

GSD. How to manage Nephrocare issues and requests

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Author: {'link':

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General Information:

Possible symptoms/errors:

User requires support with Nephrocare system

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

In case the user requires support with Nephrocare system or needs to contact Nephrocare center SD agent should follow the steps below:

Any support requests from the Nephrocare Centers should be forwarded to provider-it@freseniusmedicalcare.com email address either by the agent or by the user themselves. In case the user wants to obtain any information via phone SD agent should advise them to contact the Nephrocare hotline +49 6172 886 8957, which is available from Monday till Friday from 07:00 am to 6:00 pm by CET.

NOTE: please pay attention that Nephrocare users do NOT have access to ServiceNow therefore a ticket should be closed afterwards with an appropriate information included, depending whether an email or phone contact has been advised.

Assignment Group:

EXT_WW_Global_Service_Desk_FLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A