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Purpose: WebCARF Submitter Frequently Asked Questions

Contact: Allina Service Desk, 612-262-1900 or 800-315-4085

EpicCare Link and WebCARF FAQ's

When can I expect my request to be processed?

Our Service Level Agreement (SLA) for most applications is 4 business days. Requests are done on a first come, first serve basis.

- If you would like a status on your request, please contact the Service Desk @ 612.262.1900 or 1-800-315-4085. If your WebCARF has not reached SLA, the Service Desk will let you know the status and kindly ask you to wait until the request can be completed within the SLA window. You may ask the Service Desk to send a ticket for IAM to escalate your WebCARF request. Keep in mind that patient care requests have a higher priority than non-patient care related requests and you may need to wait until we can address your issue.

How to avoid WebCARF delays/denials and common reasons for denials?

Take a look at Current Applications on Add or Change page – user might already have the access you are requesting. Please fill out all required fields on request and with the appropriate response to the questions to avoid delays in processing your requests. Most common reasons for denials are:

- Incorrect response to questions
- Requesting application/access that is not appropriate for job role of requested user

What WebCARFs are needed for a name change due to marital status?

You only need to select the EpicCare Link application that the name appears incorrectly in.

I received one of the error messages below after clicking the submit button. What does it mean?

- You must choose an application to proceed, please refer to the WebCARF instruction document or call the Service Desk at 612-262-1900 or 1-800-315-4085 if you have questions or concerns.
 - a. You must select each application the person needs before submitting the request. Please click on the application & the blue arrow to 'select' it. Please note, some requests cannot be processed via the WebCARF. Please contact the Service Desk at 612.262.1900 or 1-800-315-4085 for further clarification
- The questions below must be filled out to process your CARF in a timely manner. Please expect delays in service or access if these questions are not filled in properly.
 - a. Your request has not been submitted yet, as you have not answered all of the required supplemental questions. One or more of the applications you requested requires you to supply additional information in order to ensure a more accurate and timely setup. If you're unsure how to answer the question, please utilize the Tool Tip (?). If you are still unsure, state that in the answer field and try to explain the request as best as possible.

- The following application(s) are currently in process for (Full Name): (Application Name)
 - a. Your request can not be submitted, as there is already an open request for this person to be setup in the requested application. The existing request must be processed before you can submit another request for the same application. To check the status of an existing request, please contact the Service Desk @ 612.262.1900 or 1-800-315-4085.
 - b. Please note, you may have received this message if you clicked the submit button multiple times. If you believe this is the case, please disregard this message.

I received the WebCARF completion notice but the access is still not correct. Do I submit another WebCARF for the same request?

No. It is now considered a problem that you don't have what you requested. Please contact the Service Desk @ 612.262.1900 or 1-800-315-4085. Let them know that you received a response regarding your WebCARF but your request is not correct. They will page the IAM Admin on-call & we will address your issue.

I have an employee that is terminating employment, what do I need to do to remove access?
Refer to the Submitter Instructions and complete a deletion WebCARF

I receive an Apache exception error when I clicked the search button more than once:

This error means that you clicked the submit button more than once. Click the **restarting** link in the error to re-start the session.

An exception has occurred.

You may continue by **restarting** the session.

org.apache.tapestry.ApplicationRuntimeException

Page recorder for page CarfAddChange is locked after a commit(), but received a change to property searchUserList of component CarfAddCha

Stack Trace:

- org.apache.tapestry.record.PageRecorder.observeChange(PageRecorder.java:119)
- org.apache.tapestry.Tapestry.fireObservedChange(Tapestry.java:1339)
- org.apache.tapestry.AbstractComponent.fireObservedChange(AbstractComponent.java:304)
- com.allinawebcarf.page.CarfAddChange\$Enhance_13.setSearchUserList(CarfAddChange\$Enhance_13.java)
- com.allinawebcarf.page.CarfAddChange.searchFormAction(CarfAddChange.java:226)
- sun.reflect.GeneratedMethodAccessor567.invoke(Unknown Source)
- sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:25)
- java.lang.reflect.Method.invoke(Method.java:585)
- org.apache.tapestry.listener.ListenerMap.invokeTargetMethod(ListenerMap.java:257)
- org.apache.tapestry.listener.ListenerMap.access\$100(ListenerMap.java:16)
- org.apache.tapestry.listener.ListenerMap\$SyntheticListener.invoke(ListenerMap.java:97)
- org.apache.tapestry.listener.ListenerMap\$SyntheticListener.actionTriggered(ListenerMap.java:102)
- org.apache.tapestry.form.Form.renderComponent(Form.java:423)
- org.apache.tapestry.AbstractComponent.render(AbstractComponent.java:857)
- org.apache.tapestry.form.Form.rewind(Form.java:568)