

TMS Job Role Update

Article ID: KB0028708

Created: 2023-08-29 14:57:25

Updated: 2023-08-29 14:57:59

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/7e1f26871b50f99071ae4159b04bcbf7',

'value': '7e1f26871b50f99071ae4159b04bcbf7'}

Purpose:

Follow this procedure when a user report

Need to change the job role in TMS Showing incorrect Job role in TMS

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue Screen shot of the Error

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.

Please check in Out of Box if the TMS is provisioned or not, if yes proceed further, if no then raise eaccess request for TMS.

5.

Step-1

Go to <https://fresenius.tmsonline.com/tms/Setup>Security>Users/Groups>

Step-2

Under the Users section, search the user with the display name.

In the Search by Display Name, enter the user's first and last name and from the search result confirm the EID. (You can use a wildcard * before the last name or just the first name with the wildcard after to lookup the user.) So many times, the last name has changed and not been updated in TMS. Then you can update the last name and role at the same time.

Check the EID and click on the icon.

User Setup pop up comes up, check the Display Name* and make necessary changes as required.
(PCT, CCHT, RN etc.)

Click the Save button.

Please Note: You have to have an admin or user security type role to modify. It can't be Corp Read Only.

6.

Follow the resolution/escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Total Maintenance System (TMS)

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

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Total Maintenance System (TMS)

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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