

CrownWeb - Data Issue

Article ID: KB0011685

Created: 2023-05-09 19:58:57

Updated: 2023-05-09 20:00:51

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/159e438087fa2910b536a86e0ebb3580',

'value': '159e438087fa2910b536a86e0ebb3580'}

CrownWeb Data Issue

Purpose: Follow this procedure when a user reports issue with CrownWeb through FMC4ME.

Required Information to be documented in each ticket:

Contact Name Contact Number Clinic / Facility Number Patient Name Patient MRN 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 required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. Verify the user is accessing the report through FMC4ME.
5. Attach screen shots of the issue and details to the ticket.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CrownWeb

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

EQRS formerly CROWNWeb

Published By: DTI-EUX-HCL IAM - L1