

NCP AD New User

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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/1182b43a1b368690509165b6b04bcbb0', 'value': '1182b43a1b368690509165b6b04bcbb0'}

Purpose:

Follow this procedure when a user reports regarding NCP AD New User

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

Details/Scenarios/Note

Follow this KB when user calls regarding NCP AD New User

Troubleshooting Process

Do a Search to see if user exists. Right Click domain and Click Find.

Expand the domain and find the OU you are looking for. Right click the blank description field and select New- User

Enter First Name, Last Name, and then FirstName.LastName in this box. Then Click Next

Enter Password Twice and then Click Next to Complete

Incident Classification Requirements

Category

Identify & Access

Subcategory

Cannot Login

Service

Active Directory (FMCNA)

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

Active Directory (FMCNA)

Escalation Process

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

Escalation Group

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