

DocMgr - scanned document not found in eCC or DocMgr

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/925d77d08732a11065678a8acebb350e', 'value': '925d77d08732a11065678a8acebb350e'}

eCC DocMgr scanned document not found in eCC or DocMgr

Purpose: Follow this procedure when a user reports that when eCC DocMgr scanned document is not found in eCC or DocMgr. This is for InCenter and Home Clinics only.

Required Information to be documented in each incident:

User Account Information

SSO/portal logineCC login

Application Used (this script is only for DocMgr)

DocMgr

Document AlertPatient ViewerScanning

Details of the reported issueSteps to reproduce errorScreenshot of 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. Confirm user is logged into DocMgr

eCC accessPortal SSO loginIE 8 or IE11InCenter or Home Clinic

5. Was "Scan Successful" page displayed at the end of the scan job? If yes, continue. If no, rescan
6. Did user hit cancel while scanning? If yes, rescan. If no, continue
7. Has it been more than one hour? Then proceed.

8. Required information

Clinic numberContact information of the person who scanned in the documentPatient, clinic and document type entered at the LexmarkTime of the scan

8. Follow the resolution process.

10. If the issue is still present follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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-ADEX-DigitalPortals-SOP OnBase – L2

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