

FMC Password expired

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Author: {'link':

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

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '5f1816f8db31b45010acd855ca96196f'}

Purpose:

Follow this procedure when a user reports

Need to reset FMC password Password not working Password is expired

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 in OOB and UIDMS-

if account status shows active and password as expired, then

click on "Help-Desk Security Question" option in UIDMS and verify the user first by asking Security question after that, reset the password by going to "Reset Password" option and provide the same to user

You will see below message after password reset

check "Password Synch History", if it shows present date with status as Success for all three accesses- FMC4ME/Doctors corner, FMCLX AD and eAccess, then that means password has been successfully changed.

Under "Password Synch History", if any one of the three System (FMC4ME/Doctors Corner, FMCLX AD & eAccess) shows In progress or will not show, see below example, then follow the escalation process.

5.

Then ask user to enter the FMC home page link in the browser and once user will be on FMC home page, ask to login by clicking on "Sign On".

6.

It will prompt the user to enter "User Name" and then "Password". User will need to enter his/her user name and enter the temporary password provided by us, then user will be able to login to FMC home page.

7.

Further, we have to educate user to change password.

We must very strongly encourage the customer that they are currently using a temp password and they will need to sign on to FMC4ME with that temp password and then reset the password to one that only they know. If they continue with the temp password some applications will not allow them to sign on correctly until they reset the password.

8.

To reset FMC password, user has to click on "Change Password" option, in order to setup new password.

On next page, user will get option to enter Current and then New password. After entering required details, user has to click on "Reset Password" option.

8.

After successful password reset, educate user to wait for max. 5 minutes to allow synchronizing network password with other Fresenius applications.

9.

Follow the resolution/escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Expired Password

Service

APP-IAM-PasswordReset

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

Expired Password

Resolution Service

Should generally be identical to Service (APP-IAM-PasswordReset)

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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