

ACES – How to raise eAccess request

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Purpose:

Follow this procedure to raise eAccess request for ACES access

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue

Steps to raise eAccess request for ACES-

For New access -

1.

Open eAccess tool.

2.

Click on Make a Request and then Get New Access.

3.

Now, click on Add People. Search and add user under All FMC Employees.

4.

Further, click on Add Accesses and select ACES from list of access.

5.

We need to select and add required Role and Cost Center which user need access to. Then, click on Submit Request.

Note: Whenever, we help user in raising any eAccess request, always tell user-

The eAccess request generated, goes to your manager for approval. Your manager will receive an email from eaccess.admin@fmc-na.com, please contact your manager and request to approve it. Once, request will be approved, it will go to Provisioning team where the request will take few hours to get provisioned. In case, after manager approval, you need to expedite your request, please feel free to connect with us on call and we'll escalate it with the help of supervisor.

For Edit Access -

1.

Click on Make a Request and then Edit Access.

2.

After adding user, click on Edit Access button, in front of ACES access.

3.

It will show user's current ACES access. We need to click on Edit Roles/Edit Cost Centers to add or edit role and cost center.

Also, we can remove role or cost center by clicking on Remove as per the requirement.

Then, click on Submit Request.

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 access in eAccess OOB,

If ACES access is revoked/not present, then follow above steps to raise eAccess request. If ACES access is disabled, then we need to enable it via eAccess tool.

In case, we are getting error while enabling the ACES access, then follow the escalation process.

5.

Also, in case, user need to add/remove role or cost center in ACES, follow above steps to raise eAccess request.

6.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

ACES Charting (Acute Care Electronic System)

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

ACES Charting (Acute Care Electronic System)

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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