

Support Request Template for BD support

All Support Requests and/or questions for NCIS applications should be emailed to cato_support@bd.com.

If the Support Request is categorised as Critical please call **01 2023547**.

NCIS Office		
Select area within hospital		<input type="text" value="Choose an item."/>
Please enter details of Super User and User (required for communication on support issue)		
Super User details Name :Click or tap here to enter text. Role: Click or tap here to enter text. Phone :Click or tap here to enter text. Email Click or tap here to enter text.		User details Name :Click or tap here to enter text. Role: Click or tap here to enter text. Phone :Click or tap here to enter text. Email Click or tap here to enter text.
Please provide high level details on the support request		
<div></div>		
Please indicate User Assigned priority for support request.		
Priority 1:	<input type="checkbox"/>	NCIS unavailable or unusable, or , NCIS key functions cannot be completed, or NCIS is severely limited in its usability with no alternative workaround available
Priority 2	<input type="checkbox"/>	One or more NCIS key functions cannot be completed, or , NCIS is severely limited in its usability with an alternative temporary workaround available
Priority 3	<input type="checkbox"/>	A non-critical feature of NCIS is not operating correctly
Priority 4	<input type="checkbox"/>	A non-operational feature (such as an administration function or a statistical report) is not operating correctly.
Priority 5	<input type="checkbox"/>	Users are inconvenienced by a problem but can continue to perform normal work with an alternative workaround.
Please provide description of support request/error and of expected behavior. Please provide NCIS ID (if appropriate). Note: Do <u>not</u> include any patient identifying information)		
<div>Click or tap here to enter text.</div> <div></div> <div>Click or tap here to enter text.</div> <div></div> <div>Click or tap here to enter text.</div> <div></div> <div></div>		