

Oracle User Account Creation

1. Purpose

1.1. To have a standard navigational instruction to IT in the **Oracle User Account Creation**.

2. Scope

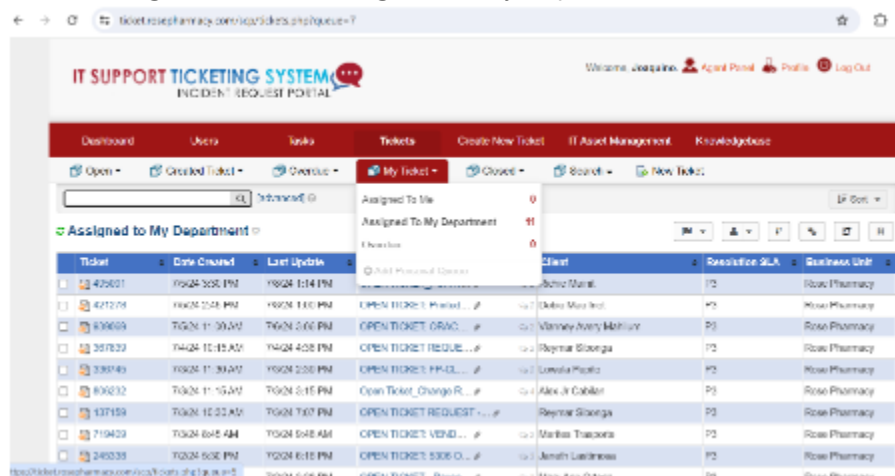
2.1. IT users

3. Implementing Guidelines

3.1. Refer accounting manual for detailed policy.

4. Navigation Procedures

4.1. Go to IT Support Ticketing System Incident Request Portal for IT agents. Go to My Ticket > Assigned To Me or Assigned To My Department.



4.2. HR or requesting department sends an open ticket to IT Helpdesk with the signed User Access Request Form (UARF) and the employee's personal information for Oracle enrollment. Click Ticket number or Incident Description to open this ticket.

IT SUPPORT TICKETING SYSTEM
INCIDENT REQUEST PORTAL

Welcome, Joaquina.
Agent Panel
Profile
Log Out

Dashboard
Users
Tasks
Tickets
Create New Ticket
IT Asset Management
Knowledgebase

Open
Created Ticket
Overdue
My Ticket
Closed
Search
New Ticket

Assigned to My Department

Ticket	Date Created	Last Update	Incident Description	Client	Resolution SLA	Business Unit
420991	7/5/24 2:30 PM	7/5/24 1:54 PM	OPEN TICKET FOR ENROLLMENT	Ricardo Mahilum	P3	Rose Pharmacy
421070	7/5/24 2:45 PM	7/5/24 1:03 PM	OPEN TICKET Primary	Ricardo Mahilum	P3	Rose Pharmacy
423000	7/5/24 11:03 AM	7/5/24 9:03 PM	OPEN TICKET - UARF	Vianney Avery Mahilum	P3	Rose Pharmacy

Ticket #423000

Vianney Avery Mahilum posted on 7/1/2024 3:34 PM

Good day!
I hope all is well with you.
I would like to humbly ask for your kind assistance in enrolling **MS. EDLIN PAJARON** for Oracle Pharmacy attached UARF.

ID NUMBER	167879
NAME	EDLIN F. PAJARON
POSITION	ASSISTANT ACCOUNTS RECEIVABLE MANAGER
SSS	0618878584

Thank you!
Vianney

VIANNEY AVERY C. MAHILUM RPh, CHRA
Rosa Pharmacy Incorporated
Rosa Pharmacy

#EACD06 FOR ORACLE

Email:

OPEN TICKET: ORACLE ENROLLMENT_EDLIN PAJARON

Vianney Avery Mahilum
To: Rose Pharmacy IT Helpdesk
Cc: Joaquina, Crissa Mae

Mon 7/1/2024 3:34 PM

High importance

PAJARON_UARF_FOR ORACLE...
305 KB

Good day!
I hope all is well with you.
I would like to humbly ask for your kind assistance in enrolling **MS. EDLIN PAJARON** for Oracle. Please see attached UARF.

