

# ScheduleWise Issues

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'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': 'a5f537931b0ee914f591edb8624bcb47'}

Title

ScheduleWise Issues

Purpose

Follow this procedure when a user report

- Unable to login on ScheduleWise
- ScheduleWise not working

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.

Check

· For access requests or other issues, including data issues, requests, and non-printing technical support – Please have the Customer Contact ScheduleWise by e-mail or phone.

· For Printing issues, follow KB0029365

5.

Follow the escalation or resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Not found in Service Now

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 (Permanently)

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Should generally be identical to Service

Escalation Process

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

Provide below ScheduleWise contact details -

· Phone – 844-362-2222

· E-mail – [schedulewise@fmc-na.com](mailto:schedulewise@fmc-na.com)

Escalation Group

NA

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