FMC Account Activation

Purpose:

Follow this procedure when a user reports that

Account ActivationUnable to login fmc4me

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Check uidms , if status is Pending activation

How to "Activate" an Account

Login to FMC home page: https://fmc4me.fmcna.com/inet/web/fmc4me/homeUser will need to click on "I am a New User and need to activate my Account" option from the list.

You will see the below screen where you will need to enter "User Name" and complete "I'm not a robot formality" and then click on "Continue"

Once clicking on continue user will have to enter "SSN ID" and "DOB – Date information".DOB will only be date and it needs to be in double digit. (E.G if user's Birth date is 3, then we need to enter it as 03)User needs to complete the process of "I'm not a robot" and then click on "Submit".

Next screen that user will see on his/her side will be to fill the security question.

Below screen is the next screen that user will see on his/her computer.

5.

We can change the password for the user and provide them once the account is activated.

6.

We must very strongly encourage the customer that they are currently using a temp password and they will need to sign on to FMC4ME with that temp password and then reset the password to one that only they know. If they continue with the temp password some applications will not allow them to sign on correctly until they reset the password.

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 Remotely (Permanent

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

Active Directory (FMCNA)

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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