

Enhanced Access

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The purpose of this article is to describe the capabilities of the **Enhanced Access** report and the data it represents. **Enhanced Access** is the process by which iSalus Employees can access your database with full privileges. This level of access is often necessary for recreating issues, completing professional services, confirming code changes, and a variety of other tasks.

Enhanced Access Report

Filter Criteria

Reason Category Search

Database Name

User ID

User ID

Ticket Number Search

Reason Body Search

Start Date

Sep 16, 2025

End Date

Oct 16, 2025

Generate

User ID	Reason Category	Ticket ID	Reason Explanation	Database Name	Posted Date
lhether	Support Case	00254418		l260	Sep 16, 2025
lgferrer	Other		Report data upload for Amanda G. (eGFR)	C5267	Sep 16, 2025
lhhope	Professional Services			C4950	Sep 16, 2025
llwarren	Professional Services	254447		C5325	Sep 16, 2025
lkinkley	Other		Access to a Demo database. No real patients	valley	Sep 16, 2025

Data Represented

When running the **Enhanced Access** report, each row represents an instance of an iSalus Employee accessing your database with elevated privileges. Using the provided filters, results can be narrowed to specific timeframes, support cases being addressed, individual users, and reason categories/descriptions.

Column Definitions

- User ID** | Represents the iSalus Employee's user name accessing the database with Enhanced Access
- Reason Category** | Selected reason the user provides for entering Enhanced Access
 - Support Case - There is a need to recreate an issue or modify data to resolve a support case created

by a practice user.

- DevOps Ticket - The effect of a code change needs to be validated, or a bug report can only be investigated in the live environment.
 - Professional Services - Template Changes, Custom Development, Interface Setup/Maintenance, and Data Imports.
 - Other - Catchall for instances where Enhanced Access is warranted but does not fall into the defined categories. The Reason Explanation field should provide a more detailed description of the purpose.
3. **Ticket ID** | Mainly an internal identifier that iSalus can use to track back to Salesforce Cases, Development (DevOps) Tickets, Opportunities (Salesforce), or other referencable information to ensure the functionality is not abused.
 4. **Reason Explanation** | Written description for the reasoning behind the need for Enhanced Access. This is a required field when using the 'Other' Reason Category, but optional other times.
 5. **Database Name** | The database being accessed. As a practice user, this is a static value. As an iSalus Employee, this can be used to target individual databases being accessed.
 6. **Posted Date** | Date of the Enhanced Access session (Mon DD, YYYY)
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