

New Caregiver Training Account Claiming, MFA Set-up, and New Caregiver Orientation Access



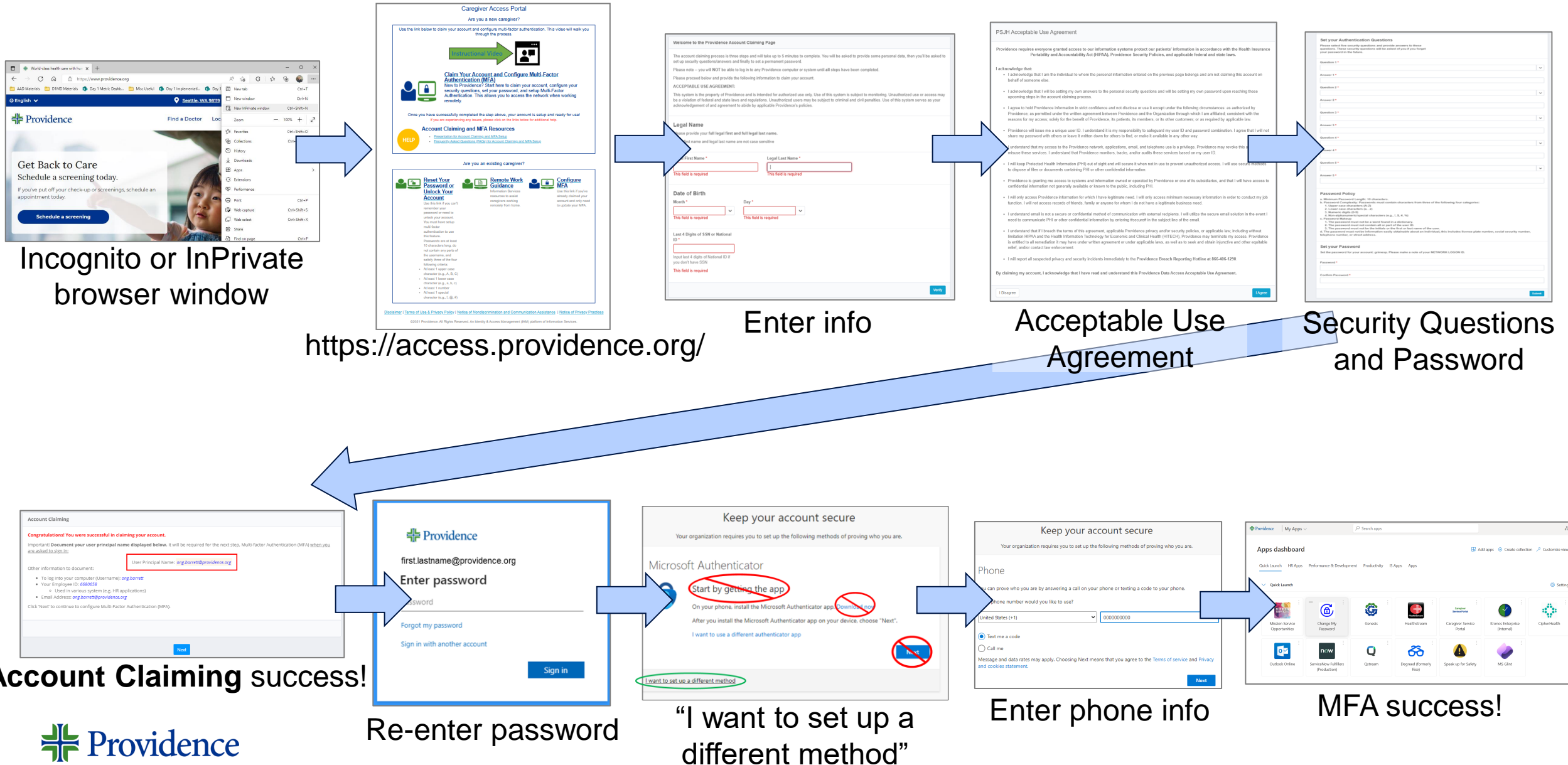
New Caregiver Account Claiming: Learning Objectives

By the end of this session, you will...

