

OnBase Admissions access

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Purpose:

Follow this procedure when a user reports

Need access to OnBaseUnable to access OnBase

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

Check OnBase Admissions access in eAccess OOB,

If access is provisioned, follow the next step.If access is revoked/not present, guide user to raise eAccess request or advise to have manager raise the request.If access is in provisioning state, follow the escalation processIf access is disabled, enable it via eAccess tool.

5.

In case, user trying to access OnBase for the first time and facing below error, inform user to select Patient first and then access OnBase.

If issue is still same, follow Help Desk Wiki - OnBase - Due to a configuration error, the OnBase Patient Viewer is unavailable. | ServiceNow.

6.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

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

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM-L1

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