

CTH – Clinic access

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Purpose:

Follow this procedure when a user reports that he/she is unable to access clinic(s) in Care Team Hub (CTH)

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 (if any)

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, user should have access to CareTeamHub, if not, advise user to submit eAccess request or advise to have their manager submit eAccess request.

5.

The clinic(s) which user need access to

If it is present under eCube Clinicals access in eAccess OOB, then we need to check in UIDMS and Prod, if clinic is assigned to user or not.

If clinic(s) is not assigned, then we need to add clinic(s) in UIDMS and Prod.

If clinic(s) is not present under eCube Clinicals access in eAccess OOB, then help user in raising eAccess request or advise user to have their manager submit eAccess request for required clinic(s).

6.

If clinic(s) is present in UIDMS and Prod and still user is unable to access, then follow the escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Facility Access

Service

CareTeamHub

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

Should generally be identical to Service (CareTeamHub)

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM-L1

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