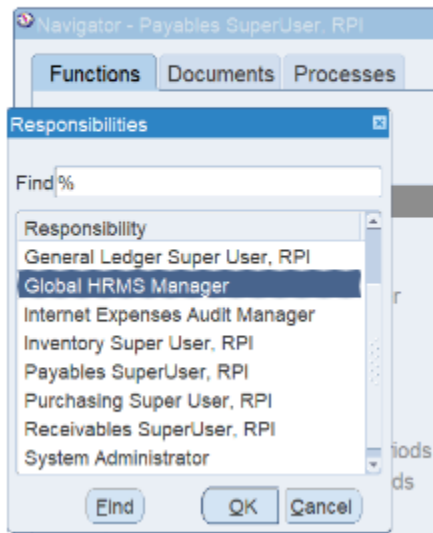
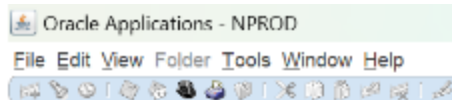
ID NUMBER	167879
NAME	EDLIN F. PAJARON
POSITION	ASSISTANT ACCOUNTS RECEIVABLE MANAGER
SSS	0618878584

Open User Access Request Form.

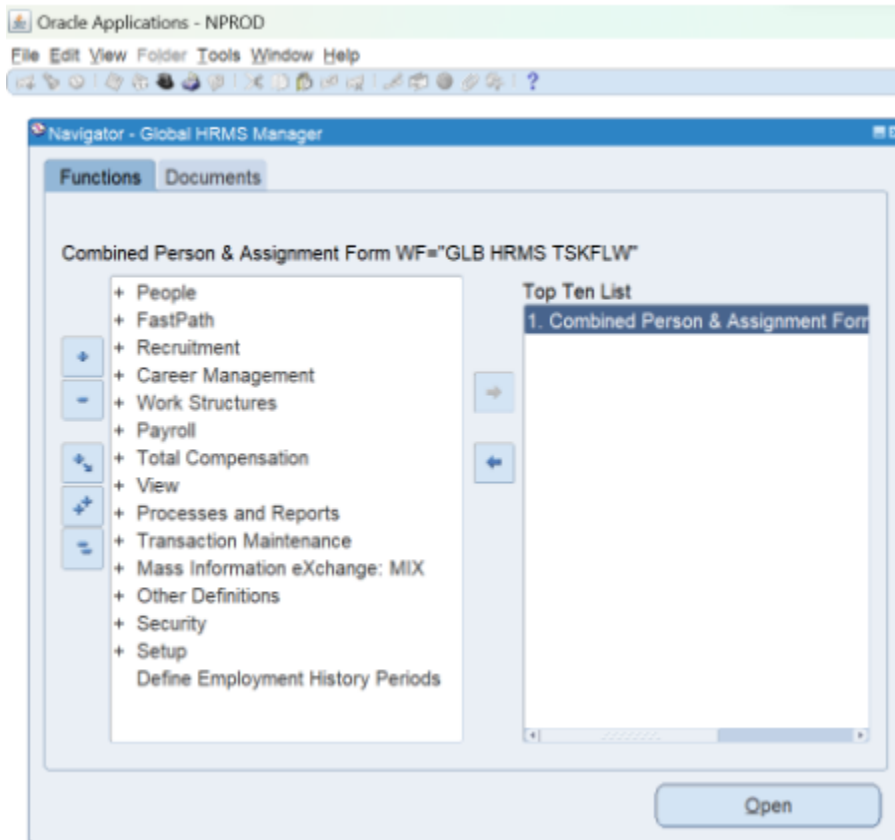
[illegible]

*Ensure that approval includes signature of Finance Director and there are at least two level approvers, that there is a reference user in Same access w User ID/Name, and the employee ID is available.

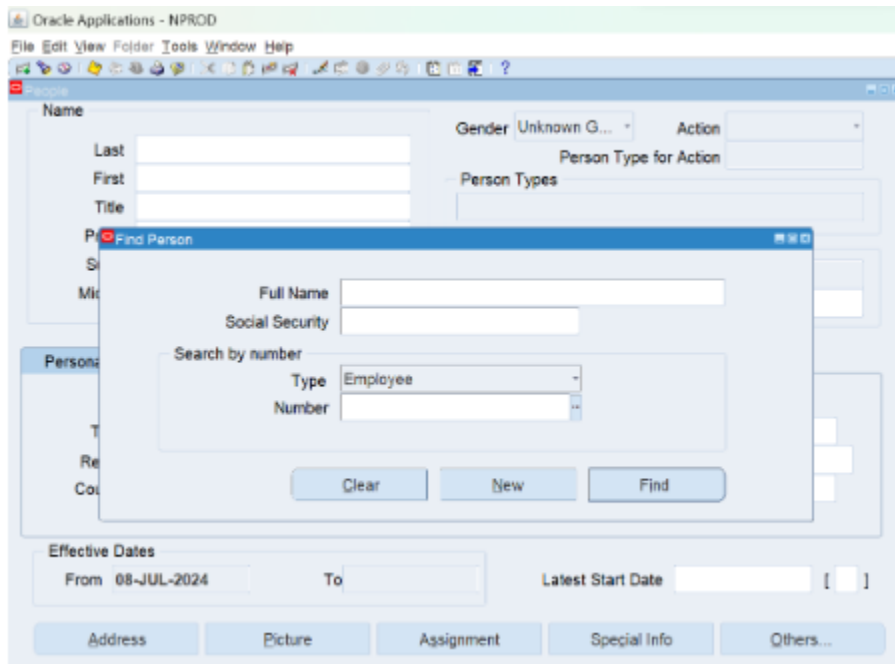
4.3. Go to Oracle > Global HRMS Manager. Click OK.



