

Policy Tech – Account Locked

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Title

Policy Tech – Account Locked

Purpose:

Follow this procedure when a user reports an issue with Policy Tech Account is locked.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPolicy Tech Site (Azura or Fresenius Kidney Care (FKC))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.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Policy Tech

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Policy Tech

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-DCOE-Policy Tech

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