

# Simply Done access issue

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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/ab4c72c01b85b19070dacao3604bcb9a',

'value': 'ab4c72c01b85b19070dacao3604bcb9a'}

**Purpose:**

Follow this procedure when a user report

Unable to access simply doneNeed SIMs accessSIMply done not workingUnable to access required clinic in simply done403 error- App not assigned (while login to simply done)

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

SIMply Done - clinic access

When user need particular clinic in SIMply Done, help user in raising eAccess request for the same-

Guide user in raising New Access request if user don't have access to SIMply Done or advise to have manager raise eAccess request.

When user is raising request for the first time, user have to fill all required above details.

Raise Edit Access request if user already has SIMply Done access in OOB by selecting required clinic.

**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.

Check in eAccess OOB for SIMply Done access,

If user don't have access, guide user to raise eAccess request for SIMply Done or advise them to have manager raise eAccess request for SIMply Done.If user have access, then follow next step.

5.

Check in AD for SIMply done group (Okta\_SimplyDone\_Prod\_Users),

If user don't have simply done group, then add the group in AD and inform user to wait for 4 to 6 hours.If user already has group in AD, then check the same group in Okta

If user don't have group in Okta, then we need to add it. (user must be receiving 403 error- App not assigned while login to simply done)If user already has group in Okta, then follow escalation process.

6.

Follow the escalation or resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Not found in SNow

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 (Permanently)

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

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.

SIMply Done support contact details (email only)- [SIMply.done@fmc-na.com](mailto:SIMply.done@fmc-na.com)

Escalation Group

NA

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