Unable to login into Camstar

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Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/6c544ee087cd9210ca5f8628cebb35f8', 'value': '6c544ee087cd9210ca5f8628cebb35f8'}

Purpose:

Follow this procedure when a user reports that …

Unable to login into Camstar.

Required Information to be documented in each Incident:

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

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported

*Unable to login into Camstar.

Error-User don't have access.

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Camstar login issues are related to GMQS.

Advise user to open ticket with GMQS ServiceDesk ticketing system.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot login

Service

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

Cannot login

Resolution Service

Escalation Process

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

Escalation Group

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