

# FAQs

(Frequently Asked Questions)

## for Day 1 Onboarding: Account Claiming and Multi-Factor Authentication (MFA) Setup

If you are having any issues with claiming your account or setting up the MFA, please review the common questions and answers that may help

### How can I get help claiming my account and setting up MFA

We have several ways of helping you.

- 1) Attend the weekly 8am Pacific Time Day 1 New Caregiver Account Claiming Teams Meeting on Monday (except for holidays). Links are provided in your welcome letter or by your hiring manager based off the region you will be working in. That session is designed to help walk you through the process and help resolve issues you may encounter
- 2) Visit <https://access.providence.org> and watch the instructional video that will help guide you through the process

Caregiver Access Portal

New Caregivers

Use the two links below to claim your account and configure multi-factor authentication. This is a two-step process which should be completed sequentially. We have created the video below to help walk you through the process.

 Instructional Video 

-  **1 Claim Your Account**  
New to Providence and need your network account? Start here to claim your account, configure your security questions, and set your password.
-  **2 Configure Multi-Factor Authentication (MFA)**  
Once you have claimed your account, you need to set up Multi-Factor Authentication (MFA) to access the network when you are working remotely.

- 3) Visit <https://access.providence.org> and review the presentation that will help guide you through the process

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 **2 Configure Multi-Factor Authentication (MFA)**  
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Once you have successfully completed the two steps above, your account is set up and ready to use.  
If you are experiencing any issues, please click on the links below for additional help.

 **Account Claiming and MFA Resources**

- [Presentation for Account Claiming and MFA Setup](#)
- [Frequently Asked Questions \(FAQs\) for Account Claiming and MFA Setup](#)

I can't remember my email and/or password?

Please return to <https://access.providence.org> and click on the option to reset your password at the bottom of the page

Existing Caregivers

 **Reset your Password**  
Can't remember your password? Use this link if you can't remember your password. You must have multi-factor authentication to use this feature.

 **Remote Work Guidance**  
Information Services resources to assist caregivers working remotely from home.

# I used to work at Providence. Do I still have to claim my account?

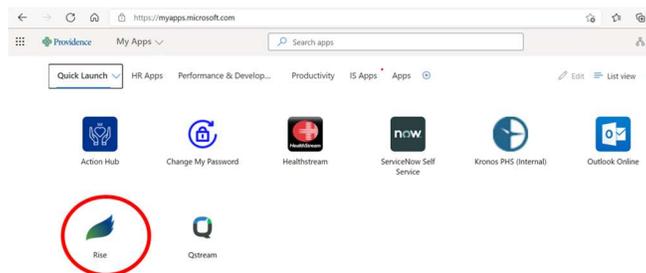
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No, those who were previously employed at Providence or what are now Providence facilities do not need to claim their account since they have already done so. Please proceed with setting up your MFA if you need to work remotely or access your information away from the Providence network.

# I've successfully completed Account Claiming and setting up MFA , what do I do next?

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Once you've completed the 2 steps mentioned above, please refer to the email that you received last week regarding your Day 1 plan/schedule. Most often, you may move forward with your Virtual New Caregiver Orientation (VNCO). In order to do that, please visit <https://myapps.microsoft.com/> and click on the "Rise" icon. This will take you to the Rise training platform which should be set up for your specific training based on your position/role.

