

# user is not able to login

**Article ID:** KB0029192

**Created:** 2023-09-18 13:21:30

**Updated:** 2023-09-18 13:23:49

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/405a03b31be45150aa10dd36bc4bcb4a', 'value': '405a03b31be45150aa10dd36bc4bcb4a'}

Purpose:

Follow this procedure when a user report.

Unable to login to system/FMC4ME/Okta

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue Screen shot of the Error

Note: Any scenario where user is not able to login and perform user's daily task, it's considered as user down situation.

1.

Account not active in UIDMS and Out of Box,

For Contractors-

follow eAccess out of box issues – Account Extension KB, KB0020067. Then, hit Refresh from eAccess in UIDMS.

For Employees-

Check if user account is active in PeopleSoft, if not, user have to contact ESC. If user have already contacted ESC (also user's PeopleSoft account is active), then collect all the information and inform available SMEs/Leads.

2.

Account is active in Out of Box and not active in UIDMS,

Refresh from eAccess in UIDMS. Check if user have already contacted ESC. If the status does not update in UIDMS even after refreshing the account, inform available SMEs/Leads.

3.

FMCLX AD Account is disabled OR Okta account is deactivated,

Enable FMCLX AD Account via eAccess tool (a request will be generated), click on Refresh in OOB to make FMCLX AD Account access enable, if still, it shows as disabled then, immediately escalate the issue to available SMEs/Leads. If getting error while enabling FMCLX AD account, follow the escalation process.

4.

SECTYDB\_GTC access is not enabled/provisioned,

Follow the escalation process in this case.

5.

Okta not synching with AD,

Check Okta\_User\_Sync group in AD, we need to add, if group is not present. If Okta group is already present in AD, follow the escalation process.

6.

Account active in OOB and UIDMS but Okta account not found.

Check Okta\_User\_Sync group in AD, we need to add, if group is not present. If Okta group is already present in AD, follow the escalation process.

#### 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.

When user unable to login to FMC4ME/Okta or FMC credentials won't work, then check above User Down scenarios and follow the mentioned steps.

5.

Follow the escalation or resolution process accordingly.

#### Incident Classification Requirements

Category

Identity & Access

Subcategory

Cannot Login

Service

Active Directory (FMCNA)/Okta

#### 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

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

Assign the incident according to following scenarios-

Access (SECTYDB\_GTC and FMCLX AD Account) is in provisioning/disable state,

DTI-EUX-HCL IAM-L1

Okta- account not found, account not synching with AD, account deactivated (account active in OOB & UIDMS)

DTI-INF-IAM - L3

Published by

DTI-EUX-HCL-HelpDesk-L1