

FERA - No Roles defined to access the application

Article ID: KB0015815

Created: 2023-05-24 21:57:38

Updated: 2023-05-24 22:03:01

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/0f25f4091b476d10e4f7eb10604bcbd5',

'value': '0f25f4091b476d10e4f7eb10604bcbd5'}

FERA (Formulary Exception Request Application) - No Roles defined to access the application

Purpose: Follow this procedure when a user reports that they are receiving a “No Roles defined to access the application” error attempting to access the FERA application. Typically occurs when the user does not have a clinic selected.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberPatient Name/MRNClinic ProdDetailed

Description of the issue.Screen shot Error, Screenshot showing Clinic is selected in eCC

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident (Tickets will be returned if this is missing).
3. Please attach any referenced knowledge articles to the incident.
4. In eCube Clinicals ensure a Clinic has been selected, Clinic should be listed in the upper left-hand corner of the screen instead of FMC-NA or Select a Unit.
5. If clinic is selected and error still occurs, document details in the ticket, included required screenshots and follow escalation process.
6. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

FERA CORE Services

Resolution Process

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

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

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

Assign the Incident to the Following Group

DTI-EUX-Clinical Systems Support

Published By: DTI-EUX-Clinical Systems Support