

Unable to access Onenote files

Article ID: KB0037354

Created: 2024-10-01 16:35:27

Updated: 2024-10-15 16:22:43

Author: {'link':

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

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

'https://fmcnaddev.service-now.com/api/now/table/kb_category/54f38e6087cd9210ca5f8628cebb35a4',

'value': '54f38e6087cd9210ca5f8628cebb35a4'}

Purpose:

Follow this procedure when a user reports that

Unable to access Onenote files.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed 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.

Check email access in OOB

5.

Check User O365 license in coreview.

6.

Take IP address and take remote of user's system

7.

Open Microsoft Edge browser and clear browsing history.

Click on 3 dots top right corner on browser.

Select history.

Click on Binicon.

Select time range as All time and check all boxes.

Click on clear now

8.

Reset browser from setting on browser.

9.

Login Office 365 with Fresenius email and password and try to access one note now.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Service

Office 365

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

Software & Applications

Resolution Subcategory

Infrastructure Applications & Services

Resolution Service

Office 365

Escalation Process

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

Escalation Group

Published by

DTI-EUX-HCL-HelpDesk-L1