CTH - Sorry to Interrupt message

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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/984af2591b8be150cfb6a756624bcb9d', 'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub – Sorry to Interrupt message

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Purpose: Follow this procedure when a user reports issue with CareTeam Hub Sorry to Interrupt message using Internet Explorer. This is a known issue with the Windows version the user will need to use Google Chrome to access CareTeamHub.

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberIP address if availableDetailed 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. Note the version of windows being used.

Select the search icon in the bottom left hand corner of your screen.

Type winver press enter.

5. Advise the user this is a browser issue with IE in Windows Version 1507; however, they still be able to use Google Chrome to access CareTeamHub. Follow the resolution process.

6. If the user cannot access CareTeamHub, advise user this will require an update to Windows. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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

DTI-EUX-HCL Desktop- L1

Published By: DTI-EUX-FMC L1.5-Clinical App Support