

# CTH - Requests for Assigning Clinics to CTH Blue Carpet Users

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## CTH - Requests for Assigning Clinics to CTH Blue Carpet Users

**Purpose:** Follow this procedure when a user reports issue with Requests for Assigning Clinics to CTH Blue Carpet Users.

**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. Users will request clinics to be added to their Blue Carpet caseload.
5. Follow the escalation process.

**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.

Assign the Incident to the Following Group

- DTI-ADEX-CareTeamHub-L2

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