# OKD - Missing Access to Clinic, Area, Region or Home Program Market

**Article ID:** KB0011878
**Created:** 2023-05-11 18:11:03
**Updated:** 2023-05-11 18:11:35
**Author:** {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/6cc6ae23dbec7c10cdfdd37a4896197f', 'value': '6cc6ae23dbec7c10cdfdd37a4896197f'}
**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/32874d7447766150c4bfdd3f136d4382', 'value': '32874d7447766150c4bfdd3f136d4382'}

Operational KPI Dashboard (OKD) User Can Access but Cannot Access a Clinic, Area, Region or Home Program Market.

Purpose: Follow this procedure when a user reports they can access Operational KPI Dashboard (OKD) but cannot access a Clinic, Area, Region or Home Program Market.

Required Information to be documented in each incident:

Contact NameContact NumberClinic / Facility NumberBrowser TypeURLDate of IncidentGL Pay TypeJob CodeDetailed description of the issue.Screenshots of any errors.

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and all details are documented.

2. Please document the required information and troubleshooting details in the Incident.

3. Please attach any referenced knowledge articles to the incident.

4. Provide GL Pay Type and Job Code details from the Hover Text on the Report Options Panel.

5. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

KPI Dashboard

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

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