

ADEX-ENT Route Manager license modification to provisioning

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ADEX-ENT Manager license modification/provisioning

Document Name

Manager license modification / provisioning

Author(s)

Deloitte Kronos Team

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Document Purpose

The purpose of this document is to assist L1 team in determining when to route tickets for Kronos users requesting managers licensing or modification to the provisioning team DTI-EUX-HCL Provisioning .

Overview

If the user/caller is stating the following:

In all cases below move the ticket to Provisioning team.

1. I'm unable to see my direct reports/ want to see all my staff/ need a Kronos managers license
2. I want to see the employees of XXXX clinic/ XXXX area
3. I want/need to cover for another manager
4. I want to remove employees from my Kronos view or XXXX clinics need edit employees of XXXX clinic

Required Information

1. Caller name –
2. Contact number
3. E-Mail address
4. Issue –
5. E-access status/or existing Kronos license
 - a. Check e-Access App to see if the user has already raised an e-access request for a manager license

b. Check Kronos to see if the user already has a managers license

6. Reason for request

Other Information

Note 1: If an e-Access request ID is present, provide e-Access request # when moving to Provisioning;
if manager has existing Kronos licensing, advise Provisioning team