

DocMgr – Unable to View Scanned Document

Article ID: KB0011699

Created: 2023-05-10 18:15:10

Updated: 2023-05-10 18:17:11

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f',

'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/242cf3108732a11065678a8acebb35f7',

'value': '242cf3108732a11065678a8acebb35f7'}

eCube® Clinicals DocMgr – Unable to View Scanned Document

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

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNPatient ClinicTime
Document was ScannedDetailed 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. Ask the user if it has been an hour since they scanned the document? Advise the user it can take up to an hour for the documents to appear in the system.
5. Ask the user if the Scan Successful page displayed when loading the document?
If No, ask the user to rescan the document.If yes, continue.
6. Did the user hit Cancel while scanning?
If yes, ask the user to rescan the document.If No, continue.
7. Follow the resolution process.
8. If the issue is still present, please follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

DocMgr

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-ADEX-DigitalPortals-SOP OnBase – L2

Published By: DTI-ADEX-DigitalPortals-SOP OnBase – L2