

FERA - Access Issue

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Formulary Exception Request Application (FERA) Access Issue

Purpose: Follow this procedure when a user reports Formulary Exception Request Application" (FERA) Access Issue. This Web Application is used for: tracking clinicians' formulary exception items online. Users may see an error message that prevents them from entering an order into the system

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the incident.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Confirm the user is utilizing IE 11 or above.
5. Confirm the issue exists with the login process. If a login issue, please find out if the user can login to eCC.

If NO, they need to have an eAccess request submitted. FERA access is part of their eCC setup.If YES, please follow the escalation process.

6. If they can log in but do not see the appropriate clinics, please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA (Formulary Exception Request Application)

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

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