Knowledge base

eIVF

Before submitting helpdesk request

1. Take These Self-Service Steps

Troubleshooting your own issues is encourages and it's appreciated by our Support technician. However, the user shouldn't spend all day trying to solve the issues.

Here are three common troubleshooting steps you can easily take before you submit a ticket:

1. Contact Super user in your area or ask around to see if the issue is unique to you; if not, has the other person solved the issue.
2. Log off and restart the application where the issue occurred.
3. Reboot your PC.

If none of these steps solve the issue, then submit a helpdesk ticket.

Also, always inform our Support tech what troubleshooting steps you've taken (if any) and the documentation you've found during your search. Even if the fix you tried didn't work, you may have been on the right track. This will ensure our Support tech can build off your work, while not wasting time retracing your steps

Here's an example of a simple ticket where the submitter listed out the troubleshooting steps they took:

Hi support team,

The issue started this morning. I tried to print the report from the schedule tab, click on Report button. The schedule report printed blank on the header and on the body or the report. It was working yesterday. I have attached blank report in PDF.

I've also tried the following steps.

- Re-logon to the eIVF
- Restart my PC
- Checking with co-workers and everyone experienced the same issue.

None of these fixes have worked.

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2. Try to Replicate the Issue

Prior to submitting a ticket, the user should try to replicate this issue on a different computer, browser (for patient portal), device (mobile apps: Android or IOS), location, and/or network.

If the issue is replicable, provide instructions for how to recreate the problem in the ticket. Often times, the Support technician must recreate the error to solve it.

The basic of a great ticket

Proper categorization

Categorizing a ticket correctly is very important, improper categorization can mislead the support or send to the wrong team / specialist.

For example, we use these categories.

- Admin	- Interface
- Billing	- Implementation
- Clinical	- Lab
- DBA (Query)	- Portal/Mobile apps
- Documents /Bookmark/ClicknBuild/Note	- SART/BORN
- eRX	- Sale
- Embryology/Andrology	- Training
- IT	- Ultrasound

Proper Ticket Subject Line

A clear subject line can lead to a quicker resolution–and even help IT solve future tickets featuring similar issues. The subject line enables the Support team to glance at the subject line and immediately know the issue.

Poor Subject Line: Patient can't login

This subject line is too vague. You can't assume that the IT know which application you're referring to.

Better Subject Line: Urgent – all patients can't login to patient portal via web browser (Error – server message, 500 server internal error)

This subject line provides more context and explains exactly what is needed. It even provides additional details (e.g. error message) that may come in handy when IT needs help prioritizing tickets.

The Importance of a Concise, Relevant, and Detailed Description

Usually, the difference between a poor support ticket and a great one is the details. The more detailed the ticket, the more likely it will be solved quickly and without much heavy lifting on your end.

The support specialist doesn't need *every* detail, just the right ones. If you put the work in upfront to include the right details, the rest of the process will be much more seamless.

Provide Baseline Technical Details

When in doubt, a support ticket should include the following technical details:

- The device being used and the environment (Laptop, iPad, PC local installed, PC with RDP access, access via Citrix etc.)
- Browser type for Patient portal (Chrome, Edge, Firefox etc.)
- Screen where the error occurred and the error message

Providing this level of detail will go a long way with your ticket. Every ticket may not need this information, but it is a great starting point.

Include the Time of First Occurrence and the Persistence of Issue

Always provide the date/time when your issue first occurred. Also, including the time when the error occurred helps IT see if any similar issues occurred within the same timeframe. Meaning the helpdesk can link events together and take appropriate action, such as sending a company-wide email announcement.

The example ticket below does a great job letting the helpdesk team know when the error first occurred.

Hi support team,

Since yesterday morning after eIVF build update. I haven't been able to access billing screen. I tired to run update wizard multiple times and tried on a different computer. The issue only occurred on my PC.

Please assist.

Thank you.

Share a Screenshot or the Exact Text of the Error Message

Our Support team will be grateful if you provide a full screenshot of your issue including the module that error occurred. If you can't include an image, add the exact text of the error message.