

Job title change in Outlook & Teams

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'https://fmcnaddev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Purpose:

Follow this procedure when a user reports regarding Job title change in Outlook and Teams

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed 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.

Check User's Job title in Workday,

If Job title is correct, then check the same in eAccess OOB and follow the next step.

If Job title is not correct, then we need to direct User to Employee Service Center.

5.

Open Active Directory and search User's profile. Right click on it and go to Properties. Then, click on General tab, check and update Job title in Description field as required.

Now, select Organization tab and update Job title in Job Title field. Both Description and Job Title values should match.

Click on Apply and OK to save the changes made in AD.

Note: It will take 24 hours to reflect the changed Job title in Outlook and Teams.

6.

Follow the escalation process, in case, the issue is still not fixed.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Identity & Access

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

Inquiry / Help

Resolution Subcategory

Identity & Access

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

DTI-EUX-HCL IAM-L1

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