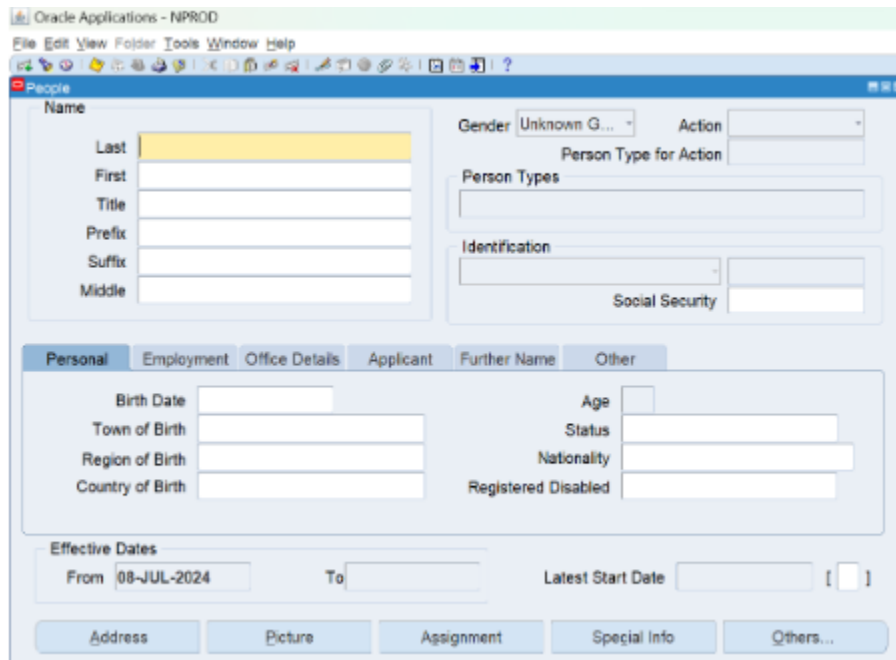
4.4. Select Combined Person & Assignment Form. Click Open.



4.5. In Find Person window, try searching for the employee ID in Number or Full Name if existing. Click Find. If not existing, click Clear, then New to open People window for employee set up.



4.6. Fill in employee information in People window.



4.6.a. Input data -

- Last - Employee's last name
- First - Employee's first name
- Title - Mr. if male employee, Ms. if female employee
- Prefix - optional, leave as blank if none
- Suffix - optional, leave as blank if none
- Middle - Employee's middle name, leave as blank if none
- In Action, select Create Employment from drop down. This will open employee ID field.

*Ensure that there are no special characters like Ñ in Name. Replace to N. No double spacing ().

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

People

Name

Last JOAQUINO

First CRISSA

Title Ms.

Prefix

Suffix

Middle

Gender Female

Action Create Applicant

Person Type for Action Create Employment

Person Types

Identification

Social Security

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

People

Name

Last JOAQUINO

First CRISSA

Title Ms.

Prefix

Suffix

Middle

Gender Female

Action Create Employ...

Person Type for Action Employee

Person Types

Identification

Employee

Social Security

- Identification: Employee - employee ID number
- Social Security - employee's SSS number in the format 00-0000000-0
- Birth Date - employee's birth date; select from (...) Calendar or input in dd-mmm-yyyy format

4.6.b. Go to Office Details.

- Email - employee's email address

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

People

Name

Last JOAQUINO

First CRISSA

Title Ms.

Prefix

Suffix

Middle

Gender Female

Action Create Employ...

Person Type for Action Employee

Person Types

Identification

Employee 154312

Social Security 01-1234569-0

Personal Employment Office Details Applicant Further Name Other

Office

Location

Mailstop

Email crissa.joaquino@rosequ

Mail To

Effective Dates

From 08-JUL-2024 To Latest Start Date 08-JUL-2024 []

Address Picture Assignment Special Info Others...

