

CTH - SSO Error Launching Kinexus

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Care Team Hub – SSO Error Launching Kinexus

Purpose: Follow this procedure when a user reports issue with Care Team Hub – Unable to Launch Kinexus using the Kinexus button in Care Team Hub Home Nursing

Required Information to be documented in each incident:

Contact Name Contact Number 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. This feature is only available for the pilot clinics through the Care Team Hub application.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

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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