

# GSD. How to handle Okta & Fresenius medical care domain issue

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**Author:** {'link':

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General Information:

Possible symptoms/errors:

Okta authentication issue. User unable to logon with their Okta credentials. Okta password reset. Problem with application using Okta authentication. Fresenius medical care domain issue

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user calls regarding Okta authentication issues, assign a ticket to Ext\_WW\_Global-Service-Desk\_O365\_Capgemini with the status: 'Awaiting Local Customer IT Feedback'.

If user is calling to chase any existing GDTI/Okta related tickets, contact respective IM in the shift and send an e-mail to IM mailbox.

Logon issue:

If user is experiencing Okta logon issue, advise them to use the first part of the e-mail address instead of the full e-mail. Example: use name.surname, not user.name@freseniusmedicalcare.com.

External users: advise them to login with user.name@freseniusmedicalcare.com instead of their external e-mail address. Before sending the ticket to the team, try all available options.

User encounters a non-log-in issue with application using Okta Authentication:

Workday:

Okta user is facing an issue with Workday that is not a log-in issue: Forward the ticket to the HR support via email to workday-support@fresenius.com.

Other Applications:

Applications Supported by FDT: GSD provides support for the application as per the normal process. Applications not Supported by FDT: GSD sends an email to the Application Support Team.

Okta Verify issue:

If user reports any issues with Okta Verify advise them to contact their Local IT support. For Local IT support details follow: KB0039767 GSD. Work Instruction - Local IT Assignment Groups

Assignment Group:

Ext\_WW\_Global-Service-Desk\_O365\_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A