

DVD - Access Issue

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Author: {'link':

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DVD - Daily Validation Dashboard Access

Purpose: Follow this procedure when a user reports issue with inability to access clinic in DVD - Daily Validation Dashboard.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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. If the user cannot access the Daily Validation Dashboard for a clinic

If the user has not accessed Daily Validation Dashboard for this clinic previously. They will need to submit an eAccess request for access to that clinic.

Follow the resolution process.

If the user has accessed the Daily Validation Dashboard for this clinic in the past. Ensure all information is in the ticket.

Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Daily Validation Dashboard

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

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-EUX-HCL IAM - L1

Published By: DTI-EUX-Help Desk-Clinical Java Review - L1