CTH - Login Issue SSO Error

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CTH - Login Issue – SSO Error

Purpose: Follow this procedure when a user report that they are unable to log into CareTeamHub and receive an SSO error.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic Number(s) user needs access toDetailed Description of the issue.Screen shot of the Error message received.

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. Follow escalation process.

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.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM-L1

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