

NxStage SSID – NxStage Wireless Network

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NxStage SSID – NxStage Wireless Network

Purpose: Follow this procedure when a user reports issue with NxStage SSID – NxStage Wireless Network

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Clinic Prod Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. NxStage SSID – NxStage Wireless Network added to location/facility.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the Incident.
4. Follow escalation process.
5. For additional questions or concerns refer the user to NxStage Technical Support team 866-NXSTAGE (866-697-8243) OR the

Nx2Me Resources page

<https://content.intranet.fmcna.com/home-therapies/connected-health/nx2me-resource-page/>

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

NxStage

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-INF-NETWORK SUPPORT & IMPLEMENTATION

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