

eQUIP - Unable to Upload Document (PDF) in Meeting Minutes

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eQUIP - Unable to Upload Document (PDF) in Meeting Minutes

Purpose: Follow this procedure when a user reports issue with unable to upload pdf into eQUIP Meeting Minutes. User will get a screen where it attempts to upload but will fail and the document does not attach.

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. Confirm the file being uploaded follows the following criteria:

PDF Format (other formats are not supported) 10MB or less (larger files will have to put into multiple files of 10MB or less)

5. If the file is within the above criteria and still cannot be uploaded follow the escalation process.
6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Data & Analytics

Service

eQUIP

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)

Subcategory

Software & Applications

Service

Data & Analytics

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-APPEX Support – L3

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