Clinic FRx Delivery Log – OKTA Login Issue

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Purpose: Follow this procedure when a user reports an issue with attempting an OKTA login.

Required Information to be documented in each Incident:

Contact NameContact 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. Confirm that the user has successfully logged into the network.

5. User attempts OKTA login.

6. Verify the user has setup an Okta account and that their password is working. Have the user log into the Okta My Apps Dashboard. https://myaccess.freseniusmedicalcare.com/app/UserHome

7. If the user does not have access, the user's manager will need to submit an incident for the contact to have OKTA access.

8. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Clinic FRx Delivery Log

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

Clinic FRx Delivery Log

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-CACOE-Clinical Applications Development - L3

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