

# Medreview Access related checks

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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Purpose:

Follow this procedure when a user reports that

Unable to access Medreview

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.

Check if OOB provisioned or not , if provisioned follow below procedure

Login to <https://rx7.drfirst.com/partners/login.jsp> .

Username: D Lay & Password: Welcome@1234 Once you login you will see the below screen. Please click on Update Practice Information.

Type Fre in the Name Field and click on Search Click on Fresenius Medical Care.

Next page click on User Summary.

Enter User's "Last Name" and "First Name" as shown in the below image and click on "Search". Status: A = Active, D = Disable & I = Inactive

If status is disable , click enable option to activate the account

Scenario 1:

User has access to clinic in out of Box and Prods. Everything except Medreview. We need to add the clinic to the user's profile in Medreview by clicking on Manage User's Location and click on "Save Changes

Scenario 2:

User not listed in Medreview.

Follow the escalation process. Please note: If user exists, then tool will throw an error message that "User already exists". In that scenario we need to check thoroughly again.

Also note Access is only provided to RN, RD & Providers

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Medreview

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-HCL IAM-L1

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