4.6.c. Click DFF (highlighted in yellow) which is right next to Latest Start Date –

The screenshot shows the 'People' window in Oracle Applications. The 'Name' section contains: Last: JOAQUINO, First: CRISSA, Title: Ms., Prefix: , Suffix: , Middle: . The 'Gender' is Female, and the 'Action' is Create Employ... . The 'Person Type for Action' is Employee. The 'Identification' section shows Employee: 154312 and Social Security: 01-1234569-0. The 'Personal' tab is selected, showing Birth Date: 28-DEC-1997, Age: 26, Town of Birth: , Region of Birth: , Country of Birth: , Status: , Nationality: , and Registered Disabled: . The 'Effective Dates' section shows From: 08-JUL-2024, To: , and Latest Start Date: 08-JUL-2024. The 'DFF' button is highlighted in yellow next to the Latest Start Date.

Input data in Additional Personal Details:

The screenshot shows the 'Additional Personal Details' window. It contains the following fields: TIN, Employment Status, Position, Date Hired, BIR CAS Role, BIR CAS Default, BIR 2307 Signatory?, and Context Value. The 'Date Hired' field is highlighted in yellow. At the bottom, there are buttons for OK, Cancel, Clear, and Help.

- TIN - employee's Taxpayer ID
- Employment status - optional, leave as blank if no data
- Position - optional, leave as blank if no data
- Date Hired - employee's start date in dd-mmm-yyyy format

Click OK. Click Save button.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Person

Name

Last: JOAQUINO

First: CRISCA

Title: Ms.

Prefix:

Suffix:

Middle:

Gender: Female

Action: Create Employee...

Person Type for Action: Employee

Person Types

Address: Personal Details

TIN: 123-234-235-600

Employment Status:

Position:

Date Hired: 08-JUL-2024

BIR CAS Role:

BIR CAS Default:

BIR 2507 Signatory?

Context Value:

Effective Dates

From: 08-JUL-2024

OK Cancel Clear Help

Address Picture Assignment Special Info Others...

Exit window

Exit window.

4.7. Go to Oracle > System Administrator. Click OK.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Navigator - Global HRMS Manager

