



Sysmex CareWise Caresphere Workflow Solution User Guide

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Introduction

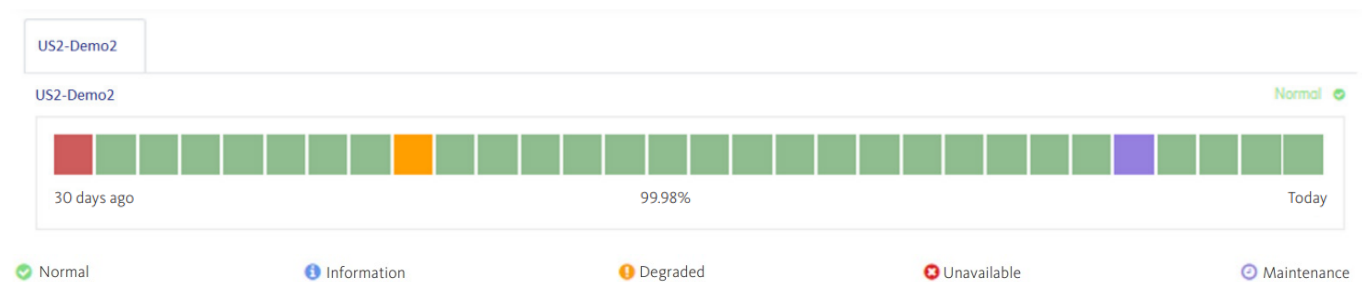
CareWise is a communication tool designed to provide software release dates and times and service impact information related to your Caresphere WS application.

CareWise provides the following benefits:

- Outage notifications
- Software release notifications

- Root cause analysis information
- Online uptime dashboard

Definitions



Normal (Uptime)	The time during which a machine or service is in operation.
Information	No impact on service. Pre-release notes notifications.
Degraded	Time during which either the cloud is unavailable but the on-premise E-IC is fully operation or the on-premise E-IC is unavailable but the cloud is fully operational.
Unavailable (Outage)	The time during which the cloud and on-premise E-IC are both unavailable. The application is not available.
Maintenance	Scheduled event, including software updates.
Root Cause Analysis (RCA)	Documentation provided for global outages, including cause(s) and mitigation of problems or events
Software Releases	The distribution of the newest version of a software application

Registration

Onboarding

our Project Manager will provide an onboarding form during your project.

To add users after your project, please contact the Technical Assistance Center (TAC) at Informatics.Request@sysmex.com or 888-879-7639 (US) or 888-679-7639 (Canada) for an onboarding form.

NOTE: Public domain email addresses such as **@gmail.com** or **@hotmail.com** cannot be used.

Invitation

Distribution Lists are encouraged to assist and simplify user management. Distribution lists must be able to receive external emails.

Each submitted email or distribution list will receive an onboarding email from CaresphereWS-Status@sysmex.com to verify the email address and complete account setup.

Click the [Complete Registration] link in the email to accept.

Create Account



Verify Email



Enjoy Service



You have been invited to join **Sysmex**. Please click this button to complete your registration. The registration link will expire in 24 hours.



Complete Registration

Click here for a

[New invitation request](#)



NOTE: The link is active for 24 hours. If the link expires before registration can be completed, request a new link by clicking the link in the invitation email or send an email to CaresphereWS-Status@sysmex.com.

Password

Enter a password to set up your account.



Accept Invitation

Complete registration to activate your account

Very Strong

Submit

Invitation Accepted

You may now access the status page.

OK

***NOTE:** One user per distribution list must register and set up a password. Please ensure all other distribution list users are provided with the distribution list email and password information to access the online dashboard.

