How to login to Fresenius Service Portal

Your access to the Fresenius Service Portal will remain active until further notice. If you have any open tickets/request, you can still access them in the old portal.

You can access to the old Service Portal using the following steps based on the browser of your preference:

Microsoft Edge:

Open a "New InPrivate window"

In new opened window, please open the following url: https://fnc.service-now.com/sp

Your username for this portal will be your old email address and current Windows password, e.g. username@fmc-ag.com

Multifactor authentication will be required as you are access on a InPrivate window. If you encounter any problems with multifactor authentication, we recommend to check if you follow the steps mentioned above and try again. If this does not work, please contact the FME IT Service Desk via phone or email.

In case you face any issue with the Microsoft Multi-Factor Authentication (MFA), please follow the steps mentioned on knowledge article: How to set up Multi-Factor Authentication Methods?

Google Chrome:

Open a "New Incognito window"

In new opened window, please open the following url: https://fnc.service-now.com/sp

Your username for this portal will be your old email address and current Windows password, e.g. username@fmc-ag.com

Multifactor authentication will be required as you are access on a InPrivate window. If you encounter any problems with multifactor authentication, we recommend to check if you follow the steps mentioned above and try again. If this does not work, please contact the FME IT Service Desk via phone or email.

In case you face any issue with the Microsoft Multi-Factor Authentication (MFA), please follow the steps mentioned on knowledge article: How to set up Multi-Factor Authentication Methods?

Firefox:

Open a "New private window"

In new opened window, please open the following url: https://fnc.service-now.com/sp

Your username for this portal will be your old email address and current Windows password, e.g. username@fmc-ag.com

Multifactor authentication will be required as you are access on a InPrivate window. If you encounter any problems with multifactor authentication, we recommend to check if you follow the steps mentioned above and try again. If this does not work, please contact the FME IT Service Desk via phone or email.

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New FME IT Service Desk Contact Information

You can reach the Global DTI Service Desk via:• Email: GlobalDTIservicedesk@FreseniusMedicalCare.com• Telephone: Find the right phone number here