1. Successfully ***claim your account*** so you can access the Providence network and applications
2. Set up ***multi-factor authentication (MFA)*** to safeguard access to applications and resources by verifying your identity
3. Get started with ***New Caregiver Orientation (NCO)***

Account Claiming

Account Claiming and MFA Set-up Overview



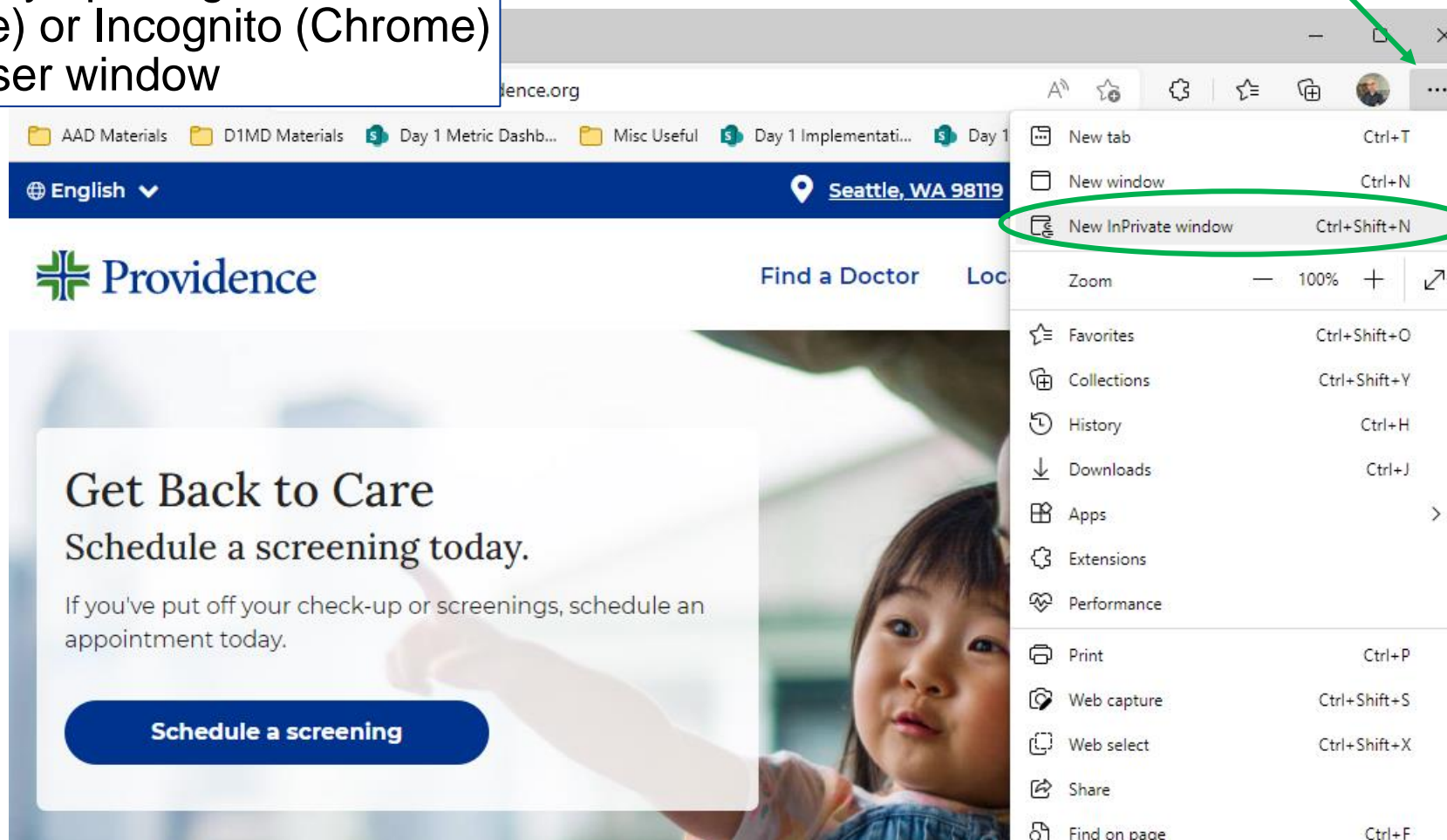
Incognito (Chrome) or InPrivate (Edge) Window



