**TROUBLESHOOTING MARIBETH TASKS**

1. Troubleshooting Access Issues
	1. Credentialed Providers (VUMC and Visiting)
		1. Attaching RACF ID’s in Medipac for newly credentialed providers
		2. See document Verifying Provider has Correct Setup in Medipac and Amanita 8.12 under Systems Access tab
		3. See Provider Support Services/Credentialing Contacts MD and NP under Systems Access tab
		4. Training for new **Attendings and NP’s**
			1. VMG Provider Training - Summer Garrison, Program Coordinator – 875-3199, also security manager for credentialed providers
			2. Residents, Attendings who cannot wait for VMG class – Sylinda
		5. Systems Access for **Residents/Fellows, including visiting** – GME
			1. Jarrett Lea - 875-5819
			2. Mischon Ramey - 924-2592
		6. Systems Access for **Medical Students, including visiting**
			1. Jennifer Ray - 322-5894
			2. Faith Jerde - 322-6109
				1. Also has access to IIDEA database that the medical students use to take online tutorial and quiz.
				2. If a medical student calls and asks for orders but says they have not taken the quiz, give them access via Amanita, email them the link to the database, <https://medschool.mc.vanderbilt.edu/iidea/student/login.php>
				3. Copy Faith Jerde too so she can follow up and make sure they take the quiz.
		7. Systems Access for **IMPAX** – have Help Desk assign ticket for Imaging Support (Leonard Gorman is a good contact too)
2. Assign number of trainers and designate who will teach **RN NEO classes** - Gwen
3. Maintain websites
	1. SSS –Debi
	2. On Call Manual –Debi
	3. What’s New in Nursing Informatics - Connie
	4. Web Wiz Resource Page- Connie
4. LMS
	1. Entering classes and monitoring attendance and attendance - Clara
	2. Uploading files to FileZilla for LMS - Lisa
5. Assist with Captivate presentations – Lisa, Lillian or Spring
6. Business Objects access in BOXI - Connie
7. Set up for New Employees - Connie
8. Coffee Service – Clara
9. Birthday Cards – Connie