User does not have ServiceNow tile in the Okta Dashboard

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When the User does not have a ServiceNow tile in the Okta Dashboard.

Create an Incident in the NA ServiceNow along with all details.

Ticket needs to be escalated to the Okta-L3 team.

Below are the steps to check the tiles in the Okta Dashboard:

Login to the EMEA tenant via the below URL:

https://globalaccess.freseniusmedicalcare.com

After logging in to the Okta Dashboard. Below are the tiles Users should see.

The "ServiceNow IT Portal" tile is for the NA instance.

"ServiceNow Global" tile is for Global instance.

Log in to Okta NA using the below link:

https://myaccess.freseniusmedicalcare.com/

Then click on the ServiceNow UD tile for NA ServiceNow.