

Kinexus – USB Utility Not Installed

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Title

Kinexus – USB Utility Not Installed

Purpose:

Follow this procedure when a user reports regarding Kinexus issue as USB utility not installed

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.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Please document following details in the ticket Description field –

Employee ID and Name: Phone number with area code: Best method to contact: Phone \ email \ teams chata. Clinic Site Number \ Corporate Business Address - (Warehouse \ DTC \ RTG - provide full Site Name - ex; RTG5160):b. Zip Code (if Remote): ** Remote user Zip code working from **Device IP address & Service tag:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

CareTeamHub

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Desktop - L1.5

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