DocMgr – Due to a configuration error, the OnBase Patient Viewer is unavailable

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eCube® Clinicals DocMgr – Due to a configuration error, the OnBase Patient Viewer is unavailable

Purpose: Follow this procedure when a user reports eCube® Clinicals DocMgr – Due to a configuration error, the OnBase Patient Viewer is unavailable.

Required Information to be documented in each Incident:

Contact NumberClinic / Facility NumberDetailed 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. Ask the user if a patient has been selected. Advise the user to select a patient and try again.

5. Follow the resolution process.

6. If the issue is still present, follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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-ADEX-DigitalPortals-SOP OnBase – L2

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