

Clinic Email Password Reset

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/75fea801db677c18c65b6e03ca961934',

'value': '75fea801db677c18c65b6e03ca961934'}

Category: {'link':

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'value': '7ce99b9e1bda3990e4f7eb10604bcb0b'}

Title

Clinic eMail Password Reset

Purpose:

Follow this procedure when a user requests Clinic eMail Password Reset

Required Information to be documented in each Incident:

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

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.

Click Start and in the search bar enter Active Directory.

5.

Open Active Directory and Search for Email as shown in the below image. (You need to enter the complete email address in AD. ie: Clinic1234@fmc-na.com or Clinic1234

6.

In the search results Right click on the name and click on Reset Password.

7.

Enter the password provided. You will need to uncheck the box User must change password at next logon then click on Ok.

8.

Follow the resolution process.

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 Remotely (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

DTI-EUX-HCL IAM-L1

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