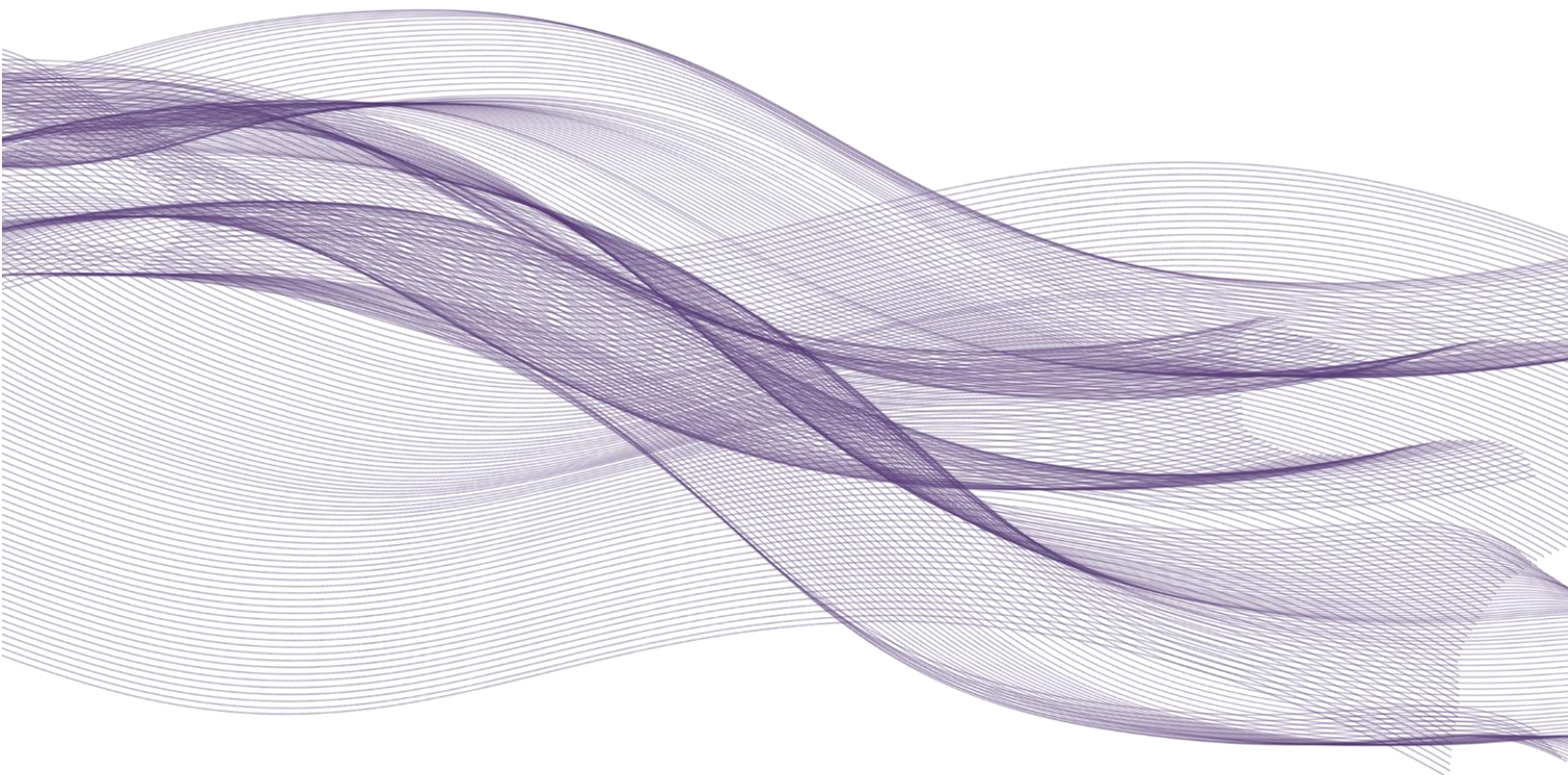# GALDERMA

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GALDERMA PATIENT SERVICES

Single Sign-On (SSO)

User Guide
Version 1.0

Table of Contents

1. Introduction

1.1 Purpose of the Document

The purpose of this document is to provide clear and concise instructions for both internal and external users on how to request and gain access to the Galderma Tableau workbooks. This guide outlines the necessary steps for submitting access requests, authenticating through Snowflake, and navigating the Tableau platform to view and interact with reports and dashboards.

By following the procedures detailed in this document, users will ensure compliance with EVERSANA's security policies and streamline the process of accessing critical data and analytics tools. This guide is intended to facilitate a smooth onboarding experience and efficient utilization of the Tableau workbooks, ensuring all users can access the information they need in a secure and efficient manner.

1.2 Document Conventions

Table 1: Document Conventions

Item	Convention
Commands and keywords	**Boldface** font
Variables for which you supply values	*Italic* font
Menu items and button names	**Boldface** font
🖹 Note	Additional information, suggestions or references that require attention from you

1.3 Support Information

Contact:
xxx.xxx@eversana.com

1.4 Version Information

Revision 1.0 version **Galderma SSO User Guide 1.0**

2. Tableau Patient Services Access Request Details

2.1 Workbooks Access Request for Internal Users

To gain access to the Galderma Tableau workbook, internal users need to submit the following three tickets:

- Tableau access request
- Snowflake role access request
- Role Level Security (RLS) access

2.1.1 Tableau Access Request

Users shall raise a request ticket via **EVERSANA Service Desk.**

Tableau Access Request: _Link_

Users shall input the following information on the *request ticket*:
- **User:** Full name of the user (Rest of the details will be auto populated)
- **Request Type:** Add/Change/Remove a user from the Tableau workbook access
- **Application:** _Tableau Dashboards_
- **Additional Information:** Reason for requesting Tableau workbook access

Business Application Access Request

Business Application Access Request

Use to add, change or remove access to one or more business applications.

