

# Uniform Advantage portal issues

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**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': 'ca6d5f2687c24954409664af8bbb35a0'}

Purpose:

Follow this procedure when a user reports issue with Uniform Advantage portal

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

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.

Uniform Advantage Portal Link: Fresenius Medical Care - Uniform Advantage Corporate Solutions (uacorporate.com)

For any issues related to Uniform Advantage Portal, inform user to raise concern on below email,

Email: clinical.apparel@fmc-na.com

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Product Not Supported

Service

Not found

## 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 (Permanently)

### Resolution Category

Inquiry / Help

### Resolution Subcategory

Product Not Supported

### Resolution Service

Should generally be identical to Service

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