Clinic FRx Delivery Log - Icon Missing

Article ID: KB0024319
Created: 2025-03-11 20:38:04
Updated: 2025-03-12 00:49:35
Author: {'link':
'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',
'value': '234709da6fb2464070404a950d3ee44b'}
Category: {'link':
'https://fmcnadev.service-now.com/api/now/table/kb_category/7ab565cd1b522954d7aaedf1b24bcb4c',
'value': '7ab565cd1b522954d7aaedf1b24bcb4c'}

Clinic FRx Delivery Log - Icon Missing

Purpose: Follow this procedure when a user reports issue with Clinic FRx Delivery Log Icon Missing.

Required Information to be documented in each Incident:

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

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Missing the Clinic FRx Delivery Log Icon

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Ask the user if they are in a clinic or on a tablet. If the user is on a tablet or not at a clinic. The issue is resolved once you inform the user:

The icon/link was delivered to Windows devices/computers in known clinics. This is not available on tablets or outside of the clinics.

5. If the user is on a Windows device/computer and does NOT have the icon they can access the application via Okta under My Apps.

6. For further assistance in loading the icon to a Windows device/computer in the clinic follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Resolution Process

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

Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Software & Applications

Service

IT Home 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-Desktop - L1.5

Published By: DTI-EUX-Desktop - L1.5