

# Web Publishing

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**Category:** {'link':

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Title

Web Publishing

Purpose:

Follow this procedure when a user needs to make an update to FMC4ME.

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.

To make an update to FMC4ME, user need to submit a web publishing request.

Advise user that it would be best for the person who needs the update to submit the request themselves. The system will capture their name and email and then, the team can follow up with them for any clarifications.

5.

FMC4ME Web Publishing Request Instructions -

To submit Web publishing request, go to: <https://fmc4me.fmcna.com/webpublishing/Click Submit a Request> at the bottom of the page. On the next page, fill out the form with as much information as possible. When you submit your request, please leave the publisher as unassigned, the next available publisher will assist you.

6.

Follow the resolution process.

## Incident Classification Requirements

### Category

Inquiry / Help

### Subcategory

Software & Applications

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 Remotely

#### Resolution Category

Inquiry / Help

#### Resolution Subcategory

Software & Applications

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