eCC login issue- your session has ended

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5f1816f8db31b45010acd855ca96196f', 'value': '5f1816f8db31b45010acd855ca96196f'}

Purpose:

Follow this procedure when a user report

Unable to access eCube ClinicalsGetting error as your session has ended

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen shot of the Error

Important-

1.

Active Directory- User should have "OnBase eCC User" group in AD under Member of tab.

2.

UIDMS- User should have following groups in UIDMS under Group Memberships

BOE 99 – ClinicianseCube Clinical ReportseCube ClinicalseCube Clinicals Admin GroupEmployeesWeb Reports

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.

Check in eAccess OOB,

If user has access to eCC, then check required clinic(s) and role and confirm with user,

If access is correct, then follow next step.Else advice user to inform manager to correct/update role or raise eAccess request for required clinic(s).

If user do not have access to eCC, then advice user to have manager raise eAccess request.

5.

Check clinic(s) and groups in UIDMS,

User should have clinic(s) and necessary groups (check above) assigned in UIDMS as per eAccess request.We have to add clinic(s) under User Business Entities, if it is not present. Also, need to refresh clinic(s) if Start Date is blank.We have to add required eCC groups, if they are not present under Group Memberships, also need to refresh them if Start Date is blank.Also make sure user's Job Details- Job role and Job Code updated correctly as per eAccess OOB,

In case, Job Details are not updated, check with available SMEs/leads.

6.

Now, you need to check in which instance/prod, clinic is listed.

Login to FMC4ME and open eCube Clinicals, search the user's clinic and check the correct instance/prod.

7.

Login to CyberArk to access eCC Admin Desktops. Open correct instance/prod and check user's profile,

User account should be active.

In case, account is not active, then right click on user's profile and click on Modify. Under Modify window, select the Last date of service as Forever and mark both the Active and Schedulable boxes, also remove Remarks (if have any).

If account not found, then we have to create or setup user's eCC profile in Prod, follow KB00xxxxx.Check user's Title/Credential under Modify window and modify it, if it's not updated correctly. Under Modify window, make sure Active and Schedulable boxes are mark checked.User should have at least one clinic listed under his/her profile.

If clinic is not assigned, then we have to add required clinic(s) with correct role.

Now, search user under Security Configuration tool,

Check if clinic is listed under Usergroups tab, else add the required clinic(s) as per eAccess request.Make sure Preference group and Sign level are updated correctly as per user's current role under User Properties tab.

After checking above access, reset Staff Browser (refresh prod) by clicking on Remove Staff Link and then Assign Existing Staff.

In case, account/profile not found under Staff browser, then follow escalation process.

8.

Follow the escalation or resolution process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

eCube Clinicals

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

Cannot Login

Resolution Service

Should generally be identical to Service (eCube Clinicals)

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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