

eCC – Login Issues

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eCube® Clinicals – Login Issues

Purpose: Follow this procedure when a user reports issue with Logging into eCube® Clinicals.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Clinic Prod (Prod A, Prod B, Prod C, etc.) 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. If the user has an error and has successfully accessed the facility in eCube Clinicals previously.

Attach a screen shot of the error and follow the escalation process.

5. If the user IS a Physician, Physician's Assistant, or Nurse Practitioner

Warm transfer the call to Physician's Direct Connect ext. 1014363 No Ticket Required to warm transfer.

6. If the user is NOT a Physician, Physician's Assistant, or Nurse Practitioner

Advise the user to contact 866-491-8167 follow the prompts for login / access issues. No Ticket Required.

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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