ECube Financial eAccess request

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'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',
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'value': '0242abaa1bccf55471ae4159b04bcb1c'}

Purpose:

Follow this procedure when a user reports that

Unable to access ecf

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Details/Scenarios/Notes

Unable to access ecube financial

Need another clinic access for ecf

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

ECube Financial eAccess request:

user called us for eCube clinical financial access issue then first we need to check out of box. If access says anything other than "Provisioned or enabled" then we need to see if it is access issue.If user has access and they need to add "Clinic", Please follow below steps

Steps :

"ADD" and "Replace" based on the option that user requires.Select the access level. (user needs to select this)Make sure we click on "ADD" option which shows underneath "Organizational Entity" before clicking on "Save" or Submit"

2.

Please document required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

eCF - eCube Financials

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

Identity & Access

Resolution Subcategory

Facility Access

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM-L1

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