CS - Time Stamp vs Local Time Issue

CHAIRSIDE® - Time Stamp vs Local Time Issue

Purpose: Follow this procedure when a user reports issue with Chairside Time Stamp vs Local Time Issue.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberDate of ServiceShiftStation #Machine Type

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. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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 Desktop - L1

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