FMC Account Deactivation-User reports to get FMC account deactivated.

Purpose:

Follow this procedure when a user reports that …

User reports to get FMC account deactivated.

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.

Scenario 1: If user is FMC employees and need to deactivate FMC account

Warm transfer to ESC for assistance

Employee Service Center: 855.362.6247

2.

Scenario 2: If user is contractor employee of FMC, we can deactivate user account.

Search user Z'id in out of box.

Click on disable to deactivate FMC account.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

Active Directory (FMCNA)

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

Facility Access

Resolution Service

Active Directory (FMCNA)

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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