R2P access

Article ID: KB0029915
Created: 2023-10-03 11:10:06
Updated: 2023-10-03 11:10:36
Author: {'link':
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Purpose:

Follow this procedure when a user reports that

Need R2P accessR2P access error(User is not assigned to this application)

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

R2P eAccess Request

R2P access error(User is not assigned to this application)

Troubleshooting Process

1.

R2P eAccess Request

We will guide user to go to Custom eAccess Page on users FMC(FMC4ME) page.Log In to FMC(FMC4ME) page.Under Quick Links on left hand side of the page, user will need to click on eAccess.Please follow below screenshots.

You will see the below screen once you click on eAccess and you will require to click on Enter.

Click on Make a Request.

Click on "Edit Access" and search user's information by clicking on "Add Someone"

Users can be found by their Employee ID and also by their Name and please click on Add.

Scroll Down to SAP User Access – Click on "Edit"

Click on Add Another Role and ask users to fill the boxes according to their requirements. The last box they need to select R2P access depending on their requirements and role. Once this is completed, please click on Save. (Below is just an Example)

Once the above steps are completed user needs to justify as to why they need the above access and the click on Submit.

2.

Confirm with user that the issue matches the issue reported.

Check oob provisioned or notIf yes then check in okta group added or not, if not add OKTA group Okta_Ariba_Users

3.

Please document required information and troubleshooting details in the incident.

4.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

SAP

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 (Permanent

Resolution Category

Identity & Access

Resolution Subcategory

Facility 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

Name of Group

Published by

DTI-EUX-HCL-HelpDesk-L1