

eCF 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/c1c7232a1b00395471ae4159b04bcb74',

'value': 'c1c7232a1b00395471ae4159b04bcb74'}

Purpose:

Follow this procedure when a user reports

Unable to access eCube Financials

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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.

Check access in eAccess OOB,

If eCube Financials access is provisioned/enabled, follow next step. If eCube Financials access is not present/revoked, then guide user to raise eAccess request or advice to have manager raise eAccess request. If eCube Financials access is disabled, then enable the access via eAccess.

5.

Check access in UIDMS,

Clinic should be present under User Business Entities, if not, we need to add the clinic. Also, check eCube Financials group under Group Memberships, we need to add it, if it's not present.

6.

If eCF access is correct in eAccess OOB and UIDMS, then check access in Active Directory,

F0TA and Okta_eCF group needs to be added to user profile in AD under Member of tab as per eAccess request.

If we are adding group in AD, then user need to wait for 30 minutes to have the access.

7.

In case, after checking all access, user still unable to login to eCube Financials, follow the escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

eCF - eCube Financials

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 (Permanently)

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

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

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