

TMS Clinical PIN

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Purpose:

Follow this procedure when a user report

How to setup TMS Clinical PIN

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

Troubleshooting Process

1.

Sign on to FMC4ME page and navigate to Total Maintenance System (TMS)

Login to TMS Clinical web application

Click on Set Pin on top right corner of the page

Input the New Pin and Confirm the Pin, click on Submit/Ok

TMS Clinical Pin is successfully setup

NOTE: To Reset/Forgotten Pin, click on Set Pin on top right corner of the page and user can change it from there

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

TMS

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 Remotely (Permanent

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

TMS Support

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