Start by opening an InPrivate (Edge) or Incognito (Chrome) browser window

Click the three dots at the top right of your browser

Then select **New InPrivate window**



Account Claiming and MFA Configuration

1. Navigate to <https://access.providence.org/> using a web browser, preferably Chrome or Edge




Note: This website can be reached from anywhere with access to the internet

2. Click **Claim Your Account and Configure Multi-Factor Authentication (MFA)**

Caregiver Access Portal

Are you a new caregiver?

Use the link below to claim your account and configure multi-factor authentication. This video will walk you through the process.



Claim Your Account and Configure Multi-Factor Authentication (MFA)

New to Providence? Start here to claim your account, configure your security questions, set your password, and setup Multi-Factor Authentication. This allows you to access the network when working remotely.


Once you have successfully completed the step above, your account is setup and ready for 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](#)

HELP

Are you an existing caregiver?




Reset Your Password or Unlock Your Account

Use this link if you can't remember your password or need to unlock your account. You must have setup multi-factor authentication to use this feature.


Passwords are at least 10 characters long, do not contain any parts of the username, and satisfy three of the four following criteria:

- At least 1 upper case character (e.g., A, B, C)
- At least 1 lower case character (e.g., a, b, c)
- At least 1 number
- At least 1 special character (e.g., !, @, #)



Remote Work Guidance

Information Services resources to assist caregivers working remotely from home.



Configure MFA

Use this link if you've already claimed your account and only need to update your MFA.

[Disclaimer](#) | [Terms of Use & Privacy Policy](#) | [Notice of Nondiscrimination and Communication Assistance](#) | [Notice of Privacy Practices](#)

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Account Claiming

3. Enter your **Legal First Name** and **Legal Last Name**

Note: These fields are not case-sensitive, but the spelling must match what was entered into the system.

4. Use the dropdowns to select the **Month** and **Day** of your birth

5. Type the last 4 digits of your Social Security Number (SSN) or National ID and click **Verify**

Welcome to the Providence Account Claiming Page

The account claiming process is three steps and will take up to 5 minutes to complete. You will be asked to provide some personal data, then you'll be asked to set up security questions/answers and finally to set a permanent password.

Please note -- you will NOT be able to log in to any Providence computer or system until all steps have been completed.

Please proceed below and provide the following information to claim your account.

ACCEPTABLE USE AGREEMENT:

This system is the property of Providence and is intended for authorized use only. Use of this system is subject to monitoring. Unauthorized use or access may be a violation of federal and state laws and regulations. Unauthorized users may be subject to criminal and civil penalties. Use of this system serves as your acknowledgement of and agreement to abide by applicable Providence's policies.

Legal Name

Please provide your full legal first and full legal last name.

Legal first name and legal last name are not case sensitive

Legal First Name * 3. Legal Last Name *

This field is required This field is required

Date of Birth

Month * 4. Day *

This field is required This field is required

Last 4 Digits of SSN or National ID * 5.

Input last 4 digits of National ID if you don't have SSN

This field is required

after 3, 4, and 5, click → Verify

Account Claiming: Acceptable Use Agreement

PSJH Acceptable Use Agreement

Providence requires everyone granted access to our information systems protect our patients' information in accordance with the Health Insurance Portability and Accountability Act (HIPAA), Providence Security Policies, and applicable federal and state laws.


