eCube Patient Administration Toolkit Issues

Article ID: KB0011677
Created: 2023-04-17 20:07:09
Updated: 2023-04-17 20:08:22
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eCube Patient Administration Toolkit Issues

Purpose: Follow this procedure when a user reports Unable to Upload Document in eCube® Clinicals DocMgr.

Required Information to be documented in each ticket:

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.

4. Ask the user if they need the tool installed on their computer.

If yes, ask for the service tag or IP address of the computer and refer to the appropriate FSS team.If no, continue.

5. Ask the user if they have successfully accessed the application for this unit in the past.

If the user has done this successfully for this unit in the past. Continue with trouble shooting.If the user has NOT done this previously for this unit. Refer ticket for access review.

Assign the Incident to the Following Group

DTI-EUX-HCL IAM - L1

6. Ask the user if there are any error messages present. Obtain a screen shot of the error and follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Patient Administration Toolkit

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-DCOE-OnBase

Published By: DTI-DCOE-OnBase