

SOP: Resolve User's issue of being unable to access Planet, CWB, or any other tool:

Verify the required services: Check if the necessary services for accessing Planet, CWB, or any other tool are running properly. This can include network connectivity, server availability, and any specific software or systems required for accessing these tools. Ensure that all the required components are functioning correctly.

Troubleshoot the user's access: Determine if the issue is specific to the user or if it affects multiple users. If it's isolated to the user, check if the user's account is active and if there are any account-related issues. Verify the user's credentials and permissions to access the tools. If necessary, reset the user's password or update their permissions to ensure they have the required access.

Check for known issues or outages: Look for any known issues or service disruptions related to the tools the user is trying to access. Check the official documentation, service status pages, or contact the technical support team to verify if there are any ongoing problems that could be causing the access issue.

Clear cache and cookies: Instruct the user to clear their browser cache and cookies. Sometimes, outdated or corrupted cache files can interfere with accessing certain tools. Clearing cache and cookies can help resolve such issues. Provide the user with instructions on how to perform this task on their specific browser.

Test access from a different device or network: Ask the user to attempt accessing the tools from a different device or network. This helps identify if the issue is device-specific or network-related. If the user can access the tools from another device or network, it suggests a problem with their original device or network configuration.

Create a support ticket: If the issue persists after performing the above steps, create a ticket in the company's service management system (e.g., ServiceNow) or any appropriate ticketing system. Include all relevant details about the user, the tools they are trying to access, the troubleshooting steps taken, and any error messages encountered. Assign the ticket to the appropriate support group or team responsible for handling access-related issues.