ePOC Access Issue

Title

ePOC Access Issue

Purpose:

Follow this procedure when a user reports that …

User unable to access Plan of care

Error- User not assign to this application….

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.

Open Okta Admin tool and click on group

3.

Add Okta_EPOC_Workaround group in OKTA

4.

User will get plan of care access now.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

ePOC

Escalation Process

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

Escalation Group

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