# TAC – Missing Events in Appointments

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TAC – Missing Events in Appointments

Purpose: Follow this procedure when a user reports when creating appointments, no events are loading to select in TAC.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDate of ServiceDetail Description of the issue.

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 that an event has been entered under the Events tab.

5. If there is an Event entered and the Provider is selected first, any existing events will not load.

6. Advise the staff to recreate the Appointment making sure to NOT to select the provider first so the form fields are completed from left to right.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

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