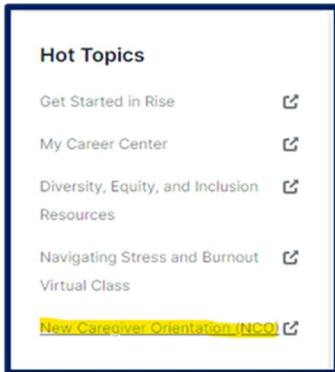


Once in the Rise Application please do the following:

1. Click on the "RISE" logo to enter the online learning platform; use your network ID to logon
2. Click on "Home" at the top of the Rise page



1. Scroll down to "Hot Topics" and click on "New Caregiver Orientation (NCO)"



## What is MFA and why do I need it?

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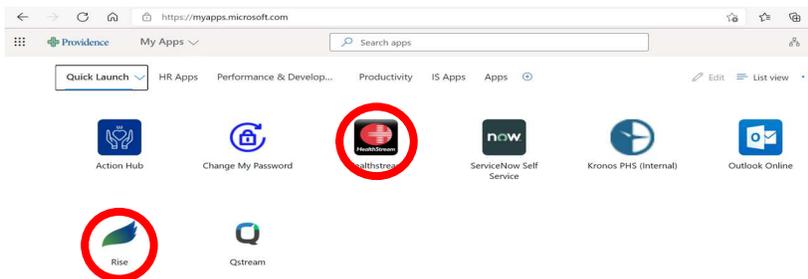
MFA is an acronym for Multi-Factor Authentication. When you sign into your online accounts - a process we call "authentication" - you're proving to the service that you are who you say you are. Traditionally that's been done with a username and a password. Unfortunately, that's not a very good way to do it. Usernames are often easy to discover; sometimes they're just your email address. Since passwords can be hard to remember, people tend to pick simple ones, or use the same password at many different sites.

That's why almost all online services - banks, social media, shopping and yes, Microsoft 365 too - have added a way for your accounts to be more secure. You may hear it called "Two-Step Verification" or "Multifactor Authentication" but the good ones all operate off the same principle. When you sign into the account for the first time on a new device or application (like a web browser) you need more than just the username and password. You need a second thing - what we call a second "factor" - to prove who you are.

## How can I verify that I have correctly claimed my account and set up MFA?

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Please visit <https://myapps.microsoft.com/>



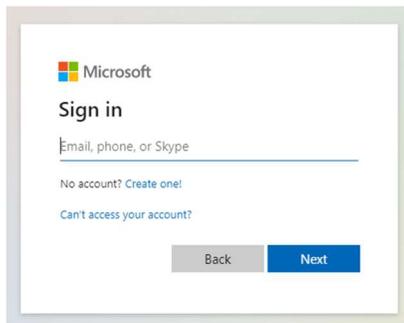
If you are able to see both Rise and Healthstream icons, then you have correctly claimed your account and set up MultiFactor Authentication (MFA)

## I already have a school or employer Microsoft Account

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**Try It:** Sign into your Microsoft Account using your Providence UPN (usually your <first name>.<last name>@providence.org

1. Go to <https://access.providence.org/>



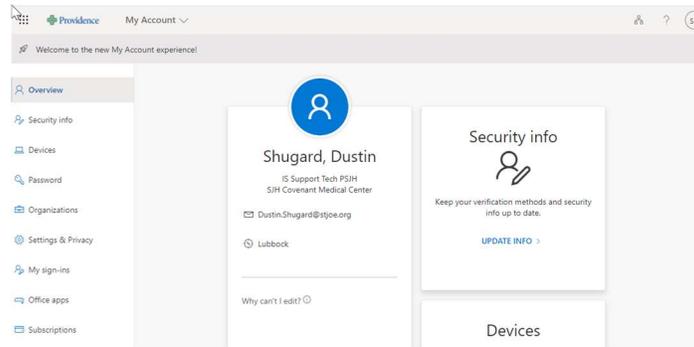
2. Sign into your Microsoft Account using your Providence UPN (usually your <first name>.<last name>@providence.org
3. Note: you may need to sign out of any other Microsoft accounts that you may have.

And just like that, you are signed into your Providence Microsoft account.

