eCF - Workstation Error

eCube® Financials – Workstation Error

Purpose: Follow this procedure when a user reports they have a Workstation Error in eCube® Financials.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient MRNClaim Number / Receivable Group (if available)Details of task user is performing when the error appeared.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. Have the customer try to get the error to come up again and click on the Details button. Capture a screenshot of this page and attach it to the incident.

5. After selecting Details button, this box appears

6. Take a screen shot of the error and attach it to the incident.

7. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

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

Refer to SME agent or Team Lead for review