**Teletracking Troubleshooting and Information**

**11/29/11 by Lillian McGehee**

**Purpose: Provide guidelines and troubleshooting steps for Teletracking access.**

*General Access:*

* Clara Collins requests Teletracking access for new hires (RN,MR, CP)
* Can be accessed using vunetid
* User is assigned default view of their home unit. Registry receives all unit view.
* RNs and MRs all receive Patient Tracking and Transport Tracking (although charge nurses and MRs are primarily the ones that use Patient Tracking)

*Troubleshooting Access:*

#1 User transfers to different unit and needs home unit changed.

#2 User is missing a module (either PatientTracking or Transport Tracking)

Resolution:

* + Weekdays- assign ticket to Teletracking Support. Include name, vunetid, unit transferring from, and new home unit.
	+ Nights/weekends – inform user that request for access change will be submitted next business day. Does the ticket still need to be assigned to Teletracking support?
	+ Please advise the user to have another user on their unit place transport/bed requests until their access issue is corrected. In cases where there are no users to assist them, the user can call Patient Transport for transport requests and the Access Center for assistance in requesting beds (VUH only).

*Troubleshooting System:*

* HelpDesk can reset password as needed.
* Technical issues with the system should be assigned to ESS once it is determined that the problem is not an educational one.

*Support Groups in Pegasus:*

* Teletracking Support – assists in access issues only; available weekdays
* ESS – technical issues only; 24x7