## I am trying to verify that my account is set up, but I am on an account overview page

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Sometimes, when you are done with setting up your MFA, you are taken to the Account Overview page that looks like this:

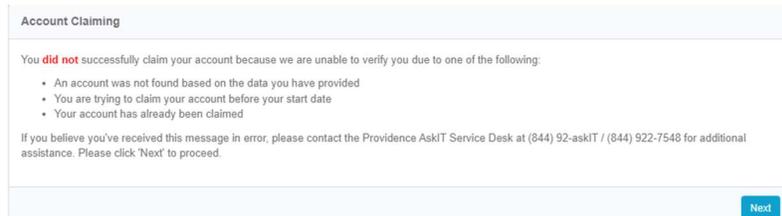


**Resolution:** go to the following website: <https://myapps.microsoft.com/>. You should be able to see icons of your apps. Please refer to the question above regarding verifying your setup.

## I did not get the successful account claiming screen

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If you have tried to claim your account and see the following screen:



Please join the **[“NEO Account Claiming Support Bridge” Teams meeting](#)** at the following dates and times:

Mondays and Wednesday from 9:00am to 11:00am (Pacific Time)

and

Mondays from 1:00pm to 3:00pm (Pacific Time)

Phone Number: 1-503-863-8266

Conference ID: 597 009 167#

Or you may contact the Providence AskIT Service Desk at 844-922-7548

## I've already set up MFA using the Microsoft Authenticator App

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If you've already set up MFA using the Authenticator App and it is working fine, then you are ok. You do not need to set up MFA using a text. However, we have found that the App can be

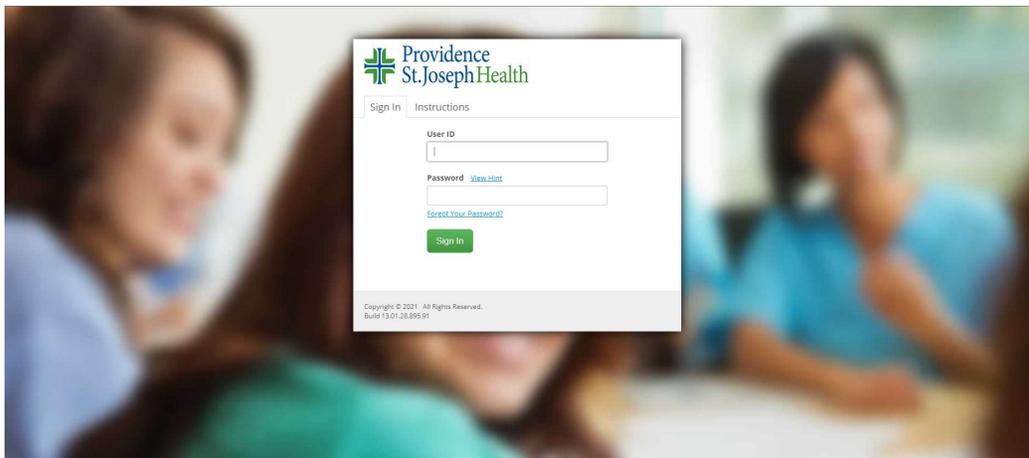
difficult to use and suggest using the text feature on your phone or smart device. You can follow the directions for setting up MFA using text by simply re-doing the process with that selection. There should not be a conflict between the MFA methods and it should default to the most recent MFA method chosen

## I tried accessing my Rise app, but it's not working

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If you have tried to claim your account and see the following screen:

On occasion SSO does not work for the caregivers through MyApps.microsoft.com and will come up to the Healthstream Screen asking for a User ID and Password. Generally, when the upload comes over to Healthstream the User ID and Password will be the employee ID number. The first time you sign in, you may be prompted to change their password but the User ID will remain being your employee ID. Here is a screen shot of what it could look like:



## I need more help

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If you are having problems that can't be resolved with the information on this FAQs and still need help either Account Claiming or Multi-Factor Authentication set up, please join our ["NEO Account Claiming Support Bridge" Teams meeting](#) at the following dates and times:

Mondays and Wednesday from 9:00am to 11:00am (Pacific Time)

or

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