

New Leaf - No Data Flowing

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Purpose: Follow this procedure when a user reports issue with New Leaf – No Data Flowing

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. Please document the required information and troubleshooting details in the Incident
3. Please attach any referenced knowledge articles to the incident.
4. Is this for the Florida or Tennessee system?
5. What is the date of the last received order?
6. What is the typical receipt frequency of orders?
7. What is the first date you did not receive orders?
8. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

New Leaf

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-BP-FMCRX-IT Support - L1

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