

Mobile Cell Phone – VPN Mobile Device Access for Company Issued Devices

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Title

Mobile Cell Phone – VPN Mobile Device Access for Company Issued Devices

Purpose:

Follow this procedure when a user needs VPN Access for their Mobile Device (Company Issued Only)

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile phone make (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No) Detailed 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.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No)

5.

Navigate to <https://eaccess.intranet.fmcna.com/dashboard/>

6.

Click Make a Request

7.

Click Get New Access

8.

Click Add People and select user needing access and click Add.

9.

Click Add Accesses and select VPN Mobile Device Access then Click Add

10.

Select your Mobile Device Type (Android or iPhone/iPad)

11.

Provide a Justification of why you need access.

12.

Click Submit Request

13.

Follow the resolution process.

14.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone - Apple

Service

Mobile Phones (iPhone / Android)

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

Hardware

Resolution Subcategory

End User Mobile Phone - Apple

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

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

Escalation Group

DTI-INF-IAM - L3

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