Planview Access Issue

Article ID: KB0036798
Created: 2024-09-09 22:04:36
Updated: 2024-09-09 22:06:05
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/ad3539691b2cda1069e964e2604bcb32', 'value': 'ad3539691b2cda1069e964e2604bcb32'}

Title

Planview Access Issue

Purpose:

Follow this procedure when a user report that

User unable to access Planview.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please advise user to contact concern team on below mention emails:

GMQ Division: gmqsbusinessprocessexcellence@fmc-na.comGRD Division: planview-support@freseniusmedicalcare.com

Incident Classification Requirements

Category

Inquiry & Help

Subcategory

Product not supported

Service

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not Resolved-Referred to Alternative External Path

Resolution Category

Inquiry & Help

Resolution Subcategory

Product not supported

Resolution Service

Escalation Process

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

Please advise user to contact concern team on below mention emails:

GMQ Division: gmqsbusinessprocessexcellence@fmc-na.comGRD Division: planview-support@freseniusmedicalcare.com

Escalation Group

NA

Published by

DTI-EUX-HCL-HelpDesk-L1