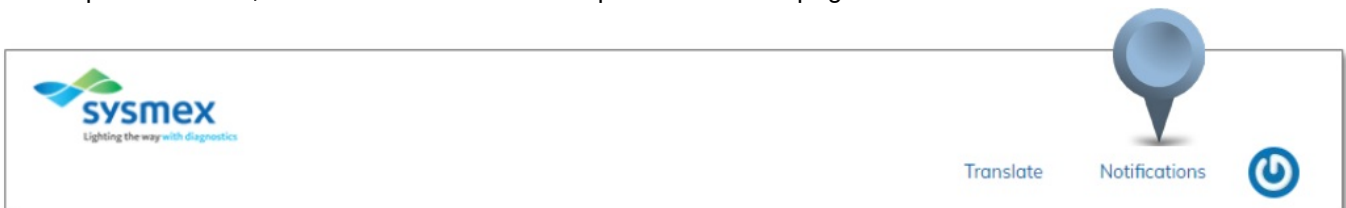
Access

Following setup, access the application at: <https://sysmex.status.page/>

Set-up and Notification Preferences

Manage Notifications

To set up notifications, select Notifications in the top left of the web page.



Enter your mobile phone number if text notifications are needed, then select each desired option in the preferences. NOTE: Only one mobile number is allowed per email address or distribution list.



CareWise

[← Return to Status Page](#)

Sysmex Subscription

E-mail address

Name@email.com

Phone (SMS)

 (555) 123-4567 

Subscribed to

All Components

Notification Preferences

☒ EMAIL☒ Incident☒ Scheduled Maintenance☒ Informational☒ PHONE☒ Incident☒ Scheduled Maintenance☒ Informational

NOTE: SMS messages will not be sent until the user has accepted the SMS verification message from their phone. Standard message and data rates apply.

Contact Information Whitelist

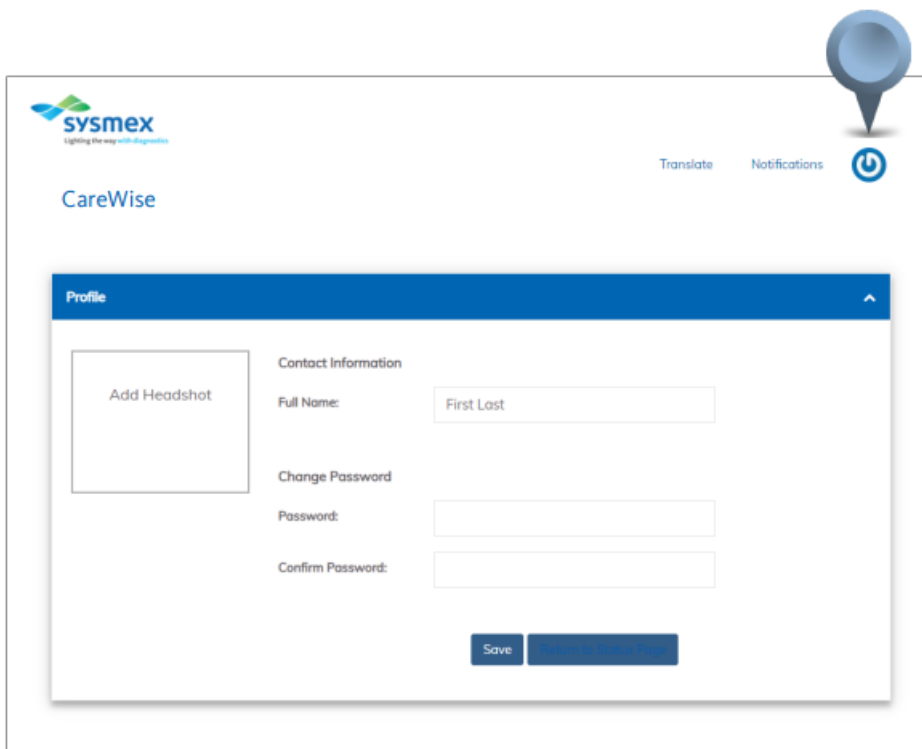

Please ensure the email address CaresphereWS-Status@sysmex.com is accepted by your email system to ensure receipt of email notifications.

Any distribution lists added must be able to accept messages from this address.

