

Share drive-User needs access to Share drive

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '31b7cf87971e16d8e6c878411153af8d'}

Purpose:

Follow this procedure when a user report that ...

User needs access to Share drive

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / 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.

Please document following Device specific and other details in Description field-

1. Emp ID and Name:2. Phone number with area code:3. Best method to contact: Phone \ email \ teams chat4. a. Clinic Site Number \ Corporate Business Address - (Warehouse \ DTC \ RTG - provide full Site Name - ex; RTG5160);b. Zip Code (if Remote): *Remote user Zipcode working from5. Device IP address & Service tag:6. Descriptive Summary of the issue:

5.

Follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Windows Desktop/Laptop

Service

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

Hardware

Resolution Subcategory

End User Windows Desktop/Laptop

Resolution Service

Escalation Process

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

Escalation Group

Escalate incident to correct group based on Clinic and Corporate user- Check User's Department and Title which can be found within Service Now.

For clinic user (Department should be of 4 or 6 digits and Title can be RN, PCT, Clinic Manager, Facility admin, secretary, etc.)-

DTI-EUX-FSS Ticket Allocation - L1

For corporate user and others (Department shows as 9900XXXX, 5500XXXX, 6500XXXX, 1100XXXX, etc.)-

DTI-EUX-Desktop - L1.5

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