

# TMS

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**Author:** {'link':

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TMS :-

1. Check TMS is provisioned in OOB or not
2. If TMS is not provisioned, then raise eaccess request
3. If TMS is provisioned then login TMS at our end, check account is active or not.
4. If not active in TMS activate it, if it's active then check credentials and DPC region correctly assigned or not.

Scenario 1:-

If error is showing as oracle while logging in TMS:-

Login TMS application at your end, check account is active or not in TMS, if not activate it and set the default browser as Chrome.

Scenario 2: -

If TMS is showing logged out:-

Change the default browser to chrome from default apps, if user want to login TMS Technical ask to login in Edge, if user want to login TMS Clinical ask to login in Chrome.

Set Chrome as default :-

1. Open the search window.
2. Type Default.
3. Scroll down in the choose default apps until you see web browser.
4. Click the current browser that is selected.
5. In the choose an app window, select Google Chrome.
6. Edge Updated -Edge is now available for TMS.

A message has been put into the message center to notify the staff. Below are the instructions if a user is still getting a message that TMS is being blocked.

You will need to restart your computer so Edge can update. If it still is not working follow the instructions below.

There is a manual way to force the update. Open the Edge browser, in the address bar, type in:

edge://compat/enterprise

They should be presented with the current version of the compatibility list. As of today that version should be 25. If it is lower than 25, click the Force Update button.

If that doesn't work try :

- Open the Microsoft Edge browser
- Double click on the 3 dots at the top left hand side of the screen
- Click on SETTINGS in the drop down menu
- Click on Default Browser under Settings on the left hand side
- Make sure you are set to ALLOW sites to be reloaded in Internet Explorer mode
- Click ADD
- Copy and PASTE AS PLAIN TEXT the url below
- Click ADD<https://fresenius.tmsonline.com/tms/>

If after you have tried both solution and you are still blocked, you will need to contact the helpdesk letting them know Edge is blocking the TMS application .Users may say they have done all of the steps and when they log in they get the message you are logged out. In this case the default browser may need to be changed to IE.