Azura AD New Account Creation

Purpose:

Follow this procedure when a user report regarding Azura AD New Account Creation

Required Information to be documented in each Incident:

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

Details/Scenarios/Note

Follow this KB when user calls regarding Azura AD New Account Creation

Troubleshooting Process

How to build a new IAM User Account in AD

Section: Work Day New Hire Reports and Account Request Forms

AZURE

Create new user in the Fulltime Folder. Doctors , CMs and DON's get Supervisor Folder.

Search AD if user exists or not. Right Click domain and select Find. Proceed to step 2 if no user account is found. Select the appropriate OU Center location where New User is be Created.

Right Click to the Right of Description and Select New – User

Enter First Name, Last Name, and then FirstName.LastName and Click Next

Enter Password #initialspw753 and Click Next

You will see the new Account listed in the FT folder in the OU

User is now created in CVC and in the correct OU.

Enter Password Twice and then Click Next to Complete

Enter Password #initialspw753 and Click Next

You will see the new Account listed in the FT folder in the OU

User is now created in CVC and in the correct OU

CVC

Check to see if user exists. Click domain and then Find

Go to CVCUsers and then Default Users

Select the Job Role the user is and then Right Click and Copy

Fill out First Name, Last Name, and then firstinitiallastname for CVC applications. Click Next.

Uncheck User cannot change password and Password never expires. Select User must change password at next login. Enter password twice and click Next.

Move user from Default Users to CVCUsers Clinical. Right click, select Move, and then select CVCUsers Clinical.

User is now created in CVC and in the correct OU.

NCP

Do a Search to see if user exists. Right Click domain and Click Find

Expand the domain and find the OU you are looking for. Right click the blank description field

Enter First Name, Last Name, and then FirstName.LastName in this box. Then Click Next

Enter Password Twice and then Click Next to Complete. The User object will then be good to go and appear in the user list.

User is now created in NCP and in the correct OU.

System Access Form Main Information Entry

For Azura and NCP

Find the User and Double Click

Fill Out Description Field with Job title

Fill out Office Field with Location

Email enter AzuraNoEmail@Azuracare.com as a placeholder until user has email

Go to Organization Tab and enter Job Title in Job Title Field

In Manager Name, click change. Enter the name and click Check Names

In Manager Name, click change. Enter the name and click Check Names

Select the correct name and Click OK. Then Click Apply

Go to Member of Tab:

In SAF, find user that is in the field of Mirror Access to and line them both up, side by side.

Click Add on the New User

In the blank entry, start typing the AD groups you need to add from the mirrored user.

Separate groups by a semicolon to add more than one, select Check Names to check the spelling and select the groups and click OK

Click OK Again

Select Apply

For requested Hardware, duplicate the ticket, and send to Service Desk Under Review

Azura System Applications – Send to AppDev

Accellos

No AD Group

Dragon – No AD Group

EXA- No AD Group

Great Plains – No AD Group

KwikTag – No AD Group

NextGen

NG_UsersNG_User_TS

ChartGuard –

ChartGuard_Mod

WorkPlace PO

Workplace_PO

Create a duplicate ticket and send to AppDev with SAF form attached. Notate both tickets of the work completed.

Azura Portal

1. Business Portal

InvPortal

2. Chart Audits

ChartAudit_XX

3. Inventory Request

InventoryItem_XX

4. PVL

PVL_XX

XX refers to center code or abbreviation. Once these AD groups have been added, no further steps are necessary.

NCP System Applications

AD Groups

Remote Desktop UsersTerminal Server Users

The best practices for adding the correct NCP groups is to have a good user to mirror access to. This is indicated on the SAF.

Forward request to systemssupport@ncplp.com

CVC Applications

All OU's are assigned by automated processes during the account creation portion. Assign ticket to CVC Inf Under Review

Incident Classification Requirements

Category

Identify & Access

Subcategory

Cannot Login

Service

Active Directory (FMCNA)

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

Identify & Access

Resolution Subcategory

Cannot Login

Resolution Service

Active Directory (FMCNA)

Escalation Process

In case something doesn't get resolve within 8-10min on first call should be assigned to "DTI-EUX-Azura SD "

Escalation Group

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