

CS - PIN needed for Treatment Sheet Archive on the Lexmark

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'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

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CHAIRSIDE® - PIN needed for Treatment Sheet Archive on the Lexmark

Purpose: Follow this procedure when a user reports PIN needed for Treatment Sheet Archive on the Lexmark. When a clinic's network is down, it's still possible to print out archived treatment sheets on the clinic's Lexmark multifunction printer.

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 required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. To access the archive, select the Tx Archive on the printer and you will be prompted for your network username and password and a special PIN.
5. Advise the user, to call 781-423-1306 to receive a PIN. The PIN will only be required when the network for the clinic is down.
6. For installation or application issues related to the Tx Archive app, please refer ticket to the appropriate Desktop support team.
7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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

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