Issues viewing or processing referrals

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1. How many users are affected?
    1. If one, have we verified their account permissions?
        - Do they have the correct roles? (compare with other users)
        - Do they have the correct location permissions?
        - Access to the correct queue(s) and dashboard(s)?
2. Have they run a speed test?
    1. Verified their browser is up to date?
    2. Tried an alternate browser?
    3. Are the users working remotely?
        - If yes, is it a VPN issue?
        - Contact internal IT department for assistance
3. Is it reproducible in test?
    1. If so, clarify and send reproduction steps
4. Is it reproducible in production?
    1. If so, clarify and send reproduction steps
5. How many referrals are affected?
    1. If only one, troubleshoot and compare with other referrals
    2. Verify workflow is correct by reproducing with the users steps
    3. View referral history to follow workflow
6. Experiencing a blank referral?
    1. If this is only affecting one referral than it is most likely an isolated issue related to the requester or the upload. Advise the requester to resubmit.