

SIMply Done / SIM Support / My Work - Access Request

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Title

SIMply Done / SIM Support / My Work Access Request

Purpose:

Follow this procedure when a user reports an issue with SIMply Done / SIM Support / My Work Access.

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.

Advise the user that access is requested through eAccess.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SIMply Done

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SIMply Done

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM – L1

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