

TAC - An Error occurred while retrieving the application data

Article ID: KB0019765

Created: 2023-05-11 15:02:02

Updated: 2023-05-11 15:03:45

Author: {'link':

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TAC - An Error Occurred While Retrieving the Application data

Purpose: Follow this procedure when a user report An Error occurred while retrieving the application data message when accessing TAC.

Required Information to be documented in each Incident:

- Contact Name
- Contact Number
- User's Role/Credential: RN, PCT, etc.
- Clinic Number
- 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 message generally occurs if user's access to TAC application isn't setup correctly. Note: Access to TAC can be seen in UIDMS under Group Membership, for example if a user has both TAC PCT Access and TAC Provider Access, this will create a conflict leading to the error.
5. Follow the escalation process.

Classification Requirements

- Category
- Software & Applications
- Subcategory
- Clinical Applications
- Service

- TAC

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

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