

FMC4ME Password reset

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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/5f1816f8db31b45010acd855ca96196f',

'value': '5f1816f8db31b45010acd855ca96196f'}

Purpose:

Follow this procedure when a user report

Unable to login to FMC4ME Password not working Need to reset FMC password

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

Steps to reset FMC password-

Method 1:

1.

Login to FMC Home page (fmc4me.fmcna.com) and open UIDMS by searching User Identity Management System under My Applications.

2.

Enter user's employee ID and click on search button. Open user's profile by clicking on 'paper and pen' symbol.

3.

Click on Helpdesk Security Question and verify user by asking mentioned security question. If we are unable to verify user, then we'll call user's manager to verify the authenticity of user and verify manager's security information.

4.

Now, click on Reset Password option and enter temporary password and provide the same to user.

5.

Further, we have to educate user to change password.

We must very strongly encourage the customer that they are currently using a temporary 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 temporary password, some applications will not allow them to sign on correctly until they reset the password.

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 if user is on correct FMC home page (fmc4me.fmcna.com),

If yes, then follow next step. If not, then provide correct FMC link to user and go through other steps.

5.

Check in eAccess OOB and UIDMS,

If user's account is active/unlocked and password is not expired, then follow and help user with above password reset steps. If FMC password is expired, follow KB00xxxxx. If account is not active/disabled, then direct (warm transfer the call) user to Employee Service center.

6.

Check Password Synch History in UIDMS (important),

if it shows present date with status as Success for all three accesses- FMC4ME/Doctors corner, FMCLX AD and eAccess, then that means password has been successfully changed.

if any one of the three System (FMC4ME/Doctors Corner, FMCLX AD & eAccess) shows In progress or will not show, see below example, then follow the escalation process.

7.

Follow the resolution/escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

(APP-IAM-PasswordReset)

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

Cannot Login

Resolution Service

Should generally be identical to Service (APP-IAM-PasswordReset)

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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