

eCC Reports – Clinic access

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

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '0242abaa1bccf55471ae4159b04bcb1c'}

Purpose:

Follow this procedure when a user reports that he/she is unable to access clinic in eCC reports

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

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 clinic access in eAccess OOB and UIDMS,

If user is not having access to clinic under eCube Clinicals, then help user in raising eAccess request or advise to have manager submit an eAccess request. If user is having access to clinic in OOB, then make sure, in UIDMS, clinic is added under User Business Entities, else, we have to add the clinic. In case, Start Date is older than 2019, then refresh the clinic.

5.

Check clinic access in Prod,

If user is not having access to clinic in Prod, then we have to add the clinic with correct role. If user is already having access to clinic in Prod, then check the date when clinic added in Staff Browser,

If clinic has been added today then, it takes one shift time to have clinic access in eCC Reports. If clinic has been added before today and still user is having the same issue, then follow the escalation process.

6.

Follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

eCube Clinicals (eCC)

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

eCube Clinicals (eCC)

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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