Accruent TMS - Not Login Related

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Accruent TMS - Application Issue Not Login Related

Purpose: Purpose: The Help Desk should follow this process to when a user reports they are experiencing problems with the Total Maintenance System, also known as TMS, that are NOT login related. The assumption is the user is logged into TMS and is reporting a problem within the tool. Please refer to the TMS Login Issue script for Login problem. The Total Maintenance System is hosted by an outside vendor and managed by the TMS Support team in Fresenius.s

Required Information to be documented in each ticket:

Contact NameContact NumberClinic / Facility NumberUser IDDetailed Description of the problemScreen Shots of error message or incorrect information. Please update the screen shot to identify the problem.

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. Review/update Classification Tabs use the classifications as appropriate for Incorrect Data or Error Message If there is a visible error message use.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Maintenance System (TMS)

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

TMS Support

Published By: TMS Support