

# AIRS - Information not updating on Dashboard or Task

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**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/e316cbcc873a2910b536a86e0ebb35df',

'value': 'e316cbcc873a2910b536a86e0ebb35df'}

AIRS - Information not updating on Dashboard or Task

Purpose: Follow this procedure when a user reports AIRS Information not updating on Dashboard or Task.

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Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberTask numberRITM NumberDate if last update.

Was it saved or updated.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. Look up the Task number. If the user does not have it the RITM will show the Tasks associated with the request.
5. Pull up the Task and open it.
6. Make any small change or put in work comment and right click and SAVE
7. Follow the resolution process.
8. If additional assistance is needed follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Uncategorized Software / Application

Service

ServiceNow North America

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Uncategorized Software / Application

Service

ServiceNow North America

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

ServiceNow Support Team

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