Passwordless-Steps required to fix any Chairside issues/ ECC login issues on Voice L1 call

Article ID: KB0023539
Created: 2025-01-24 16:17:56
Updated: 2025-01-24 16:19:18
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/c2c873fd1b7cb91070dacaa3604bcb79', 'value': 'c2c873fd1b7cb91070dacaa3604bcb79'}

Steps required to fix any Chairside issues/ ECC login issues on Voice L1 call

Chairside (Separate chairside access required for every clinic)

Password less clinic - Yes

Tools required: UIDMS, OOB, Lockout Status Tool, PROD, OKTA

1.Need to check if user account is active-, UIDMS, OOB

if password is going to expire or already expired, in case password expired-need to reset password (UIDMS)if account is locked or unlocked , in case locked then unlock from (UIDMS) when no unlock option available in UIDMS then need to do it from Lockout status toolif not active in UIDMS then check OOBOOB is used to check user account accessif not active in both then send to ESC if user is employee and for contractor we can enable

2. if clinic is added or not, -UIDMS, OOB

if not added in UIDMS then check OOBif not added in both OOB and UIDMS then raise eAccessif added in UIDMS but not in OOB then raise eAccess

3. Role needs to be correct in UIDMS ,

If not then for employees it should go to ESC and for contractor we can change.

(ERROR: Unable to sign off)

4. Group membership-UIDMS

Groups - TSS groups , eCC, BOE clinicians

if these groups are not added, user will not be able to login

Solution : Need to add, if last updated date shows the year 2019 then need to readd groups after deleting

5.Prod check -PROD A,B,C E

How to identify correct Prod- eCC list needs to be verified from fmc4me page to see which prod has the listed clinic

once Clinic is identified in one of the PROD

need to check if employee is active or inactive in Prod, if its inactive then we can make it active and add the clinicneed to check if clinic is added in prod, if not then we add it in prod, if its added then we need to refresh prod (Steps: Remove staff browser and add it again in security tool available in prod)need to check user credentials in modify option in Prod

if staff browser has user missing then we cannot refresh prod then we need to send it to provisioning

if user name is incorrect in prod then also it needs to go to provisioning

For Password less clinic addon steps

6. Email needs to be provisioned in OOB

Email account available in OOB needs to have the correct email

if email is not available then need to raise eAccessif email is available but status is revoked then new eAccessif email is disabled then we need to enable it from eAccess which goes to Provisioning , user needs to wait for defined TAT

7. Need to check OKTA Status

Need to check if OKTA is active or not, if not active then we need to activateLock or unlock status- if locked then need to unlock

8. OKTA MFA needs to be checked

Need to check if factors are enrolled or not, OKTA VERIFY or SMS authentication or VoiceIf factors are not enrolled then need to help user with OKTA set upYubiKey option is mandatory in OKTA, if not available then need to set it up

After performing all these steps if user is not able to access chairside then YubiKey needs to get reset for which we need to provide YubiKey id to password less team to reset the same

This should fix the issue for the user