



Knowledge base
e **IVF**

Copyright © 2002 –2015 Practicehwy.com, Inc.

Ticket submission guidelines

The Request must be reviewed by the Super User in each department before submitting.

| | |
|--|---|
| <p>One issue per ticket</p> | <p>When submitting a ticket, please submit <u>one issue per ticket</u>.</p> <p>This way we can keep track of issues and they can be searched for if the issue ever comes back up by the same or a different user. This also keeps a ticket that is partially fixed from being reopened. (Say one incident or request of the ticket is fixed but a completely unrelated incident/request wasn't resolved with the solution that was either provided or disregarded.)</p> <p>Tickets containing more than one request/incident will be closed and a new ticket will need to be opened.</p> |
| <p>A Technical issue or a request.</p> | <p>Please indicate whether it is a technical issue or a request.</p> <p>A request is a request from a user for information, advice, a standard change, or for access to an IT service or for something to be provided including a change Request to_Add, modify, or remove from the patient chart.</p> <p>A technical issue is when there is an error message display on the screen.</p> <p>Application issue includes service not available, data issue, application bug, disk-usage threshold exceeded.</p> <ul style="list-style-type: none"> • Hardware includes system-down or functioning improperly, server Issue, network issue, system software |
| <p>Follow up on the ticket</p> | <p>When following up on an issue with us, please reply to the ticket in your email inbox <u>with the Ticket number</u> (rather than sending a new email). This will guarantee that the reply gets appended to the ticket on our end. This way, we have a trail and history of the problem and solution.</p> |
| <p>Subject line:</p> | <p>Provide <u>eIVF Account Name</u> for account verification on the Subject line. It can be found at the bottom left corner of eIVF application.</p>  <p>Subject Should Clearly Describe the Problem or Request It should clearly define the request/incident in the subject line that will save us a bit of time and allow us to respond quicker.</p> |

| | |
|----------------|--|
| | <p>Format - Include the eIVF account name, module, and request. <u>Example</u> Subject: EIVFDEMO – Schedule – Error message when saved schedule. Subject: EIVFDEMO – Billing – Balance error Subject: EIVFDEMO – Clinical task – unable to create task, error Subject: EIVFDEMO – Embryology – add Tech to gamete sheet Subject: EIVFDEMO – Query – Query issue and error message on the screen</p> <p>List of modules: Home, Schedule, Lab, Andrology, Embryology, Flowsheet, Billing, Setup, Query.</p>  |
| Email address | Please use <u>Practice domain name for account verification</u> . We are no longer accept request from personal email account such as Gmail or yahoo account. |
| Description | <p>Please follow the guideline below</p> <ul style="list-style-type: none"> • The who? Who is affected, • What? What is the issue question or concerns • where? Where is the issue present, module/ screen • When? When did it occur/ what circumstances <p>Describe the issue and provide step by step to generate the error. The more information you provide, the sooner our specialist can assist and help resolve your issue.</p> <ol style="list-style-type: none"> 1. Describe your issue with as many details as possible. 2. Wait for reply. Note that tickets are processed in the order that was received. 3. If you have several problems that fall into different categories/Modules, please don't describe them in a single ticket. Create a separate ticket for each issue to help our specialist deal with each of your issues more efficiently. |
| Attachment | Include screenshot of the error message. Please ensure to blur out the Patient demographic information such as SSN/PHN, DOB, Address, Email, phone number for HIPAA compliance. |
| Contact Number | Provide a contact number and time you can be contacted. |