

Clinic FRx Delivery Log – Alert

Article ID: KB0024321

Created: 2025-03-11 20:39:01

Updated: 2025-03-12 00:50:03

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/7ab565cd1b522954d7aaedf1b24bcb4c',

'value': '7ab565cd1b522954d7aaedf1b24bcb4c'}

Clinic FRx Delivery Log – Alert

Purpose: Follow this procedure when a user reports an issue when seeing an alert icon and accompanying test on a screen in the Clinical FRx Delivery Log.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic Number (ID)Clinic NameDate & Time when the user encountered the Alert.Screen shot of the Error.Detailed 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. Confirm that the user has successfully logged in via OKTA.
5. Ask the user to access the app by clicking on the icon on the desktop. If the user sees an alert icon appears when loading data on any tab.
6. Some packages/orders might be processed and are unavailable. Advise the user to wait 15 minutes and refresh the data by clicking on the blue refresh icon.
7. If the user has already refreshed and it has been over 15 minutes, follow escalation process. Inform the user that they may also contact email Fmcrx-NewLeafSupport@fmc.na.com with the Clinic ID and Clinic Name to report the issue.
8. If the issue is resolved follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinic FRx Delivery Log

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

Clinic FRx Delivery Log

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-CACOE-Clinical Applications Development - L3

Published By: DTI-CACOE-Clinical Applications Development - L3