

Achievers – Access and other related issues

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Title

Achievers – Access and other related issues

Purpose:

Follow this procedure when a user reports regarding Achievers access and other/non-access related issues.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

To access Achievers app, user need to login to <http://freseniusmedicalcare.achievers.com/> with fresenius credentials.

5.

In case, user facing any issue while accessing Achievers via Okta, then follow the escalation process.

6.

For other/non-access related queries, direct user to Employee Service Center.

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Service

Not found

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 Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Infrastructure Applications & Services

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-INF-IAM - L3

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