Desktop for Outlook Access

Article ID: KB0026527
Created: 2023-07-18 19:23:59
Updated: 2023-07-18 19:24:21
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/899f17621bccf55471ae4159b04bcba6',
'value': '899f17621bccf55471ae4159b04bcba6'}

Purpose:

Follow this procedure when a user report

Unable to login on OutlookOutlook not workingUnable to open OutlookUnable to access email

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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 Email Account access in eAccess OOB,

If user don't have access to email, help user in raising eAccess request for Email Account or advise to
have manager raise eAccess request for Email Account.

If user already has Email Account access, follow next step.

5.

Check Office365 license in Coreview,

If user's account not found in Coreview, follow the escalation process.If user don't have license
assigned, follow the escalation process.If user has E1 license, then guide them to access
email/Outlook on web. (Follow KB-xxxx)If user has E3 license, follow next step.

6.

Took remote access of user's computer and perform below steps

Clear caches/temp filesSign out from MS Word and Sign back in-

Open MS Word, go to File tab and then select Account option, click on Sign Out. After complete sign out, click on Sign in and enter correct email address and current password to sign in to MS Word.

Once, you'll find that user is successfully logged into MS Word, open MS Outlook, it will take some time to load previous data and the user will be able to access Outlook app.

7.

Follow the escalation/resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Office 365

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 (Office 365)

Escalation Process

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

Escalation Group

Assign incident to following group based on scenarios-

user account not found in Coreview - O365 license not assigned to user (need to check if this account is provisioned in AD with the correct O365 Group license)

DTI-EUX-HCL IAM-L1

Office365 license not assigned to user

DTI-INF-Collaborative Solutions

User unable to access outlook, O365 license is in Inactive state (need to check if MFA/OKTA is correct for this user, or have them reset their password) Inactive only means the user has yet to sign into Office

DTI-INF-Collaborative Solutions

Published by

DTI-EUX-HCL-HelpDesk-L1

Note:

Before assigning any incident to Collaborative Solutions team, always make sure, in OOB, user has Email Account access in provisioned/enabled state.