Please ensure the following phone numbers are not blocked by your mobile phone or call blocking applications so messages can be received:

- (443) 577-4142
- (443) 371-9833
- (443) 991-7380
- (443) 637-6533
- (443) 492-2116
- (443) 991-7432

Profile



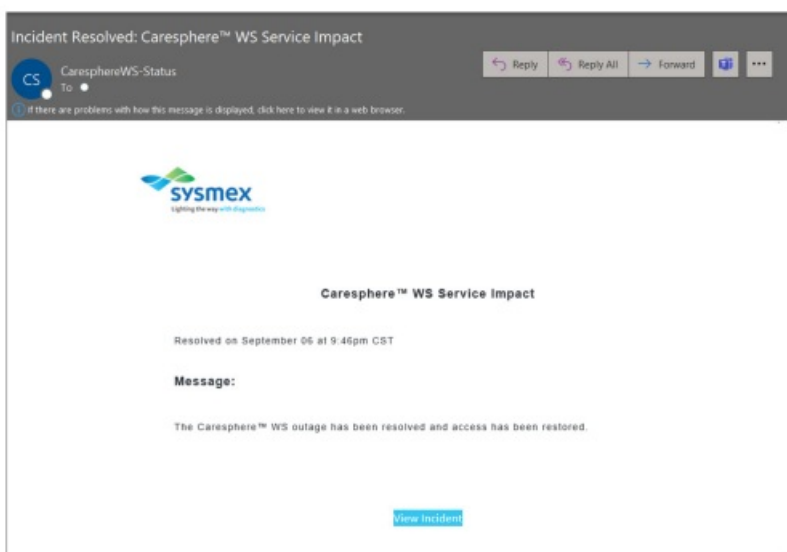
Change Password and enter Full Name as needed.

Translation



Click Translate to select a new language.

Incident Notification Examples



Email notification

18:31



+1 (443) 371-9833 >

Text Message
Fri, Aug 19, 16:38

Incident Alert: Sysmex-sandbox Scheduled notice: Caresphere™ WS Test Deployment. <https://sysmex-sandbox.status.page/incident/365094>

Sat, Aug 20, 14:38

Incident Alert: Sysmex-sandbox Scheduled notice: Caresphere™ WS Test Deployment. <https://sysmex-sandbox.status.page/incident/365094>

Disruption

September 06, 10:00 00 CDT

Caresphere™ WS Service Impact

Status: Closed

Start: September 06, 9:46 54 CDT
End: September 06, 9:58 00 CDT
Duration: 11 minutes

Update

September 06, 9:46 54 CDT

Caresphere™ WS is experiencing an outage.

Update

September 06, 9:53 00 CDT

Caresphere™ WS continues to experience an outage.

Resolved

September 06, 9:58 00 CDT

The Caresphere™ WS outage has been resolved and access has been restored.

Root Cause

September 06, 10:00 00 CDT

Customer Name

Multi-siteB

Reported Symptoms/Impact

1. Results are slow to cross.
2. Samples are auto validating.

Current Status

The system has been restored and results are crossing as expected.

Timeline of Events

1. [06 Sep 2022] 09:40 PM Issue reported to Sysmex
2. [06 Sep 2022] 09:50 PM Interfaces and DIC backend restarted
3. [06 Sep 2022] 09:58 PM Results confirmed as crossing. System is fully restored.

Root Cause

Excess logging events were being stored in the DIC causing samples to not cross.

Resolution

Excess logging events were removed from the directory to free up space and allow the RESYNC process to complete for new samples.

Corrective Actions

A fix will be delivered in the next critical release to prevent logging capacity issues from negatively impacting the application.

