

# SIMply Done / SIM Support / My Work – Overdue Projects

**Article ID:** KB0025465

**Created:** 2023-06-09 15:56:56

**Updated:** 2023-06-09 15:57:52

**Author:** {'link':

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Title

SIMply Done / SIM Support / My Work – Overdue Projects

Purpose:

Follow this procedure when a user reports an issue with SIMply Done / SIM Support / My Work overdue projects.

Required Information to be documented in each Incident:

Contact Name Contact Number Job Title Clinic / Facility Number Detailed Description of the issue. Screen shot of the 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.

Please advise the user to email the SIMply Done team at [SIMply.Done@fmc-na.com](mailto:SIMply.Done@fmc-na.com).

5.

Advise the user that projects can be viewed using the following:

Adjusting the date range bar at the top of the screen to the appropriate date. Using the filter button in the upper right-hand corner of the screen.

6.

For additional information the user can review

The Clinic's User Guide FMC4me > IT Systems Library > Clinical Application > SIMply Done Email [SIMply.Done@fmc-na.com](mailto:SIMply.Done@fmc-na.com)

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SIMply Done

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SIMply Done

Escalation Process

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

Escalation Group

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