

eQUIP IPS access

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Purpose:

Follow this procedure when a user reports any issues related to eQUIP IPS access

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.

Check access in eAccess OOB,

If user doesn't have access to the clinic that he/she is looking for then, they need to raise eAccess request for that particular clinic in order to access eEquip IPS. Method of Raising eAccess – New Access – “Other Application Request” – “eEquip (InCenter)”.

5.

If access is already provisioned in OOB, then check Equip group and clinic in UIDMS. We can add group and clinic, if it's not assigned.

6.

In case, issue still not resolved, then follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eQUIP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-HCL IAM-L1

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