

# TAC – Unable to attach documents

**Article ID:** KB0011893

**Created:** 2023-05-11 14:36:41

**Updated:** 2023-05-11 14:37:55

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/c3d750f047fa2150c4bfdd3f136d4378',

'value': 'c3d750f047fa2150c4bfdd3f136d4378'}

## TAC – Unable to attach documents

Purpose: Follow this procedure when a user reports unable to attach documents from DocMgr into patient record in TAC. Link Documents box does not list any documents to select.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNDetailed 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. Confirm with user that patient does have the documents present in DocMgr. User will have to scan documents if they are not present in DocMgr.
5. Follow the resolution process.
6. If the user is still unable to attach documents into patient record follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Access Care (TAC)

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

DTI-ADEX-DigitalPortals-SOP OnBase - L2

Published By: DTI-ADEX-DigitalPortals-SOP OnBase - L2