Clinic FRx Delivery Log – User is not allowed to access the application

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Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
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Clinic FRx Delivery Log – User is not allowed to access the application

Purpose: Follow this procedure when a user reports an issue with attempting to log into the Clinical FRx Delivery Log and receives User is not allowed to access the application.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic Number (ID)Clinic NameDetailed Description of the issueScreen 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. Confirm that the user has successfully logged in via OKTA.

5. Verify the user has selected the Clinic FRx Delivery Log icon. After logging in the user sees no clinics to select and the app displays the message User is not allowed to access the application.

6. Verify the user has been assigned clinics to their account. If clinics are not listed advise user their manager to submit a ticket to add the clinic(s) required to the user's account.

7. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinic FRx Order Delivery Log

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinic FRx Order Delivery Log

Escalation Process

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

Assign the Incident to the Following Group

DTI-CACOE-Clinical Applications Development - L3

Published By: DTI-CACOE-Clinical Applications Development - L3