

DocMgr – Unable to Upload Document

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Author: {'link':

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

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/925d77d08732a11065678a8acebb350e', 'value': '925d77d08732a11065678a8acebb350e'}

eCube® Clinicals DocMgr – Unable to Upload Document

Purpose: Follow this procedure when a user reports Unable to Upload Document in eCube® Clinicals DocMgr.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Detailed 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. Ask the user if anyone else is experiencing this issue. If multiple users cannot access DocMgr the application could be down. Have the user close clear cache and close browser window. If the issue is still present, follow the escalation process.
5. Ask the user if they have successfully uploaded documents in the past.

If the user has done this successfully for this unit in the past. Continue with trouble shooting. If the user has not done this previously for this unit. Refer ticket for access review.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM - L1

6. Advise the user the document must be saved in PDF format.
7. Have the user pull up the document and do the following.
Select File in the upper left corner of the screen. Select Save As Select .PDF option.
8. Follow the resolution process.
9. If the issue is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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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