ePOC - View Audit Shows Information From Clinics That User does not have access to

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ePOC – View Audit Shows Information from Clinics That User does not have access to.

Purpose: Follow this procedure when a user reports ePOC – View Audit Shows Information from Clinics That User does not have access to.

Required Information to be documented in each incident:

Contact NameContact 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. Advise the user, the View Audit function is designed to show all clinics and is not clinic specific.

5. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ePOC

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

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