

# User needs access to Splunk

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link':

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'value': '4e968f4f97da16d8e6c878411153af88'}

Purpose:

Follow this procedure when a user report that ...

User needs access to Splunk

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.

Splunk eAccess Request

We will guide user to go to Custom eAccess Page on users FMC(FMC4ME) page. Quick Links on left hand side of the page, user will need to click on eAccess.Please follow below screenshots.

You will see the below screen once you click on eAccess and you will require to click on Enter.

Click on Make a Request.

Click on "Edit Access" and search user's information by clicking on "Add Someone"

Users can be found by their Employee ID and also by their Name and please click on Add.

2.

Click on add access and select Other Applications Request

Select Application as active directoryUnder Application Information mention "splunk-cloud-cybersec CyberSecurity"

3.

Once the above steps are completed user needs to justify as to why they need the above access and the click on Submit.

4.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

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

Facility Access

Resolution 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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