eQUIP access issue

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Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/76c5361387adb114fa7474c9cebb3523', 'value': '76c5361387adb114fa7474c9cebb3523'}

Purpose:

Follow this procedure when a user

Need eQuip accessUnable to access eQuip

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue

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.

Check eQuip Access,

It is co-related to eCube Clinicals access in OOB.If user doesn't have access to the clinic that he/she is looking for then, they need to raise eAccess request for that particular clinic in order to access eQuip.Method of Raising eAccess – New Access – "Other Application Request" – "AD/OID group"

5.

In case, user is getting error as shown below, then we need to add the required group (as per role) in UIDMS under Group Memberships after User's manager approval.

If Group is already added in Group Memberships and Start Date is older than 2019, then we need to refresh it by removing those groups and adding it again.

6.

In case, user is getting error as User is not assigned to this application, then we have to add Okta_EQUIP_Workaround group in User's Okta profile.

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eQUIP

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

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

eQUIP

Escalation Process

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

Escalation Group

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