

eCF – Worklist Issues

Article ID: KB0011756

Created: 2025-01-24 18:20:12

Updated: 2025-01-24 19:11:12

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/f398dd191b8f6150dacfa824604bcbfe',

'value': 'f398dd191b8f6150dacfa824604bcbfe'}

eCube® Financials – Worklist Issues

Purpose: Follow this procedure when a user reports issue with eCube® Financials – Worklist Issues. User has no Worklist, User is missing Worklist, User has no link to Worklist, Worklist does not appear on Home Page – These are all access issues.

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Employee ID Name of Worklist Detailed

Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. See the sample Worklists. Enhanced Worklists are for Billing Group staff only.

Standard Worklists

2. Please document required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Are you missing an Enhanced Worklist or a Standard Worklist? (Note: Enhanced Worklist's are for Billing Group staff only).

5. What is the name of the Worklist that you are missing?

6. Do you see a link for this Worklist on your eCube® Financials Home Page?

7. Is this for yourself or another User?

8. What is your Role / Title?

9. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

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-HCL IAM - L1