

eCC - Locked Assessment

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eCC - Locked Assessment

Purpose: Follow this procedure when a user reports that an assessment in eCC is locked by another user.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNCLinic ProdDetailed 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 NOT attempt accessing/opening the assessment for an hour and it will unlock itself. This issue/error can occur due to a variety of reasons. The assessment will unlock in an hour. During this time, if anyone attempts to access/open the assessment, the 1 hour timer resets.
5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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

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