Functions Documents

Responsibilities

Find %

Responsibility

General Ledger Super User, RPI

Global HRMS Manager

Internet Expenses Audit Manager

Inventory Super User, RPI

Payables SuperUser, RPI

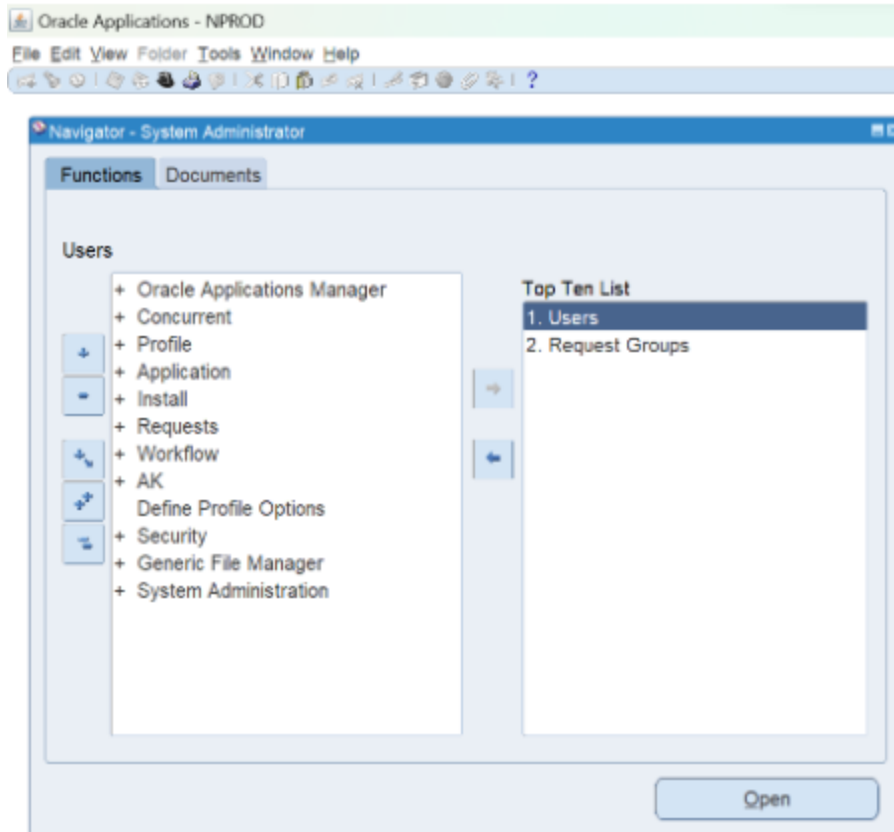
Purchasing Super User, RPI

Receivables SuperUser, RPI

System Administrator

Find OK Cancel

4.8. Select Users. Click Open.



4.9. The Users window will open. Move the window to the side and click on the Navigator.

Oracle Applications - NPROD

File Edit View Folder Tools Window Help

Users

User Name

Password

Description

Status

Password Expiration

- ☐ Days
- ☐ Accesses
- ☐ None

Person

Customer

Supplier

E-Mail

Fax

Effective Dates

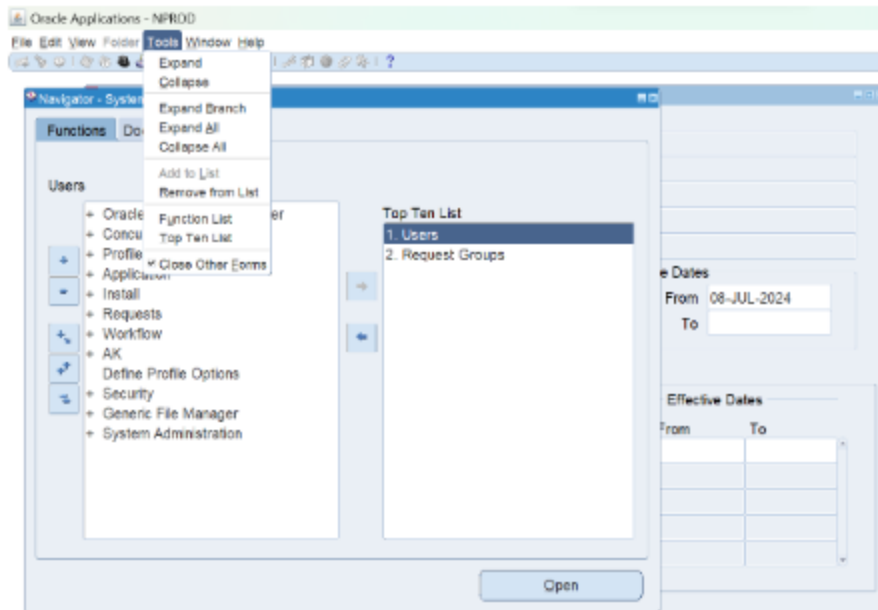
From

To

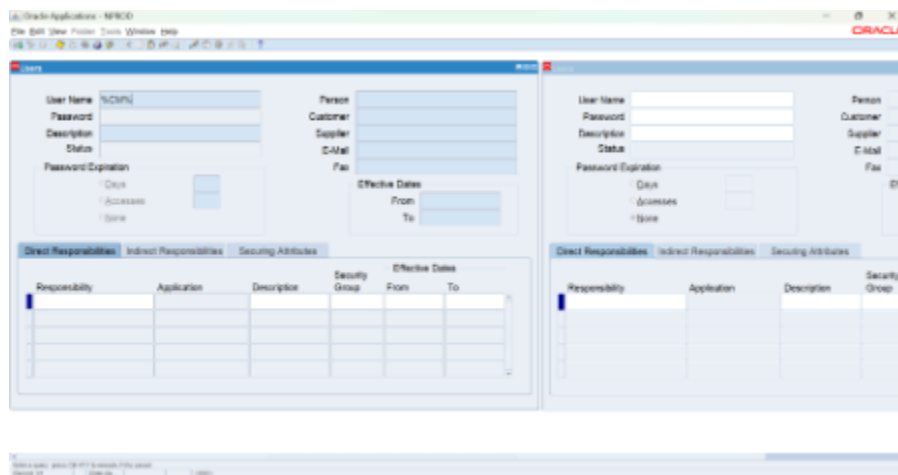
Direct Responsibilities Indirect Responsibilities Securing Attributes

Responsibility	Application	Description	Security Group	Effective Dates	
				From	To

4.10. Go to Tools. Uncheck Close Other Forms.



4.11. Another Users window will open. Move the 2nd window to the side, right next to the 1st window. In keyboard, press F11, then type the reference name based on the Same access w User ID/Name in the User Access Request Form (UARF). Use %user name/last name% and press Ctrl + F11 to search.



