*Please send completed form to* [*Tara.Lyon@sphp.com*](mailto:Tara.Lyon@sphp.com)

**About Yourself:** This helps us get back to the right folks

|  |  |
| --- | --- |
| Staff Name: Click to enter text. | Agency: Click to enter text. |
| Does this error affect other charts/staff?  Yes  Is this error preventing you from working?  Yes | |

**Delete/Void Request:** Just need something deleted? Fill out this section.

|  |  |
| --- | --- |
| ***Needed Information*** | |
| Chart Number: | Click to enter text. |
| Item to Void: | Such as Comp Assessment, Intake Assessment, POC, etc. |
| Timestamp: | Copy/Paste the ‘Created on\_\_\_\_ Updated on\_\_\_\_\_’ text here. This is the block of text in the upper right hand corner of the screen when you are in CareManager. |
| Reason for Void: | Click to enter text. |

**Errors and Issues:** Give us as many details as you can!

|  |  |
| --- | --- |
| ***Needed Information*** | |
| Chart Number: | Click to enter text. |
| Description of the issue:  *This should include details.*   * *What were you doing when you got the error?* * *What steps can reproduce the error?*   *See examples at the end of this document.* | Click to enter text. |
| Error message:  *This should be a copy/paste of the error text in full. Not a screenshot.* |  |

**Things to Remember When Submitting A Ticket**

* All reports of Care Manager issues must have a **chart number**. Even if the issue is across all charts, giving us a chart number as an example is needed before we can look at the issue. The more examples we have, the better.
* All reports of Care Manager issues should include **details** that describe the issue and steps that resulted in the issue.
  + Bad example: "I can't finish my POC on my client."
  + Good example: "When I attempt to add a new Biannual POC in chart 12345 this afternoon, Care Manager gives me an error. This only happens in chart 12345."
  + Good example: "When I attempted to save my Biannual POC in chart 12345 this morning, Care Manager gives me an error. I had added new objectives and interventions and was saving the POC directly to final. I did not have a draft version saved."
* All reports of Care Manager errors should include a text copy/paste of the error. This means a **copy of the text itself**, not a screenshot.
* Don't wait until it becomes a crisis to report an issue! Please let us know as soon as it occurs so that we can get things sorted out!