SSO Password Reset for Azura

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/1182b43a1b368690509165b6b04bcbb0', 'value': '1182b43a1b368690509165b6b04bcbb0'}

Purpose:

Follow this procedure when a user reports to change SSO Password Reset for Azura

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 to reset SSO Password for Azura

Troubleshooting Process

SSO Password Reset for Azura

Microsoft eaccess, AD, FMC4ME, Windows login, Workday, Kronos, Employee service center, Teams, MSOffice products – these passwords are set via FMC Single Sign on. Follow the FMC Process

Incident Classification Requirements

Category

Identify & Access

Subcategory

Cannot Login

Service

APP-IAM-PasswordReset

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

APP-IAM-PasswordReset

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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