I acknowledge that:

- I acknowledge that I am the individual to whom the personal information entered on the previous page belongs and am not claiming this account on behalf of someone else.
- I acknowledge that I will be setting my own answers to the personal security questions and will be setting my own password upon reaching these upcoming steps in the account claiming process.
- I agree to hold Providence information in strict confidence and not disclose or use it except under the following circumstances: as authorized by Providence; as permitted under the written agreement between Providence and the Organization through which I am affiliated; consistent with the reasons for my access; solely for the benefit of Providence, its patients, its members, or its other customers; or as required by applicable law.
- Providence will issue me a unique user ID. I understand it is my responsibility to safeguard my user ID and password combination. I agree that I will not share my password with others or leave it written down for others to find, or make it available in any other way.
- I understand that my access to the Providence network, applications, email, and telephone use is a privilege. Providence may revoke this access if I misuse these services. I understand that Providence monitors, tracks, and/or audits these services based on my user ID.
- I will keep Protected Health Information (PHI) out of sight and will secure it when not in use to prevent unauthorized access. I will use secure methods to dispose of files or documents containing PHI or other confidential information.
- Providence is granting me access to systems and information owned or operated by Providence or one of its subsidiaries, and that I will have access to confidential information not generally available or known to the public, including PHI.
- I will only access Providence information for which I have legitimate need. I will only access minimum necessary information in order to conduct my job function. I will not access records of friends, family or anyone for whom I do not have a legitimate business need.
- I understand email is not a secure or confidential method of communication with external recipients. I will utilize the secure email solution in the event I need to communicate PHI or other confidential information by entering #secure# in the subject line of the email.
- I understand that if I breach the terms of this agreement, applicable Providence privacy and/or security policies, or applicable law; including without limitation HIPAA and the Health Information Technology for Economic and Clinical Health (HITECH), Providence may terminate my access. Providence is entitled to all remediation it may have under written agreement or under applicable laws, as well as to seek and obtain injunctive and other equitable relief, and/or contact law enforcement.
- I will report all suspected privacy and security incidents immediately to the Providence Breach Reporting Hotline at 866-406-1290.

By claiming my account, I acknowledge that I have read and understand this Providence Data Access Acceptable Use Agreement.

6. Review the **PSJH Acceptable Use Agreement**. If you agree click, **I Agree**.

Account Claiming: Unsuccessful

 Providence

Account Claiming

You **did not** successfully claim your account because we are unable to verify you due to one of the following:

- An account was not found based on the data you have provided
- You are trying to claim your account before your start date
- Your account has already been claimed

If you believe you've received this message in error, please contact the Providence AskIT Service Desk at (844) 92-askIT / (844) 922-7548 for additional assistance. Please click 'Next' to proceed.

