

Flourish-Unable to login into Flourish

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

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'value': '3a08cbc7971e16d8e6c878411153af12'}

Purpose:

Follow this procedure when a user reports that ...

User unable to login into Flourish

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.

Out of scope for helpdesk so Warm transfer to ESC

Employee Service Center: 855.362.6247

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot login

Service

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Not solved-Referred to Alternative Internal path

Resolution Category

Identity & Access

Resolution Subcategory

Cannot login

Resolution Service

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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