

# CTH - Link Missing on FMC4ME

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**Author:** {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys\_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

**Category:** {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb\_category/984af2591b8be150cfb6a756624bcb9d',

'value': '984af2591b8be150cfb6a756624bcb9d'}

CareTeamHub - Link Missing on FMC4ME

Purpose: Follow this procedure when a user reports issue with CareTeamHub Link Missing on FMC4ME

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Screen shot of any 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. User reports that she does not see the CareTeam Hub link on FMC4ME under Quick Links. As of 2/12/2020 the CareTeamHub link is now located under

My Applications

Clinical, Quality & Patients

CareTeamHub

The user must be on the FMC network. When working remote (not at a Fresenius location), the user needs connect via the appropriate VPN, Global Protect, ect. for the link to be visible.

5. For CareTeamHub link to appear under the Clinical, Quality & Patients section, the user must have access to eCube Clinicals.

If the user has access to eCC and does not see the link in this section, transfer the call to User Security Administration.

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If the user does not have access to eCC because their job role does not require it, but is in a Home Therapies leadership position, send the ticket to

DTI-ADEX-Care Team Hub - L2

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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

Software & Applications

Service

Clinical Applications

Escalation Process

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

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