

TAC - Access Flow Testing Value is inaccurate.

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Author: {'link':

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Category: {'link':

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Title

TAC - Access Flow Testing Value is inaccurate.

Purpose:

Follow this procedure when a user reports that in the TAC application the value of access flow testing is showing incorrect.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberMRNTAC Access IDDetailed Description of the issue (Should contain date for which value is incorrect, expected correct value).Reason for change (initial wrong value documented by mistake / correct value entered but displayed value is incorrect)Error AFT result type: OLC / UltrasoundScreen 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.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

TAC

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 (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-Help Desk-Clinical Java Review - L1

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