ACES SOP for Service Now

ACES Charting

Description: Its used to Enable/Disable/Role Removal or Role Add

Link: https://aces.fmcna.com/login.aspx -

Credentials: FMC Email ID and Password.

Step 1: To ADD Cost center(org) and Role to the users

>> Go to User menu>>Role management

>> Search with EMPNO under Role management

>> Click on ORG number that is requested and click on add

>> Post that check the BOX of the role that's been requested to add and click on save.

Step2: If you don't find the user details in role management

>>Go to User menu>> User management

>> Click on NEW user>> Enter EMPNO and click on Save.

>>Post Saving the details go to Role management to ADD ORG and Role.

Step3: To Enable the User Account.

>>Go to User menu>> Enable User

>> Search With EMPNO and Click on Enable post validating (Managers Approval is required).

Step4: To Disable the Account

>>Go to User menu>> Role Management

>>Search for User EMPNO>>Uncheck all The BOX under the ROLE>> Save and Continue.

>> Now go to User menu>> User management>> Select New user Under the drop down of ORG as marked below

>>Now click on X icon for the Mentioned user and click on Continue. This will disable the ID.

Add Charges to Patient Chart in ACES Charting Link

1. Sample Ticket in ACES Queue :

2. Log inside ACES charting Link.

Step 2 : Click on Home Button and then select User Menu | Administration | Customer Report.

Step 3 : Enter the name of the Hospital - KAISER PERMANENTE WEST LOS ANGELES from the Ticket.

Step 4: From the search results : Get the Profit Center # : which is 9399 in this case.

Step 5: Click on Home Button and select "9399" based on sample Ticket from the drop down list as shown below and click on Go to Billing.

Step 6: Based on Date and Patient Name mentioned in sample Ticket which is 19/02/2022 and Paul Sundling select the Entry in the Dialysis Treatment Billing List coinciding to the same as shown below and click on Billing:

Step 7 : The following Screen appears as shown below :

Step 8 : Click on Admin Link

Step 9 : Click on Admin as shown above :

Step 10 : Enter "1"as shown below for each of the charges mentioned in the sample Ticket which is Weekend / Holiday Surcharge, Therapeutic Cytapheresis and Staff Transportation

Step 11 : Click on Save and Finalize as shown below:

Step 12 : Click on View Button :

Step 13 : The following screen shows the Billing have been applied.

Step 14 : Take a screenshot of the window below and attach it to the Ticket for the charges Applied and close the Ticket with the Appropriate Notes.

How to Edit Patient details in the Billing(Patient Name, DOB, Gender, Race).

Note: We have to Get Cost Center, Date of Treatment and Patient name to make any changes in the treatment Bill.

Step 1 : Go to the requested CC from the home page of ACES.

Step 2 : Filter the treatment bill as requested by the nurse with the help of Date of treatment and Patient name.

Step 3 : Go to the bill>> Click on edit>> Scroll down to (Got to treatment)>>Click on users name at the top left >> and you will get the option to edit the patient details and update the same.

UKG Workforce Central

Description : KRONOS Mobile allows you to enter timecard information through a smart phone. After you enter your time, Workforce Central transfers the information and processes it against pay rules and policies. The Kronos Mobile app or UKG WorkForce App can be found and downloaded from the Google Play App Store on your phone.

To Sign on to Kronos Mobile (The FIRST Time Only)

· Click on the Kronos Mobile app icon or UKG Workforce APP.

(UKG Workforce App)

UKG Workforce App

· Enter your Username (employee ID) and password. (If first time to log in your password will be "newpass").

· Enter the Server Information. The server to use is: https://kronosmobile.fmcna.com/wfc

· Click Log On

To Sign on to Kronos Mobile (After First Time)

· Click on the Kronos Mobile app icon.

· Enter your Username (employee ID) and password. (Your password will be always "newpass" unless you manually change it [not required]).

· Click Log On.

· Kronos can be different from FMC / ACES Password.

If user Unable to scan Poster for time Card in Kronos Then go to Settings |Connections |Turn on NFC and Contactless Payments

After turning it on User will be able to scan Poster for time Card in Kronos.

KRONOS Application:

Description: It is used to check for users Kronos Account status, Password reset and License allocation.

Link: https://fmc4me.fmcna.com/kronos-bridge

Step1: Scroll Down from the Kronos homepage and click on Click here to Access Kronos

Step2: Enter FMC FMC Email ID and Password.

Step3: Scroll down to QUICK FIND to search for user details.

Step4: Now enter users EMPID and search for the details. (by default it starts with *)

Step4: Now click on the user details as highlighted below.

Step5: Click on People and you will get drop down>>click on edit button.

Srep6: To Check if Kronos Account is locked

Note: Kronos Credentials and ACES/FMC credentials are different. Only in special cases for few Managers might have same credentials for KRNOS as ACES/FMC Credeentials.

