

Academy Training Support

Article ID: KB0025427

Created: 2023-06-08 20:10:51

Updated: 2023-06-08 20:11:38

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/6e907db51bdf6914cfb6a756624bcbf0',

'value': '6e907db51bdf6914cfb6a756624bcbf0'}

Title

Academy Training Support

Purpose:

Follow this procedure when a user needs Academy Training Support.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Advise the user to go to <https://freseniusna.percipio.com/help> for any Academy related assistance.

5.

Once they login to the above page with their credentials and scroll down the page, they should find options to Open live chat, Create a ticket, or Call their Help Desk #.

6.

If the user does a search on FMC4ME they will get the results below for additional guidance:

The Academy - Quick Start Guide - For LearnersThe Academy - Mobile APP - Quick Start Guide

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Academy Support

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

Enterprise & Financial Applications

Resolution Service

Academy Support

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

Academy Support

Published by

Academy Support