

CRV - The user does not have necessary privileges to complete this request

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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'value': 'd107ff6b1bce651470dacao3604bcbc5'}

Clinical Record View (CRV) - The user does not have necessary privileges to complete this request.

Purpose: Follow this procedure when a user reports issue with Clinical Record View The user does not have necessary privileges to complete this request.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberReporting Clinic IDPatient NamePatient MRNPatient Clinicl this one specific report or multiple reports from one job.Details of the reported issueSteps used to reproduce 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. 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

DTI-EUX-HCL IAM - L1

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