eAccess out of box issues – Account Extension

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Document Name

Contact Assistance Request Task

Author(s)

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Document Purpose

eAccess out of box issues – Account Extension - 13150

Overview

eAccess out of box issues – Account Extension

· Click on https://manageaccess.intranet.fmcna.com/indentity/faces/home

· You will see the below screen

· Click on "Manage" option on top right corner and you will see the screen below. From the drop down menu, search with "User Login" (Employee ID) to find user's account.

· After pulling up the user's information, the below window will appear

· Click on the User ID below User Login tab.

· To "Extend" the account end date for the user click on "Modify"

· After clicking on modify, update end date under Account Effective Dates section.

· Modify Contractor End Date:

1. Only 3 days can be extended by an L1 analyst. Any extension request must be come only by their respective managers.

2. Managers cannot see the "Contractor's" account if they have gone into disabled status, this is why L1 analyst must extend the contractor by 3 days and enable the contractor, so that the Manager will be able to see the contractor in eAccess. Once Enabled the Manager should then make the proper extension to the contractor as desired, the max extension the manager can enter is 90 days

3. If associates call requesting for account extension, we would require to speak to their respective managers to make the changes.

4. Above steps needs to be performed when "Contractor's" accounts are disabled.

5. Enter comments/provide justification if required and click on "Submit Request".

6. Once you Extend the date here, then you need to login to UIDMS.

7. Enter their Employee ID in the search box and click on "Search"

8. Click on the icon marked on "Red"

9. Click on "Refresh from eAccess" which will enable to login to system with immediate effect by changing their end date and also their account will say "Active" and "Enabled".

Required information

The following information is required when creating the Contact Assistance Request Task:

1. Caller Name – Name of person you are trying to reach.

2. Contact Number – Phone number of person you are trying to reach.

3. E-Mail Address – E-Mail address of person you are trying to reach.

4. EMP ID – EMP id of person you are trying to reach.

5. Issue – Short description of Issue the Caller is experiencing.

6. Reason for request – Short description of why you are attempting to reach the caller and what information you require from the caller.

Other Information

NA

Process

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· Click on https://manageaccess.intranet.fmcna.com/indentity/faces/home

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· After pulling up the user's information, the below window will appear

· Click on the User ID below User Login tab.

· To "Extend" the account end date for the user click on "Modify"

· After clicking on modify, update end date under Account Effective Dates section.

· Modify Contractor End Date:

· Only 3 days can be extended by an L1 analyst. Any extension request must be come only by their respective managers.

· Managers has the authority to change the contract end date of the users via eAccess as per their need.

· If associates call requesting for account extension, we would require to speak to their respective managers to make the changes.

· Above steps needs to be performed when "Contractor's" accounts are disabled.

· Enter comments/provide justification if required and click on "Submit Request".

· Once you Extend the date here, then you need to login to UIDMS.

· Enter their Employee ID in the search box and click on "Search"

Click on the icon marked on "Red"

Click on "Refresh from eAccess" which will enable to login to system with immediate effect by changing their end date and also their account will say "Active" and "Enabled".