4.12. Use previous set up as reference on which fields to fill in.

Responsibility	Application	Description	Security Group	Effective Dates
				From To
System Administrator	System Administration		Standard	13-OCT-2022
General Ledger Super User	General Ledger		Standard	05-APR-2021
Fixed Assets, RPT	Assets		Standard	25-JUN-2021
Internet Expenses Audit Man Payables			Standard	22-OCT-2022
Payables SuperUser, RPT	Payables		Standard	05-APR-2021

- User Name - based on employee's full name e.g. John Paul Leyson Perez = JPLPEREZ
- Password - default to ORACLE123; type twice
- Description - employee's job title
- Person - name in Global
- E-mail - autopopulated after data input in Person
- Password Expiration - choose Days (90)
- Direct Responsibilities - copy reference employee's responsibility
- Effective Dates - From date = current date; To date = only if resigned; leave as blank for new user account creation

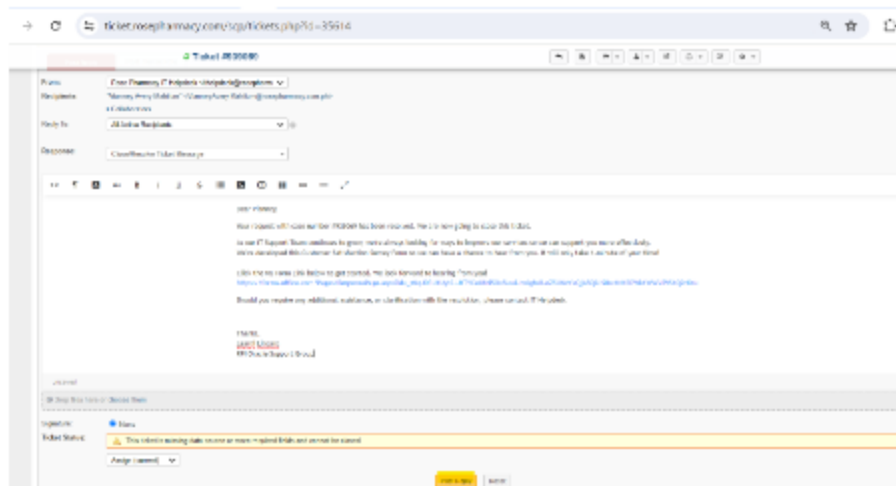
Responsibility	Application	Description	Security Group	Effective Dates
				From To
System Administrator	System Administration		Standard	25-APR-2024
General Ledger Super User	General Ledger		Standard	25-APR-2024
Fixed Assets, RPT	Assets		Standard	25-APR-2024
Internet Expenses Audit Man Payables			Standard	25-APR-2024
Payables SuperUser, RPT	Payables		Standard	25-APR-2024

Click Save.

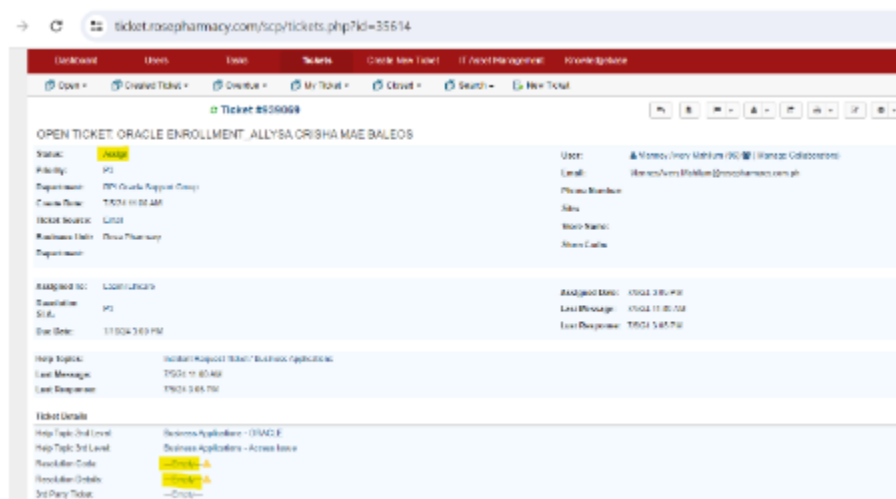
*Checking previous user set up serves as easy reference to guide in the new user set up.

