

PC Setup Checklist

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Purpose:

Follow this procedure when a user report that ...

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

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Task

Comments

Nursing ST PC's - Lexmark and Zebra is a must.

Make sure Reception and Nursing Lexmark and Zebra are installed.

Obtain list of software keys for purchased software

ex: Adobe Pro, MapPoint, Snag It, etc.

Install Lexmark Scan back if needed

Make sure OneDrive is configured first.

Install SAP if needed

(For all Receptionist, Bio Meds, ATOM's, CM's) include SSO

Install Lexmarks, Dell and Zebra if needed

User Printer tool to install

Update Dell Drivers from Dell website - Command Update

Command Update Utility

Install MS office for client if needed.

(Reception & CM get MS office 2019. SW, RD, BM, ATOM, DO get MS Office 365)

OneDrive setup

If replacement device - Ensure data is backed up

IT Disposal

<http://pformsappd01.corp.ad.fmcna.com/perfectforms/PresentationServer/Form.aspx/Play/ajAggAUj?f=ajAggAUj&=&ut;=JnU9Rk1DTFhcXDI4NjY2>

Legal Hold

https://fmcna.service-now.com/sp?id=sc_cat_item&sys_id=d78010aa8739e95415b5a8683cbb35ef&referrer;=popular_items

Incident Classification Requirements

Category

Hardware

Subcategory

Computer: Screen, Monitor

Service

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

Computer: Screen, Monitor

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

DTI-EUX-Desktop - L1.5DTI-EUX-FSS Ticket Allocation - L1

Escalation Group

Published by

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