

CS - Downtime Data Entry – Missing User

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Author: {'link':

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

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Category: {'link':

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CHAIRSIDE® - Downtime Data Entry - Missing User

Purpose: Follow this procedure when a user reports issue with user missing from the list of users showing in Chairside Downtime Data Entry.

Required Information to be documented in each ticket:

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. Follow the escalation process.

Categorizations

Category:

Software and Applications

Subcategory

Clinical Applications

Service:

Chairside

Escalation Process

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

Assign the Ticket to the Following Group

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