

How to process eAccess Requests – KDQOL

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Document Name

Contact Assistance Request Task

Author(s)

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Document Purpose

How to process eAccess Requests – KDQOL

Overview

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To raise an eAccess request.

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.
2. Contact Number – Phone number of person you are trying to reach.
3. EMP ID – EMP id of person you are trying to reach.
4. Issue – Short description of Issue the Caller is experiencing.
5. Access – need to check access for the user in OOB.

Other Information

NA

Process

1. Open eAccess
2. Go to Resource name a. Change Drop down box to “contains”
3. Type in “KDQOL” and hit “search”
4. Select Request to process.
 - a. Collect users employee ID
 - b. Search for user in UIDMS

5. Open "Group memberships" in UIDMS.
 - a. Click on the +/- next to group memberships.
 - b. Add "KDQOL Edit User" by clicking the ">" arrow then click "apply"
 - c. In UIDMS click "Save".
6. Go back to selected request in eAccess. Click "Open task detail". Click on "Set Response", then select task_complete.
7. Refresh eAccess to remove request from Que.