User Information

*User	*Service Line
Job Title	Division
Location	Department
	Manager
Email	

*Request Type

Add

Click **Order Now,** once the details are filled.

2.1.2 Snowflake Role Access Request

Users shall raise a request ticket via **EVERSANA Service Desk.**
Snowflake Role Access Request: Link

Users shall input the following information on the *request ticket*:

- **Requested For:** Full name of the user (Rest of the details will be auto populated)
- **Request Type:** Add/Change/Remove a user from the Snowflake Role access
- **Is this for an external/client user?:** *No*
- **User Role Requested:** To access Galderma reports, internal users have two roles:
  - *EDAPRESENTATION*: For users needing PHI access
    - Required to attach *HIPAA certificate.*
    - Download HIPAA certificate from *ComplianceWire*: *Link*.
  - *EDAPRESENTATION-NOPHI*: For users not needing PHI access
    - No HIPAA certificate required.
- **Additional Information:** Reason for requesting Snowflake Role access
- **Attachments:** Add a HIPAA certificate (if PHI access is required)

Snowflake Access Request

Snowflake Access Request

Use to request access to Snowflake.

*Requested For

*Office Location

*Department

*Service Line

*Request Type

Add

*Is this request for an external/client user? �

No

*User Role Requested

ⓘ EDAPRESENTATION

Additional Information ⓘ

🖉 Add attachments

🛒 Add to Cart

📝 Add to Wish List

Order Now

Click **Order Now,** once the details are filled.

2.1.3 RLS Access Request

Users shall raise a request ticket via *EVERSANA Service Desk* under **"Snowflake Issue".** *RLS Access Request:* [Link](#)

Users shall input the following information on the *request ticket*:

- **Who is the affected user?:** *Full name of the user*
- **Office Location:** *Mention the office location*
- **Preferred contact method:** *Microsoft Teams Chat/Call, Phone Call*
- **What issue are you having?:** Access issue
- **Provide the error message you are receiving:** NA
- **What role are you using?:**
  - *EDAPRESENTATION***:** For users needing PHI access
  - *EDAPRESENTATION_NOPHI***:** For users not needing PHI access
- **What database, schema, table, or view are you having issues with?:** NA
- **Which client(s) data do you need help with?:** Galderma
- **Please provide a brief description of your issue including the system/application and behavior identified:** Kindly add the user to the listed program on Production RLS. *Mention if UAT access is needed.*
- **Please provide as many details as you can so that we may identify and resolve your issue and assist you better:** *Mention the username of all who needs access*

Submit Snowflake Issue
Submit Snowflake Issue

Use to report an issue you are having with **Snowflake**. Track your issue by clicking on "My Tickets" in the menu bar.

* Indicates required

*Who is the affected user?

*Office Location ❓

*Preferred contact method

Microsoft Teams Chat

What do you need assistance with?

ℹ️ Snowflake

*What issue are you having?

Access issue

*Provide the error message you are receiving.

NA

*What role you are you using?

ⓘ   EDAPRESENTATION   ×   ▾

*What database, schema, table, or view are you having issues with?

NA

*Which client(s) data do you need help with?

Galderma

*Please provide a brief description of your issue including the system/application and behavior identified.

*Please provide as many details as you can so that we may identify and resolve your issue and assist you better. ❓

�Ⱏ Add attachments

▣ **Add to Wish List**

Submit

Click **Submit,** once the details are filled.

2.2 Workbooks Access Request for External Users

To gain access to the Galderma Tableau workbook*, **internal users need to submit the following three tickets on behalf of the external users***:

- Tableau access request
- Snowflake role access request
- Role Level Security (RLS) access

2.2.1 Tableau Access Request

Users shall raise a request ticket via ***EVERSANA Service Desk.***
Tableau Access Request: *Link*

Users shall input the following information on the *request ticket*:
- **User:** Full name of the internal user (Rest of the details will be auto populated)

- **Request Type:** Add/Change/Remove a user from the Tableau workbook access
- **Application:** _Tableau Dashboards_
- **Additional Information:**
  - Full name of the external user
  - Email address of the external user
  - Tableau Server environment
  - Specific workbook names

Business Application Access Request ♡

Business Application Access Request

Use to add, change or remove access to one or more business applications.

User Information

*User	*Service Line
	❶ Patient Services ▾

Job Title	Division
	❶ ▾

Location ❓	Department
	❶ ▾
❶ ▾	Manager
	❶ ▾

Email

*Request Type

Add ▾

*Applications ❓

If the application you are looking for is not found, please search for the application name on the IT Service ✖
Desk Portal home page to find a dedicated access request for the application.

✖ Tableau Dashboards

Additional Information ❓

🖉 Add attachments

🛒 **Add to Cart**

📧 **Add to Wish List**

Order Now

Click **_Order Now,_** once the details are filled.

2.2.2 Snowflake Role Access Request

Users shall raise a request ticket via **EVERSANA Service Desk.**

Snowflake Role Access Request: [Link](#)

Users shall input the following information on the *request ticket*:

- **Requested For:** *Full name of the internal user (Rest of the details will be auto populated)*
- **Request Type:** *Add/Change/Remove an external user from the Snowflake Role access*
- **Is this for an external/client user?:** <u>Yes</u>
- **External/Client Name:** <u>Galderma</u>
- **User Role Requested:** To access Galderma reports, external users have two roles:
  - ***EDAPRESENTATION_CLIENT*:** For users needing PHI access
  - ***EDAPRESENTATION_CLIENT_NOPHI*:** For users not needing PHI access
- **Additional Information:**
  - Full name of the external user
  - Email address of the external user
  - Reason for requesting Snowflake Role access