Website notification

***NOTE:** Click the link in the email or SMS notification for more details.

Status Page Features

Upcoming maintenance

Upcoming Maintenance

Caresphere™ WS Software Update to Production Environment

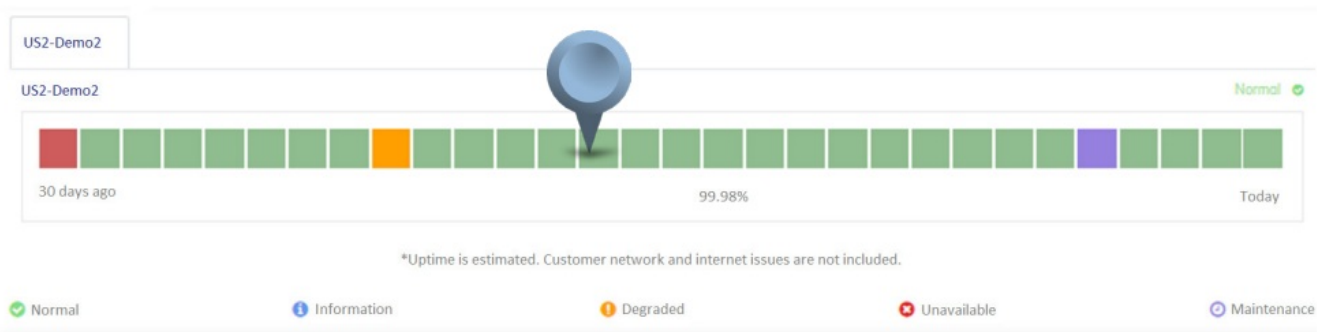
February 03, 11:00 16 CST

February 03, 11:00 am CST

The Caresphere™ WS **Production environment** will be updated on February 03 at 11:00am CST. It is anticipated that the update will take 60 minutes to complete.

- Users must log off at the scheduled starting time.
- Discontinue routine sample, order and result processing.
- Users may experience host disconnection at the analyzers.


Past 30 days status



Hover over each day to review any incidents. Click on an incident for more information.

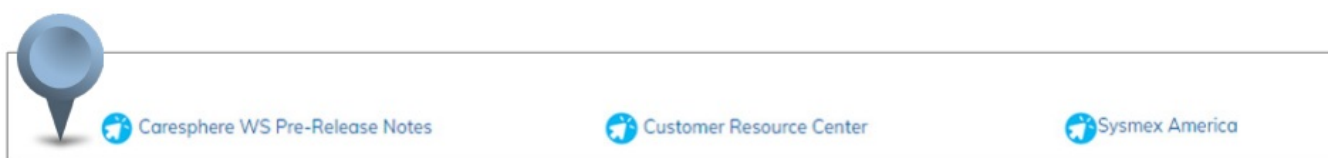
NOTE: The most severe color status will persist for any given day, independent of the length of time of the event.

Recent incident summary

Incidents		
Week of 01/01/2023	 ✓ Caresphere™ WS Service Degradation	January 10, 7:15 14 CST
Week of 01/01/2023	✓ Caresphere™ WS Amazon Web Services Service Impact	January 02, 1:12 44 CST

Click on any event for further information.

Sysmex links



Click links to go to the Caresphere WS Pre-Release Notes website, the Sysmex Customer Resource Center, or the Sysmex America website.

Customer Support

Sysmex America, Inc.

577 Aptakistic Road, Lincolnshire, IL 60069, U.S.A. · Phone +1 800 379-7639 · www.sysmex.com/us

Sysmex Canada, Inc.

5700 Explorer Drive Suite 200, Mississauga, ON L4W0C6 Canada · Phone +1 905 366-7900 · www.sysmex.ca


Sysmex Latin America and the Caribbean

Rua do Paraíso, 148, conj.31, Bairro Paraíso São Paulo / SP – Brasil – CEP 04103-000 · Tel. +55 (11) 3145-4300
Fax +55 (11) 3145-4309 · www.sysmex.com.br

Program availability varies by location. Programs and specification subject to change without notice.

www.sysmex.com/us

Documents / Resources

	<p>Sysmex CareWise Caresphere Workflow Solution [pdf] User Guide CareWise, CareWise Caresphere Workflow Solution, Caresphere Workflow Solution, Workflow Solution, Solution</p>
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References

- [🔗 Sysmex Home Page](#)
- [🔗 Sysmex Home Page](#)
- [🔗 sysmex.com.br](#)
- [🌐 Status Page powered by StatusCast](#)