

# GSD. AD/Outlook/SNOW - Login and Password Reset Overview

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General Information:

Possible symptoms/errors:

Password synchronization issueFirst login password reset

Alternative names of the system:

Ms OfficeWindowsOktaCitrixSnowActive Directory

IMPORTANT NOTICE:

n/a

Solution:

This article is an overview of user's e-mail addresses and passwords.

Internal users have following e-mail addresses or logins:

Email or login

Application

name.surname@fmc-ag.com

Computer/Windows LoginAlias of the email address

Name Surname

Okta

name.surname@freseniusmedicalcare.com

Ms Office (Outlook, Teams etc.)

External users have following e-mail addresses or logins:

Email or login

Application

name.surname@ext.freseniusmedicalcare.com

FME e-mail address

name.surname@freseniusmedicalcare.com

Ms Office - the actual login ID to Ms Office (Outlook and Teams). If user cannot login to Ms Office, they should use this e-mail without ext

name.surname@fmeone.com

FME SnowCitrix

name.surname@ext.fmc-ag.com

FDT SnowThe alias of the e-mail for recently onboarded accounts

Note: First-time users have to reset their password using SSPR. For more details follow KB0017078 GSD. - Reset password using Self-Service Password Reset (SSPR)

The email with all details about the user's login and email addresses is sent to manager who requested the onboarding of the user and to the user (if they have provided the alternative company e-mail)

E-mail password synchronization:

If user reset password for name.surname@fmc-ag.com, it will automatically synchronize with name.surname@freseniusmedicalcare.com and name.surname@fmeone.com. However, it doesn't work the other way around: for example, if user resets fmeone password, it won't synchronize with fmc-ag.com and freseniusmedicalcare.com passwords.

Note: Synchronization may take up to 30 minutes.

It is very important to make sure what exactly the user wants to reset.

How to check what e-mail address user is using:

Go to <https://fmesp.service-now.com/sp>Go to Service CatalogChoose any catalog item f.ex. VPN Connect Full Access or Secure Web AccessClick on 'Order for' field

There look for the user:

Once you provide the user's name and surname, you should be able to see their email addresses:

Assignment Group:

Service Desk

Ticket Creation:

- Template: Template name
- Categorization:
- Configuration Item: Configuration Item name
- Category: Category name
- Subcategory: Subcategory name

Important Links:

1. <https://fmesp.service-now.com/sp>