

eCC - Add or Remove Clinic

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Purpose:

Follow this procedure when a user report.

Need access to clinic(s) in eCube Clinicals or ChairsideNeed to remove clinic(s)

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

Steps to Add or Remove clinic in eCube Clinicals-

Adding clinic in eCube Clinicals

1.

Open eAccess. Click on Make a Request, then Edit Access.

2.

Now, click on Add Someone and add user by searching with Employee ID/ZID.

3.

Further, you will see all access which user have and we have to click on Edit Access button in front of eCube Clinicals. Select required clinic from first drop down and select role from second drop down and click on Save. Then, click on Submit Request.

Removing clinic in eCube Clinicals

1.

Open eAccess. Click on Make a Request, then Edit Access.

2.

Now, click on Add Someone and add user by searching with Employee ID/ZID and click on Add.

Below, all access which user have will reflect and we have to click on Edit Access button in front of eCube Clinicals.

3.

Further, you will see list of clinics which user have in eCube Clinicals. Click on Cross button in front of required clinic which needs to be removed and then, click on Save and Submit Request.

A Request ID will generate, when we add or remove clinic in eCube Clinicals. This request needs to be approved by user's manager first and then, further it will take TAT of 24 to 72 hours.

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 clinic under eCube Clinicals access in eAccess OOB,

If clinic IS present, follow the next step. If clinic IS NOT present, help user in raising eAccess request or advice user to have manager raise eAccess request. If clinic IS NOT required (user wants to remove it), help user in removing the clinic via eAccess, follow above steps.

5.

Check clinic in UIDMS,

If clinic IS NOT present under User Business Entities, then we need to add it as per eAccess request. If clinic IS already present, follow the next step.

6.

Check clinic in Prod,

If clinic IS NOT present, we need to add clinic with correct role. If clinic IS present, and user still unable to access, then follow the escalation process.

7.

If user or we are facing issue/error while raising eAccess request for adding or removing clinic, then follow the escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

eCube Clinicals (eCC)

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

Facility Access

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

DTI-EUX-HCL IAM-L1

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