

Eaccess request for TMS

Article ID: KB0029930

Created: 2023-10-03 13:36:06

Updated: 2023-10-03 13:36:41

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '0242abaa1bccf55471ae4159b04bcb1c'}

Purpose:

Follow this procedure when a user reports that

Unable to access TMS

Required Information to be documented in each Incident:

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

Details/Scenarios/Notes

If user already having TMS access , need other clinic access then follow the below steps.

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

Open eAccess on the Google Chrome

Select make a request under that edit access

Under edit access please click on edit access for TMS

Click on the edit clinics button and choose the DPC Region and Edit role radio button

If the clinic is checked, this means user already has access to the Clinic and it is part of the existing region.If user doesn't have access to clinic, please select the clinic and then add.

After adding the new clinic a new region will get added for a user. Please Save and Submit the request

Note: Once the request is placed, it will go to their manager's approval and then the next level team will approve the request.

Check the Out Of Box access for TMS access (You can see which region they have access to)

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Maintenance System (TMS)

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 (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

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

Escalation Group

DTI-EUX-HCL IAM-L1

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DTI-EUX-HCL-HelpDesk-L1