

CRV - Failed to connect. User 'username' does not belong to any user groups

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Author: {'link':

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Category: {'link':

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Clinical Record View - Failed to connect. User 'username' does not belong to any user groups.

Purpose: Follow this procedure when a user reports issue with Clinical Record View Login Failed - Failed to connect. User 'username' does not belong to any user groups.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberReporting Clinic IDProvide process customer is using to point of error.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. Ensure the User is logged into FMC4ME.
5. Advise user to close all browser windows.
6. Advise user to go into the CRV Report Request home page, select a specific report and click "View Report"
7. If this does not resolve the issue or there are additional report viewing functionality issues NOT listed above follow the escalation process.
8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinical Record View

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-ADEX-DigitalPortals-SOP OnBase – L2

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