>>You will be taken to People Editor page, scroll down to Person Summary to check if Kronos Account is locked.

Step7: To Unlock the Users Kronos Account.

>>Scroll down to User information to Unlock the Account (Uncheck the Account Locked and Click on Save to Unlock).

Step6: To change the password

>>Double click on Password and Confirm password>>create the password post Security Check>>Check the Require password change on next login box and click on save.

Step7: To check if Users has same credentials for both Kronos and ACES/FMC.

>> Authentication Should be LDAP, which means user has same credentials for KRONOS as ACES/FMC.

Step7: To check if the Kronos license is Allocated to the user

>> Click on Licenses>> Make sure Either of boxes are checked.

Note:

· For Manager the Workforce Timekeeper Box will be checked.

· For Full time employee and contractors either Workforce Employee or Workforce Mobile

Employee will be checked

· If None of the Boxes are checked >> Please raise a request with KRNOS Team to get Access

Citrix Receiver not working on Android Smartphone for ACES

1. Open Google Play Store and Install Citrix Receiver

2. Allow all pop ups.

3. Tap on Get Started.

4. Tap Add Account.

5. Enter Address https://fmcconnect.fmcna.com

6. Login with Employee ID and FMC/ACES password.

7. Request user to tap on the entry on the screen and and user will be connected to the Allotted App.

Intune Company Portal

1. Open Google Play Store and type for Intune Company Portal and click on Install.

2. Click on Sign in.

3. Login with Employee Email Address as Seen in Active Directory and FMC/ACES password.

4. Enter Code received on the configured Telephone Number

5. Click on Devices.

6. Click on the User Name.

7. Click on register and click on check device Settings

Microsoft Teams

1. Open Google Play Store and type for Microsoft Teams and click on Install or can visit the following link and click on install: https://play.google.com/store/apps/details?id=com.microsoft.teams&hl;=en

2. Activate device administrator.

Teams installed, but cannot sign in:

1. Open settings click on apps, select Microsoft Teams.

2. Open app info, under the storage section.

3. Tap the clear data button of selected app. Under the Cache section, tap the clear cache button to clear the caches as well.

4. Once this is done, restart the device and try logging into Microsoft Teams again.

Microsoft Outlook

1. Open Google Play Store and type for Microsoft Outlook.

2. Click on add Account.

3. Click on Continue if account found. If not, login with Employee Email Address and Password/ACES password.

4. Click on Activate.

5. Click on Continue.

Outlook installed, but cannot sign in:

6. Open settings click on apps, select Microsoft Outlook. Open app info, under the storage section. Tap the clear data button of selected app. Under the Cache section, tap the clear cache button to clear the caches as well. Once this is done, restart the device and try logging into Microsoft outlook again.

ACES charting application link:- https://aces.fmcna.com/login.aspx

Error: You do not have permission to login to ACES charting

Solution :

Step 1:- check the user ID in Role management , If user name is not appearing in drop down, ID may me disabled or not having ACES access

Disabled Reason: - ACES access is disabled automatically after 45 days of inactivity, requesting you to provide mail request from their manager must include the Name, ID, Role, and Profit Center and Supervisor Email to be sent to aces@fmc-na.com

OR

Solution :

Error: " You do not have permission to login to ACES charting"

We Need to change the URL from https://qa2-aces.fmcna.com/login.aspx to https://aces.fmcna.com/login.aspx (removed qa2-) from the address bar of the device

OKTA Configuration :

Create a Ticket in Service NOW and transfer the Ticket to DTI-EUX-HCL IAM-L1 Team for setting up of OKTA and troubleshooting.

Setup of New ACES Android Smart Phone or iPhone with ACES Applications:

Transfer the ticket to DTI-EUX-Unified Services Mobile Device Management - L3 in ServiceNOW for further handling.

ACES Password Reset SOP

If user forgot the password

Step 1: - Sign on to FMC4ME Link - fmc4me.fmcna.com

Step 2: - Click on I forgot my password you will see the Prompt to enter your user name –Enter user User ID

Step 3: - Verify Identity – user needs to answer 2 Security questions

Step 4: - Create your new password as per password Rule

Step 5: - Please allow 5 minutes for Password Sync

If User wants to Change the Password: -

Step 1: - Sign on to FMC4ME Link - fmc4me.fmcna.com application and click on Sign on you will see the icon on top right side click on : - change password

Step 2: - Enter your user Name, current password and Reset your own password and wait for 5 min to Password synchronization

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Second Method from UIDMS (User Identity Management System)

Step 1: - Login to UIDMS inside VDI under My application option Search for User ID

Step2: - In Users tab you will see all the information Like

User Type, Account enabled, Password Expire Date, Start Date, end Date, Click on Reset Password

Step 3: - Reset the new password and wait for 10-15 seconds

Step 4: -Provide the Default password set by you to user and ask the user to login again