Nextgen Password Reset

Purpose:

Follow this procedure when a user reports to Reset Nextgen Password

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

Follow this KB when user calls to reset Nextgen Password .

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

Open System Administrator

Click on Edit and Select Find

Search by Last Name

Double Click on User

Update New Password into Password AND Confirm Password Field

Make sure the date is extended 3 months out in Password Expires Field

UnCheck Force New Password at Next Logon if it is Checked

Click Update

Incident Classification Requirements

Category

Identify & Access

Subcategory

Cannot Login

Service

NA

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

Identify & Access

Resolution Subcategory

Nextgen

Resolution Service

Should generally be identical to Service

Escalation Process

In case something doesn't get resolve within 8-10min on first call should be assigned to "DTI-EUX-Azura SD "

Escalation Group

Published by

DTI-EUX-HCL-HelpDesk-L1