FMC4ME- Account Locked

Purpose:

Follow this procedure when a user report

Unable to login - Account locked

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error (if have any)

Tools to Unlock Account-

(We need to check all below tools when user reports Account lock issue. Always verify user (by asking Security Question from UIDMS) before unlocking account.)

1.

Lockout Status tool

Open Lockout Status tool. Click on File < Select Target.Enter Target User name i.e. Employee ID/ZID and click OK.Once, user data will pull up, select row having state as Locked, right click on it and hit Unlock Account option.Then, click on View < Refresh All (2-3 times till rows having Locked state change to Not Locked).

2.

UIDMS

Open UIDMS. Search user's profile by entering Employee ID/ZID.You will see Unlock button in front of Account Locked details. Click on Unlock button to unlock user's FMC account.

3.

Okta

Open Okta dashboard and search user with Fresenius email or name.User account status will show as "User is locked out." We have to click on Unlock Account button to make user's account active.

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.

Login to FMC4ME (fmc4me.fmcna.com).

5.

Follow above steps to unlock account.

6.

In case, user still unable to login with correct credentials after account unlock, reset user's FMC password via UIDMS tool. Follow KB- FMC Password reset.

7.

Follow the resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Active Directory (FMCNA)

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

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