

Salesforce login issue

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Author: {'link':

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'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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Purpose:

Follow this procedure when a user reports issue while accessing Salesforce

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

Note:

Salesforce is just the name of the product; it is a cloud based product many teams use. So, at Fresenius we have many salesforce orgs. When you see the word, Salesforce, it does not tell you which application it is about. It can be CTH, RTG, or any other applications that are built upon Salesforce.

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.

Always check with user, which Salesforce application they are using like CTH, RTG or other

For CareTeamHub access, eAccess request is required. RTG and other Salesforce applications are setup manually without eAccess request

5.

While getting error- User not assigned to this application, we need to add Okta group (according to Salesforce application),

<https://fmc-rtg.my.salesforce.com/> - Okta_Prod_RTG_Apptus <https://nxstage.my.salesforce.com/> - Okta_NA_Salesforce_NxStage_Users group Okta_FRX-Salesforce_Users (application link not found)

6.

While getting Single Sign-on Error, again we need to check which Salesforce application it is,
For CareTeamHub, we need to assign ticket directly to DTI-DCOE-CareTeamHub - L3For RTG
Salesforce application, we need to assign the ticket to DTI-DCOE-Salesforce Tech Services - L2

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Salesforce

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

Salesforce

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