2800 Clinic Full Access for users with existing access

Title

2800 Clinic Full Access for users with existing access

Purpose:

Follow this procedure when a user reports they have access and need access to all clinics.

Required Information to be documented in each Incident:

Contact NameContact NumberEmployee IDClinic / Facility NumberDetailed 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.

Ensure the user has an eAccess request submitted.

5.

The request should be either Completed or Request Approved Fulfillment Pending Stage which can be checked in Out Of The Box.

6.

If the eAccess request is Provisioned or Provisioning then Check UIDMS to see if the users account reflects 2800 clinic in Out Of the Box.

7.

eAccess Out of The Box

If clinic is reflecting in Out Of The Box but not in UIDMS then we can add 2800 clinic in UIDMSIf 2800 is reflecting in OOTB and UIDMS but UIDMS does not have start date (–), please remove and re-add the

clinic 2800.

8.

Check in all Prods (Prod A, B, C & E) In Healthcare Organization >> Staff Browser,All 2800 clinics should be listed there

9.

If all the clinics are not present in the list then Go to:

Healthcare Organization >> Assign Staff >> Select the user >> Click on the check box FMCNA and Select all subunit

10.

Once you select the checkbox FMCNA next checkbox will then be available to select. As soon you hit this checkbox Select all subunit it will take like 3 to 4 minutes to automatically select all subunits under FMCNA. Once it's done click on Ok.

11.

Go to Tools >> Security Configuration >> Usergroups Tab >> SC Educator group has to be added

If this group is missing please Search the group, click on the check box and ApplyRepeat the same in all other prods

12.

In UIDMS Remove and Re-add the following groups

eCube Clinicals – all relatedeCube Financials – all relatedWeb ReportsTACTSS

13.

This will grant access to user for 2800 clinics. Advise the user since they now have 2800 clinics access, shuffling from 1 clinic to another will take a while to get loaded in eCube Clinicals as it has to load all the clinics in the list. Please advise user to be patient.

14.

If Users are not added or their details don't show in Prods then please create new users. If confused please reach out to leads.

15.

Follow the resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

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

Facility Access

Resolution Service

Access created.

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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