

Total Maintenance System (TMS) login issue/new user

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Category: {'link':

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Purpose:

Follow this procedure when a user calls for Total Maintenance System (TMS) login issue/new user

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, click on the New (paper) icon.

Enter the User Name. This is the user's Employee ID Number (if the new user is a doctor/Physician assign to Physician's Direct Connect (855-322-4968).

In the Display Name, enter the user's first and last name followed by a comma and a space and then their Credential (PCT, CCHT, RN etc.) If the new user has a Fresenius email address, then enter it in the Email Address cell. If the user does not have a Fresenius email address then enter their employee ID number followed by @fmc-na.com (ex: 123456@fmc-na.com) Personal email addresses should NOT be used, except in the case of doctors. Enter the User Password and then Re-Enter Password to

verify it is correct. The default password we use is Letmein123! (Passwords are case sensitive).

Next you will need to add the correct Default Group (clinical staff only), if biomed skip to step 8. This is the Region staff member will be able to view. If you use the Default Group dropdown there will not be anything there, you first need to select the Groups dropdown and select the correct DPC Regional – Region where the user is assigned. **USERS SHOULD ONLY BE ASSIGNED TO DPC REGIONAL** unless otherwise instructed by TMS Support. If any user asks for Corp Read Only that is a non-transactional role that is only good for corporate employees and help desk. Do not add any super user or admin roles send them to TMS Support.

The Group you select will auto-populate in the Default Group dropdown as well as be added to the Groups field. Click the Save button. The new user is now added to the system. If the user asks for Biomed add the biomed regional and the biomed tech area. BioMed's will not have a DPC role. After that you have to create the resource and add the new resource to the profile and then check both boxes on the resource tab. The DPC role (RN, PCT) would not be a resource. After the profile is created, it will take One to Two hours before the SSO will pick it up.

Adding a Resource (BioMed)

Main

Segment – Common 2 (set the segment first or else it will clear the other fields)

Resource number is the employee ID.

First name

Last name

Type – Regular employee

Clinic number

Status – Active

Skill - Biomed tech

Details

Radio – Biomedical Technician (the I or II or III is not required)

Assignments and Unavailability Blank

Add to biomed profile

Follow the resolution 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 Remotely (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Total Maintenance System (TMS)

Escalation Group

TMS Support

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