SAP – How to request SAP access for an existing SAP user

Title

SAP – How to request SAP access for an existing SAP user

Purpose:

Follow this procedure when a user needs to submit a SAP access request for an existing SAP user.

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.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Advise the user their manager needs to log into eAccess Select Make a Request

5.

Select this option only if the user has had a SAP Request submitted in eAccess before. You will receive an error stating you must use Get New Access if one has not been submitted in eAccess before.

6.

Select Add People.

7.

Find SAP User Access and Select Edit Access

8.

Under SAP Request Information - Please add and or delete roles as needed.

Please note that you cannot select the same role twice. Please select any role available in the queue and clearly define your need in the justification area to get another request ID number.

Sap Application

Production P16 FIN Accounts – Select ECC/P16PBW/BEX   Accounts   -- Select PB/PBWCRM/PCS/TOPS -- Select CRM/PCS

SAP Functional Area - Select a role appropriate to your job function

ECC/P16 - purchasing role for clinic users - defaultPB/PBW – Standard AccessCRM/PCS - CRM -FMS RTG Roles (PCS)

SAP Business Role - Select the role appropriate to your job function

ECC/P16 – FMS Clinic Purchasing role for clinic users – defaultPB/PBW – Financial OperationalCRM/PCS - CRM - FMS Clinician

9.

Select Save once your choices have been made.

10.

Please provide a clear justification of what you are requesting to be provisioned. This is required.

11.

Select Submit the Request.

12.

Please keep track of your request ID number for future follow-up.

13.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

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

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Access Modification

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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