

Microsoft 365 Outlook access

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Category: {'link':

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Purpose:

Follow this procedure when a user reports.

Unable to access emails/outlook.Need access to outlook

Required Information to be documented in each Incident:

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

Steps to access Microsoft 365 Outlook on web-

1.

Open FMC home page (fmc4me.fmcna.com) on Microsoft Edge or Google Chrome browser.

2.

Click on Sign On and login by entering correct Username and Password.

3.

After logging to FMC home page, click on Fresenius Email (on top-right corner of page) and then click on Office 365 Outlook option.

4.

Now, you will be directed to Microsoft 365 Home page, see below-

5.

Select Outlook from the list of options given on left side of page.

6.

Now, user will be in Outlook application (on web) and can verify by looking at the profile on the right.

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.

For email/outlook access, always check in OOB first, if user has access to Email Account or not,

If user don't have access to Email Account, inform user to raise eAccess request or advise to have their manager submit eAccess request. If user have access to Email Account, further check Office 365 license in Coreview.

5.

While checking O365 license in Coreview,

If user's account not found, then follow the escalation process.

If O365 license is not assigned to user, then follow the escalation process.

If user has O365 license assigned and

license is in Active state, then follow above steps and help user in accessing Outlook and follow the resolution process.

license is in Inactive state, help user in accessing Outlook (give 3-4 attempts, in case, user trying to access Outlook for the first time) and if face any challenges even after performing all troubleshooting, follow the escalation process.

6.

Follow the resolution/escalation process according to given scenarios.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Office 365

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

Office 365

Escalation Process

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

Escalation Group

Assign incident to following group based on scenarios-

user account not found in Coreview - O365 license not assigned to user (need to check if this account is provisioned in AD with the correct O365 Group license)

DTI-EUX-HCL IAM-L1

Office365 license not assigned to user

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User unable to access outlook, O365 license is in Inactive state (need to check if MFA/OKTA is correct for this user, or have them reset their password) Inactive only means the user has yet to sign into Office

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Note:

Before assigning any incident to Collaborative Solutions team, always make sure, in OOB, user has Email Account access in provisioned/enabled state.