

MedReview eRx - SSO Error 305 User Not Valid

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Author: {'link':

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Category: {'link':

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MedReview eRx - SSO Error 305: User Not Valid

Purpose: Follow this procedure when a user reports issue with MedReview eRx – SSO Error 305: User Not Valid.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number User Role: PCT, RN, etc. Detailed 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. This error occurs due to incorrect user credentials.
5. Transfer call/ticket to administrators for account review.
6. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

MedReview-eRx

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 IAM - L1

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