

# Coverage Data Hub – Access Issues

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**Author:** {'link':

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## Coverage Data Hub – Access Issues

**Purpose:** This document outlines the process to follow for Access issues with Coverage Data Hub (CDH).

**Required Information to be documented in each Incident:**

Contact Name Contact 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. If this is a login issue due to OKTA or email issue, please follow the escalation process.
5. For all other issues with the application, including obtaining access, please direct the user to contact Coverage Data Hub support at CDHSupport@fmc-na.com , Coverage Data Hub is not yet supported by the Helpdesk.
6. Follow the Resolution process.

**Classification Requirements**

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

**Resolution Process**

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

**Resolution Categorization**

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Enterprise & Financial Applications

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-HCL Desktop-L1

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