CVC AD New User

Purpose:

Follow this procedure when a user reports regarding CVC AD New User

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 CVC AD New User

Troubleshooting Process

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

Goto 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. This is needed 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 and in the correct OU.

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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