eCPL (eCube Patient Lookup) or My PAT or PT Admin Tool access issue

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/0242abaa1bccf55471ae4159b04bcb1c', 'value': '0242abaa1bccf55471ae4159b04bcb1c'}

Purpose:

Follow this procedure when a user reports

Need access for eCPL or My PAT or Patient Administrator toolkitGetting 403 app not assigned error for My PAT or Patient Admin toolkit

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Steps to raise eAccess request for eCPL (eCube Patient Lookup) or My PAT-

1.

Open eAccess page.

2.

Click on Make a Request and then Get New Access.

3.

Click on Add People option and add user's name.

4.

Now, click on Add Accesses option and select eCube Patient Lookup (eCPL) User Access from list of all accesses.

5.

Further, user has to select "Access Type" (LOOKUP_ADV_USER or LOOKUP_CLIP_USER) and click on "Submit" option.

Clinic staff have to select LOOKUP_ADV_USERAdmissions/PAS group have to select LOOKUP_CLIP_USER

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 in eAccess OOB, if user don't have access to eCPL, then follow above steps and help user in raising eAccess request or advise user to have their manager submit eAccess request.

5.

Check in eAccess OOB, if user has access to eCPL, then check in UIDMS and Okta that required groups are assigned or not,

If group is missing in UIDMS, then, we have to add required group under Group Memberships in UIDMS as per user's eAcccess request. These groups are

Patient Lookup Administrator

LOOKUP_ADMINISTRATOR

Super user group, have every privilege within patient lookup

Patient Lookup Advanced User

LOOKUP_ADV_USER

These users can view private Patient data (SSN & Patient history) in Patient lookup application

Patient Lookup Basic User

LOOKUP_BASIC_USER

Basic user of the Patient lookup application can do search only (no private data)

Patient Lookup Clip Office User

LOOKUP_CLIP_USER

These users can add new patients into the Patient lookup database and edit those records

Patient Lookup DI Admin

LOOKUP_DI_ADMIN

Full Patient lookup access with access to Manual Patient Consolidation for the Document Imaging folders

Patient Lookup KC Admin

LOOKUP_KC_ADMIN

Full Patient lookup access with access to Manual Patient Consolidation for the Knowledge Center records

Patient Lookup View SSN User

LOOKUP_VIEW_SSN_USER

These users can view private Patient data (SSN & Patient history) in Patient lookup application but cannot add patients.

If group is missing in Okta, then user must be receiving error as User is not assigned to this application, shown below,

Then in this case, we have to add Okta_MyPAT_Workaround group under user's Okta profile to fix the issue.

6.

If user still face the issue, even after all the checks and troubleshooting, then follow the escalation process.

7.

Follow the resolution/escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Not found

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

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

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