

Policy Tech – Access Process

Article ID: KB0020749

Created: 2023-12-29 23:40:42

Updated: 2023-12-29 23:41:08

Author: {'link':

'https://fmcnaddev.service-now.com/api/now/table/sys_user/75fea801db677c18c65b6e03ca961934',

'value': '75fea801db677c18c65b6e03ca961934'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/d48a0fb31be45150aa10dd36bc4bcbf9',

'value': 'd48a0fb31be45150aa10dd36bc4bcbf9'}

Document Name

Contact Assistance Request Task

Author(s)

Date Published

Document Purpose

Policy Tech – Access Process

Overview

Follow this procedure when a user reports issue with Policy Tech Access.

Required information

Required Information to be documented in each ticket:

- Contact Name
- Contact Number
- Clinic / Facility Number
- Policy Tech Site (Azura or Fresenius Kidney Care (FKC))
- Detailed Description of the issue.
- Screen shot of the Error

Other Information

NA

Process

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.
2. Advise the user if the employee has been added to PeopleSoft or eAccess and they are in a department that has been rolled out they will have access to PolicyTech. Follow the Resolution Process.
3. If all criteria for access are met and the user still cannot access policy tech. Follow the escalation process

Escalation Process

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

DTI-DCOE-Policy Tech