

Blue Space login issue

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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/039b75851b901ed05299eb98b04bcbb9', 'value': '039b75851b901ed05299eb98b04bcbb9'}

Purpose:

Follow this procedure when a user report that ...

Required Information to be documented in each Incident:

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

Troubleshooting Process

1.

Open workday and click on Blue space.

2.

After clicking on blue space if it gives 404 Error.

3.

Advise user to Contact with fmeglobalintranet-support@fmc-ag.com for this issue.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot login

Service

OKTA

Resolution Process

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

Incident Resolution Categorization

Resolution Code

Not Resolved-Referred to Alternative Internal Path

Resolution Category

Identity & Access

Resolution Subcategory

Cannot login

Resolution Service

Workday

Escalation Process

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

Escalation Group

NA

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