State Surveyor eCC account

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Purpose:

Follow this procedure when a user reports regarding State Surveyor account access

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

Note: A surveyor's request to access the electronic medical record is time sensitive and must be
established by the Help Desk within 15 minutes of the request.

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.

Please document these necessary details in each incident-

Clinic ID/NumberClinic Manager's Name & Contact detailsHow many Surveyor's account required?

5.

Click on the link to open the Surveyor Checkout sheet- State Surveyor.xlsx. Also, update the checkout
sheet.

Follow steps to update the Surveyor account as per the requirement-

Select one account from the Surveyor Checkout sheet and open it in UIDMS.Add the required clinic
and set a temporary password. Make sure account is active and not locked.Check in Prod, account
should be active and clinic must be listed/added.Further, we need to login with the username and
password into eCube Clinicals and build the census for the required clinic.

6.

After Surveyor account setup, we have to callback the user and provide them with the login information.
In case, they are unable to reach, then, we have to send email with the login information and should

include the following recipients-

Clinic ManagerClinic email addressRequestor who called for the account

7.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Identity & Access

Service

eCube Clinicals (eCC)

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

Inquiry / Help

Resolution Subcategory

Identity & Access

Resolution Service

Should generally be identical to Service

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