

# CTH - Launch Kinexus is available to specific clinics and access is based on User Security

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CareTeamHub – Launch Kinexus is available to specific clinics and access is based on User Security. If you believe you should have access, please contact the HelpDesk.

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Launch Kinexus is available to specific clinics and access is based on User Security. If you believe you should have access, please contact the HelpDesk.

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 the required information and troubleshooting in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. This feature is only available through the CareTeamHub for select clinics.

If the user does not have access to the select clinics the following error message will appear.

5. If the user needs access to the pilot clinics, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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

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

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