

Accruent TMS – System keeps logging out

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Purpose: Follow this procedure when a user reports issue getting logged out of Accreunt TMS. The TMS PRODUCTION environment 04/16/2023 upgrade included mandatory Session Management.

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 document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. Advise the user the system was upgraded on 04/16/2023 and now has a mandatory Session Management that is set to 30 minutes. This feature cannot be turned off and will log you out of TMS if there is no activity within the browser tab for a period of time that is defined by your TMS Administrator.
5. Follow the resolution process.
6. If additional assistance is needed 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 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

TMS Support