

# eCF - NO ACCESS to Published Reports Sharepoint Site

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**Category:** {'link':

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eCube® Financials - NO ACCESS to Published Reports from eCF Home Page and/or BG Reports from Sharepoint Site

Purpose: Follow this procedure when a user reports issue with eCube® Financials - User reports NO ACCESS to Published Reports from eCF Home Page and/or BG Reports from Sharepoint Site.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberPatient NamePatient MRNSRN# (if available)Billing Period (ex. 9/1/13 – 9/30/13)Billing Period NumberReceivable Group NumberBillable Party / PayerClaim Amount (if available)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. Ask the user if they are logged into FMC4ME. Users must be logged in to access the already downloaded reports on the BG Reports site, click on Published Reports Link on eCube Financials Home Page.
5. If necessary, sign in as different user. To do this, in the upper right corner of the screen click on your name, and choose Sign in as Different User.
6. Enter 'FMCLX\#####' (where ##### is your employee ID #) and enter your password (same one used to access eCube Financials).
7. Click OK to be taken back to the SharePoint page. Allow a few seconds to refresh, then try to access the folders again. You should now be able to see all reports as shown in the screenshot below.
8. Follow the resolution process.
9. If the issue is still present. Confirm If the clinic recently went LIVE on eCube Financials.

If the unit DID recently go live on eCube Financials. Follow the escalation process to eCube Financials Level 2 Support.

Assign the Ticket to the Following Group

DTI- ADEX-ENT--SOP-RCm eCF - L2

If the unit DID NOT recently go live on eCube Financials. Follow the escalation process to HCL IAM L1 support.

Assign the Ticket to the Following Group

DTI-EUX-HCL IAM-L1

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCF - eCube Financials

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

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

Published By: DTI- ADEX-ENT-SOP-RCM eCF – L2