**Ensure that there are no special characters like Ñ in User Name. Replace to N. No double spacing ().

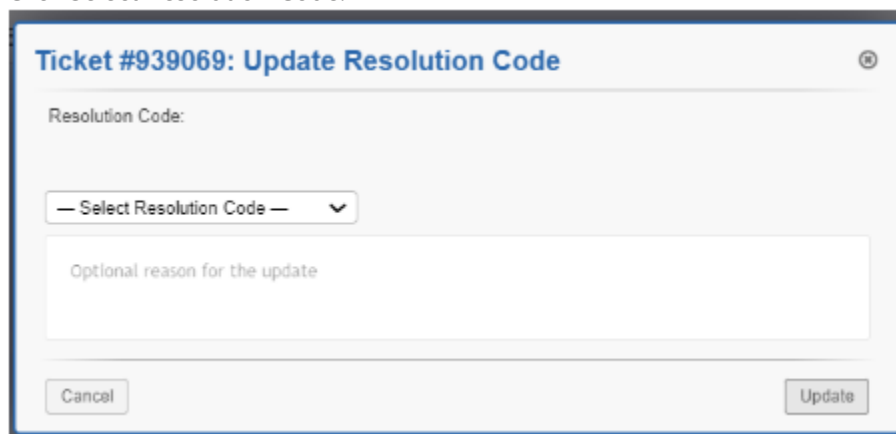
4.13. Notify employee of new Oracle user account via email.



4.14.c. Input Resolution Code.



Click Select Resolution Code.



Choose Business Application. Click Update.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select Resolution Code —

- Business Application
- Cloud Server Issue
- Computer Hardware
- Computer OS
- End User
- Network Device Issue
- Network ISP Issue
- Network Link Issue
- O365
- Peripheral
- Physical Server Issue
- Printer
- Process
- Server OS Issue
- Server OS Service Issue
- Third Party Application / Website
- Virtual Machine

Update

Last Response: 7/6/24 3:06 PM

4.14.d. Input Resolution Details - the steps to close/fulfill the user request

Ticket #939069: Update Resolution Details

Resolution Details:

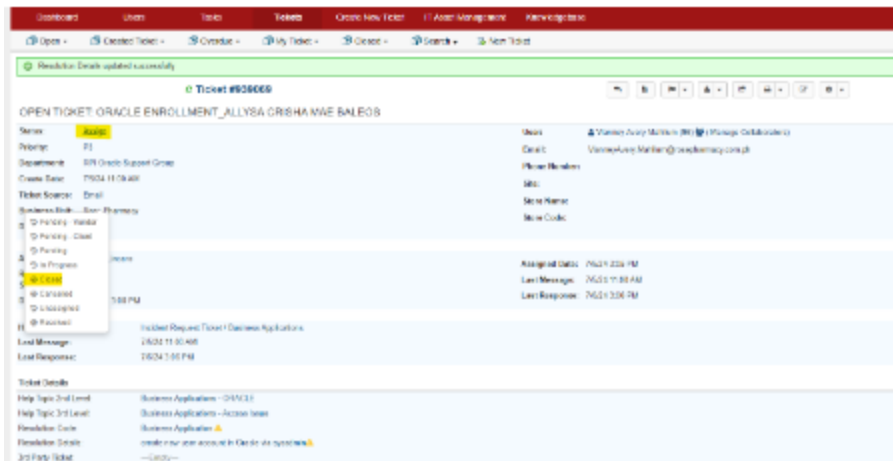
Please write here why this ticket you want to closed

Resolution

Optional reason for the update

Cancel Update

4.14.e. Change Status. Click Assign. Choose Closed (if no user feedback needed)/ Resolved (if user may provide feedback).



*The emailed response to the ticket is added to the thread in the ticket in the portal.

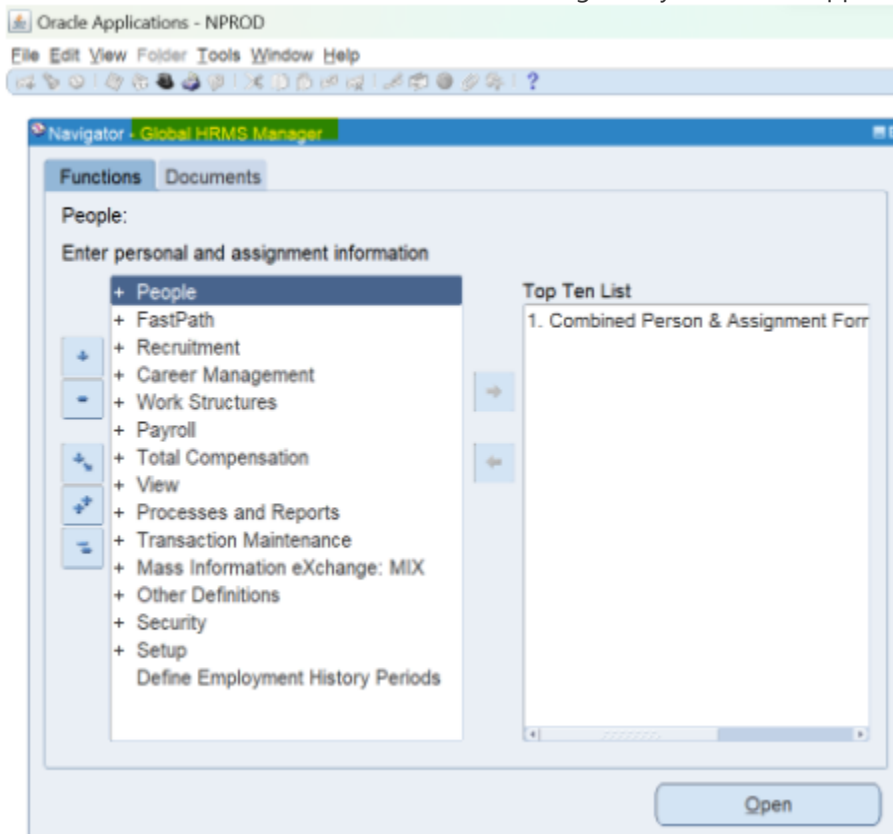
**The ticket is transferred to Closed tickets.

