

How to change Manager for Contractor

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Purpose:

Follow this procedure when a user (Contractor) reports to change his/her Manager.

DO NOT change the Manager of a TRAVEL clinic staff; Anyone assigned to Bethany Freeman or Dayle Watts

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue

Steps to change Manager via eAccess OOB-

1.

Open eAccess OOB.

2.

Click on Manage and then Users.

3.

Under Users, select User Login option from drop down menu and then search ZID for contractor.

4.

Click on Modify under user's profile.

5.

Under Modify User tab, click on search option in front of Manager name.

6.

Select User Login for Search and enter Manager's employee ID. Then, select the Manager's name and click on Select button.

7.

Further, we have to modify the End Date of account by one day. Click on the calendar button and select the next available date and then, click on Submit button.

In order to check the changes, we made, go to user's profile in eAccess OOB and click on Refresh button under the Attributes tab. Also, open UIDMS tool and search user. Open user's profile and click on Refresh from eAccess to change Manager information under Job Details.

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 eAccess OOB,

User account should be active. Follow above steps to change Manager for Contractors.

5.

Follow the resolution process.

Incident Classification Requirements

Category

Inquiry / Help

Subcategory

Identity & Access

Service

eAccess

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

eAccess

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