Clinic Email Access

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Purpose:

Follow this procedure when a user reports.

Unable to login to clinic emailNeed access to clinic mailbox.Unable to access Teams clinic email

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

In order to check access, ask user for clinic email and find whether clinic has been migrated or not, use Clinic Mailbox Migration - SharePoint link,

Scenario 1: Check Coreview – if license is not assigned, then check clinic id/number in SharePoint link

if clinic has been migrated, then educate user to contact their manager or facility administrator, to provide them clinic mailbox access. For further assistance, share the SharePoint link with user.

In case, manager also don't have access to clinic mailbox, follow escalation process.

If clinic has not been migrated yet, then follow escalation process.

Scenario 2: Check Coreview – if license is assigned, then perform basic troubleshooting (clear cache cookies, browser reset) and follow resolution process if issue gets resolved.

5.

In case, user already contacted his/her manager for clinic mailbox access, then follow below steps in order to guide user how to open Clinic Mailbox-

Open FMC home page, select Fresenius Email and then Office365 OutlookOn next page, user have to sign in with his/her Fresenius email address and password

Once Outlook will open, user has to click on his/her profile in top right corner and then select Open another mailbox option.

A pop up will appear where user have to enter his/her clinic email, user will able to see the address for the clinic mailbox auto populate, when it does, select it and click open.

Now, user should be in clinic mailbox.

6.

For Teams clinic email (teams1clinicxxxx@fmc-na.com),

If user unable to login, check with user, if he/she is entering correct username and passwordIf user asks for password reset-

verify user first by asking Security question from UIDMSopen AD (Active Directory) tool and search/find teams clinic email

Right click on teams clinic email account and select Reset Password option

On next page, enter new password in both New Password and Confirm Password fields, uncheck option which says "User must change password at next logon" and Click on OK.

It will show pop up window with message as password has been changed successfully. Now, provide same password to user and ask to login.

7.

Follow escalation/resolution process accordingly.

Note:

As of now, we are converting clinic mailboxes to shared mailbox, so technically, it is not possible to provide teams to clinic mailbox. They can create Teams group for that clinic instead.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Office 365

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved (Permanently)

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

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