

# Home Training Application All Issues

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## Home Training Application – All Issues

Purpose: Follow this procedure when a user reports issues with the Home Training Application/Site. This includes data and access issues.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic Number Patient Name/MRNDetailed Description of the issue Screen shot of the Error(s)

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported. Site: <https://fkchometraining.fmcna.com/> see screenshots for reference.
2. Please document required information and troubleshooting details in the incident.
3. Please attach any referenced knowledge articles to the incident.
4. If receiving a call, please warm transfer call to 800 313 1143.
5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Blank or Patient Portal

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-PatientHub Support - L1

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