

GSD. LOGA – How to handle LOGA Issues

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General Information:

Possible symptoms/errors:

User wants to know how to report issue with LOGA

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

LOGA Portal is used for time management within Fresenius since the 01st of September, 2020.

LOGA Portal url: <https://loga.intra.fresenius.de/loga3/>

If user wants to report an issue or request related to LOGA, advise them to do it via the form available on the FDT ServicePortal (user needs to go to the Service Catalog, select LOGA in the Categories column on the left-hand side and go to the LOGA issue or request form).

If user doesn't have access to FDT ServiceNow, raise the ticket on behalf of them, and assign it to Int_DE_CHR-LOGA_FLS_FSE.

For questions about time management, advise user to contact their time administrator.

For questions regarding the operation of the LOGA portal, user can check this FRED intranet page and LOGA FAQs.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

LOGA FAQs:

<https://fred.intra.fresenius.com/pages/viewpage.action?spaceKey=CHR&title=LOGA+FAQs> LOGA

Fred intranet page: <https://fred.intra.fresenius.com/pages/viewpage.action?pageId=302419649> LOGA

Portal url: <https://loga.intra.fresenius.de/loga3/>

