

eCC - Identification Upload Issues

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Author: {'link':

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Category: {'link':

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Patient Photo Identification Upload Issues

Purpose: Follow this procedure when a user reports issue with Patient Photo Identification Issues.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN Clinic Prod 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. Ensure the photo is saved in a JPG format.
5. When an image is cropped to 180 x 240 and the size of the image is greater than 16kb, the image must be resized to reduce the total size of the image.
6. Click the Resize button on the Home toolbar. Change the size to 90% and press OK. Save the image and then confirm the image size is now less than 16 kb.
7. If the issue is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals

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-EUX-Clinical Systems Support

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