failed

Required Information to be documented in each ticket:

Contact NameContact NumberEmployee IDClinic / Facility NumberReporting Clinic IDDetails of the reported issueScreen 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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinical Record View

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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