

# PAT Application Installation

**Article ID:** KB0037352

**Created:** 2024-10-01 16:29:28

**Updated:** 2024-10-15 16:23:57

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/2592022c878d9210ca5f8628cebb3535',

'value': '2592022c878d9210ca5f8628cebb3535'}

Purpose:

Follow this procedure when a user reports –

Need to Install/Upgrade/Update application (Patient Admin Tool - PAT) on Desktop/Laptop

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.

Take remote of user's system through the Bomgar.

3.

Open Edge Browser on the user's system

4.

Copy / Paste the PAT link mentioned below on the edge browser and press enter key.

Link - <https://mypat.fmcna.com/ecpl/basicSearch>

5.

Once the page open-up. Click on the three dots at the top right corner.

6.

Click on the app(1) options and then click on the application as displayed in the image(2).

Application will pop-up with few options. We need to allow permission for the options displayed in the picture below i.e. Pin to Start and Create Desktop Shortcut.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Window Laptop / Desktop

Service

Desktop Software

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 Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Window Laptop / Desktop

Resolution Service

Desktop Software

Escalation Process

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

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check User's Department and Title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, Secretary, etc.) & For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

DTI-EUX-Desktop - L1.5

Published by

DTI-EUX-HCL-HelpDesk-L1