

# Walnut Creek IT Support

**Article ID:** KB0036938

**Created:** 2024-09-16 10:15:45

**Updated:** 2024-09-16 10:16:13

**Author:** {'link':

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**Category:** {'link':

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Title

Walnut Creek IT Support

Purpose:

Follow this procedure when a Walnut Creek user reports issue with any application.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue Screen shot of the Error

Follow below steps to check the machine domain -

1.

Search Command Prompt and Open file location.

2.

Right click on Command Prompt and select Run as administrator.

3.

A pop up window will appear asking for Username and Password and below that you'll see the Domain.

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.

If user facing any issue with applications in Walnut Creek domain, inform to contact Walnut Creek IT team,

Phone number: 800-255-5310 x4357

Submit a ticket online: <http://gmohelpdeskalex.riggs@freseniusmedicalcare.com>

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Product Not Supported

Service

Not found

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not Solved - Referred to Alternative Internal Path

Resolution Category

Inquiry / Help

Resolution Subcategory

Product Not Supported

Resolution Service

Other

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DTI-EUX-HCL-HelpDesk-L1