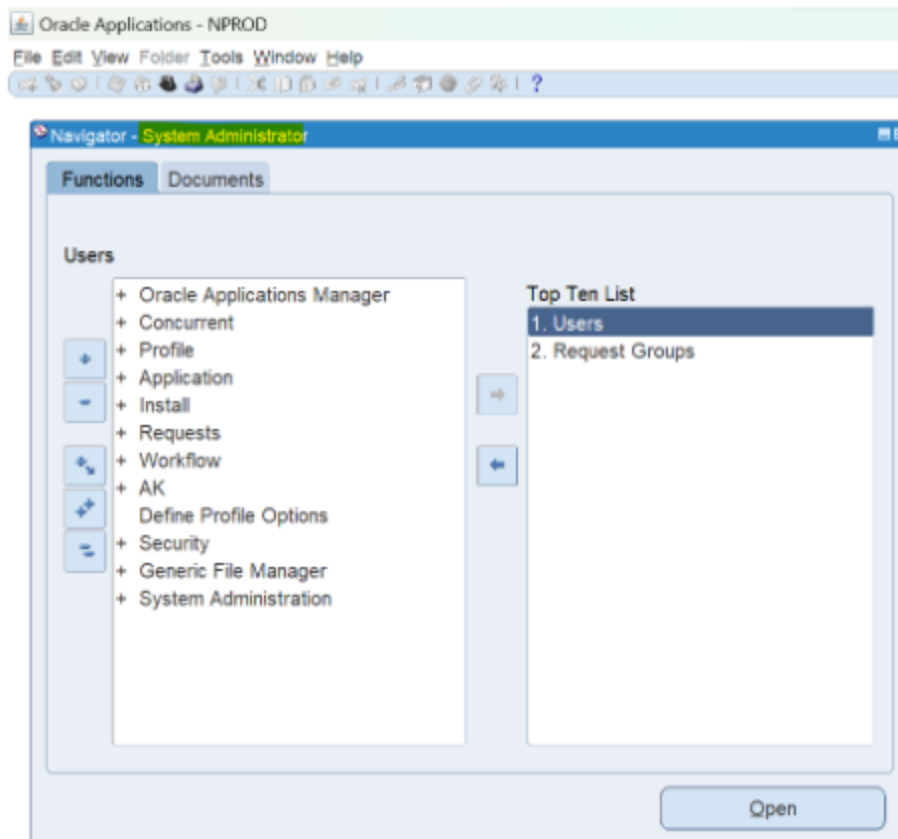
5. Access Permissions

5.1. IT Support Ticketing System Incident Request Portal user credentials are provided by Rey Castro (IT Manager).

5.2. Oracle credentials (user and password) are provided by IT - Oracle Applications team via email.

5.3. User must have access to the Global HRMS Manager and System Administrator responsibility to be able to enroll new user account. This is assigned by IT - Oracle Applications team.





6. File Structure

6.1. N/A

Y = required field

7. Schedule

7.1. User account creation is performed **per request (open ticket)**. Prerequisite = User Access Request Form

7.2. User account creation is done after receiving ticket from HR/requestor. SLA = P4 (turnaround time = within 5 days)

8. Troubleshooting

8.1. There are limited user accounts allocated in Oracle. Coordinate with IT Manager <shiela.bolotaulo@rosepharmacy.com.ph> if there is a perceived excess in the count for user accounts.

8.2. For other technical issues, contact IOM for support by submitting a ticket to iOM Help in <https://support.iomphilippines.com/help/135183837> and sending an email to Oracle EBS Support <ebs.support@iomphilippines.com>