**Process For Assisting Users With Systems Access Issues**

**(especially off hours)**

**Updated 8/4/2014**

**The Identity Operations (SAMS) team is available 24/7!**

**Process change:**

If HD gets a call from a user on an Inpatient Nursing area:

SSS on-call person will assess the situation and make a determination as to urgency of need for corrective action and initiate follow-up based on that determination.

* If user with Systems Access issue is working or is scheduled to work before the next business day, we need to assist them with getting their Systems Access issue corrected immediately.
* If the user is not working before the next business day, the Help Desk or SSS on-call person needs to contact the security manager for the user and have them address the issue.

If the systems access issues needs to be resolved before next business day, you need to contact person on call for Identity Operations (SAM) Team. Before you call, you will need to know:

* What applications user needs to be able to use on urgent basis. In general, we would limit to establishing or re-establishing access to StarPanel and HEO, HED, and AdminRx. Access to POU, Teletracking, Materials Mgt. and other applications can be done next business day and most staff should be able to function for brief periods of time without that access.
* Request verbally and by e-mail the access needed. Remember, HEO access needs to include Role (RN, MR, MD, etc.), Dept., and can modify orders. HED & AdminRx access are auto-determined based on HEO Amanita settings.  StarPanel access would be for Tier 2. Please contact the security manager so they will know what has and has not been set up overnight or over the weekend and follow up on remaining outstanding set up requests.
* Document what you’ve learned in your assessment (why person does not have access, what applications they need, contact information for questions, etc.)