# CS - Pending Shift

**Article ID:** KB0011636
**Created:** 2023-05-03 18:01:37
**Updated:** 2023-05-03 18:04:42
**Author:** {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/47ebc2711bee2190f591edb8624bcb10', 'value': '47ebc2711bee2190f591edb8624bcb10'}

CHAIRSIDE® - Pending Shift

Purpose: Follow this procedure when a user report CHAIRSIDE® shift is set to Pending.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNClinic ProdDetailed 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. Have the user open a shift that is not utilized and add the patients to that shift.

example: if shift 1 shows pending use shift 5.

5. Start treatment as usual.

6. Follow the resolution process.

7. If the user is still not able to start the patients, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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-Help Desk-Clinical Java Review - L1

Published By:  DTI-EUX-Help Desk-Clinical Java Review - L1