

Academy Access Issues

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Title

Academy Access Issues

Purpose:

Follow this procedure when a user reports Academy Access Issues.

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 to go to <https://freseniusna.percipio.com/help> for any Academy related assistance.

5.

Once they login to the above page with their credentials and scroll down the page, they should find options to Open live chat, Create a ticket, or Call their Help Desk #.

6.

If the user states they have contacted the Academy support and was referred to Fresenius Help Desk. Follow the escalation process

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

Academy Support

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Academy Support

Escalation Process

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

Escalation Group

Academy Support

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Academy Support