CS - COVID 19 Assessment Screen Greyed out

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Chairside – COVID 19 Assessment Screen Greyed out

Purpose: Follow this procedure when a user reports that they are unable to complete the COVID 19 Assessment in Chairside due to the screen being "greyed" out and being unable to select options to proceed. This issue occurs with a smaller screen size and browser is zoomed in such as a laptop.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatients NamePatient MRN, samples if multiple patients involved.Screen shot of the error/issue in ChairsideDetails of the issue including troubleshooting steps and browser and settings used.

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. Ensure that the zoom setting on the browser is set to somewhere between 85-90%, although this may vary depending on the laptop/monitor. Advise user to adjust the zoom setting of the browser until the issue no longer occurs.

5. If unable to resolve, note troubleshooting steps taken, including browser and settings attempted. Follow escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Chairside

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-EUX-Help Desk-Clinical Java Review – L1

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