Next

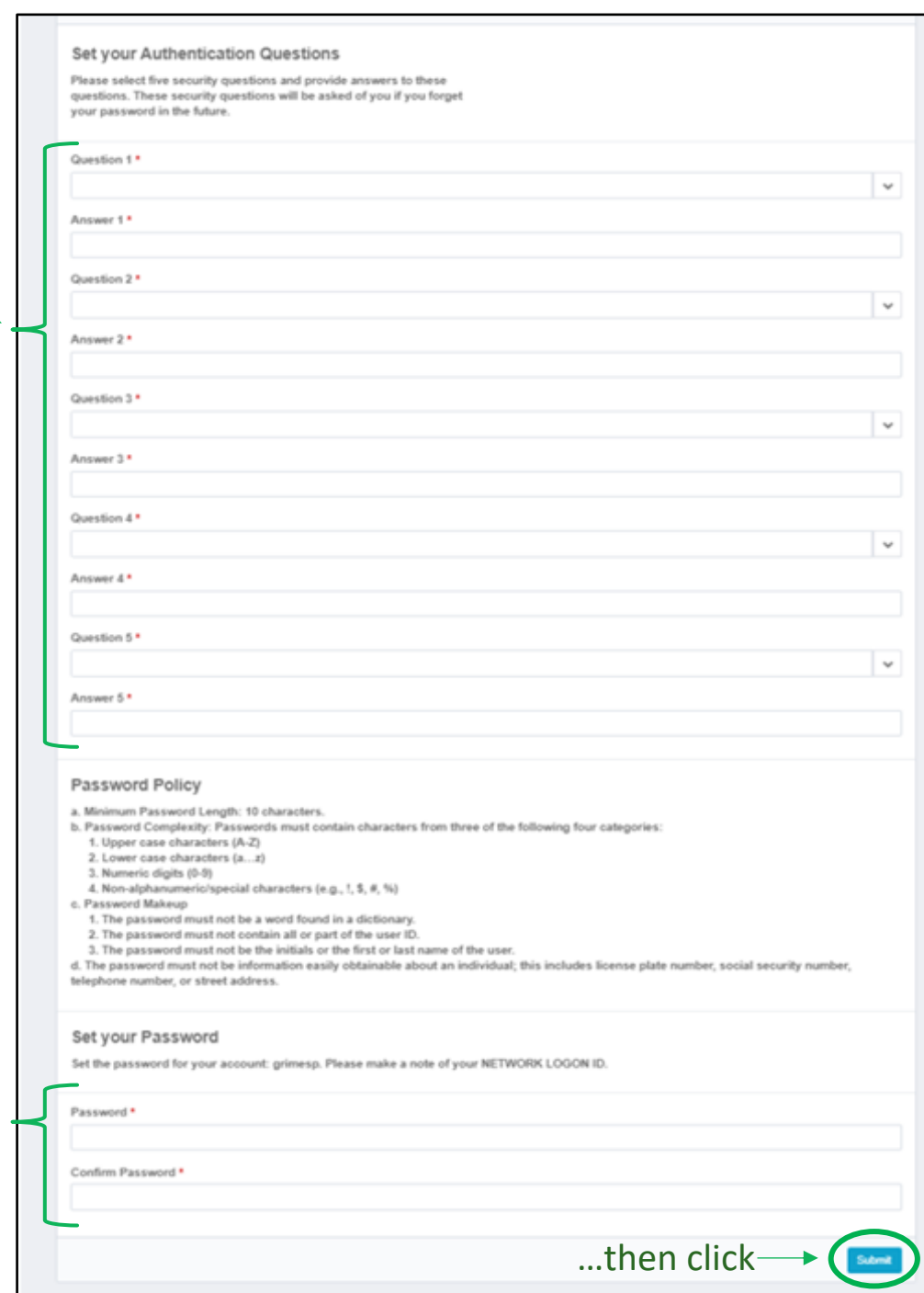
Questions and Password

7. Set five **different** security questions and answers.
 - These will be used to validate your identity if you need to reset or unlock your account in the future.
 - The answers are not case-sensitive, but they are space sensitive
 - Example: if you use “High School” as an answer, include the space between High and School.
8. Scroll to **Set your Password**. Create and confirm a password following the listed password policy requirements.
 - Click **Submit**.



Remember your password!

You will need it in a few moments to set up your MFA.



Set your Authentication Questions

Please select five security questions and provide answers to these questions. These security questions will be asked of you if you forget your password in the future.

Question 1 *

Answer 1 *

Question 2 *

Answer 2 *

Question 3 *

Answer 3 *

Question 4 *

Answer 4 *

Question 5 *

Answer 5 *

Password Policy

a. Minimum Password Length: 10 characters.

b. Password Complexity: Passwords must contain characters from three of the following four categories:

1. Upper case characters (A-Z)
2. Lower case characters (a..z)
3. Numeric digits (0-9)
4. Non-alphanumeric/special characters (e.g., !, \$, #, %)

c. Password Makeup

1. The password must not be a word found in a dictionary.
2. The password must not contain all or part of the user ID.
3. The password must not be the initials or the first or last name of the user.

d. The password must not be information easily obtainable about an individual; this includes license plate number, social security number, telephone number, or street address.

Set your Password

Set the password for your account: grimesp. Please make a note of your NETWORK LOGON ID.

Password *

Confirm Password *

...then click → **Submit**

Account Claiming: Success!

Success!!

9. Write down or take a picture of these 4 pieces of information...
- A. User Principal Name
 - B. Username
 - C. Employee ID, and
 - D. Email Address.

Click **Next**

Account Claiming

Congratulations! You were successful in claiming your account.

Important! **Document your user principal name displayed below.** It will be required for the next step, Multi-factor Authentication (MFA) when you are asked to sign in:

User Principal Name: [first.lastname@providence.org](#)

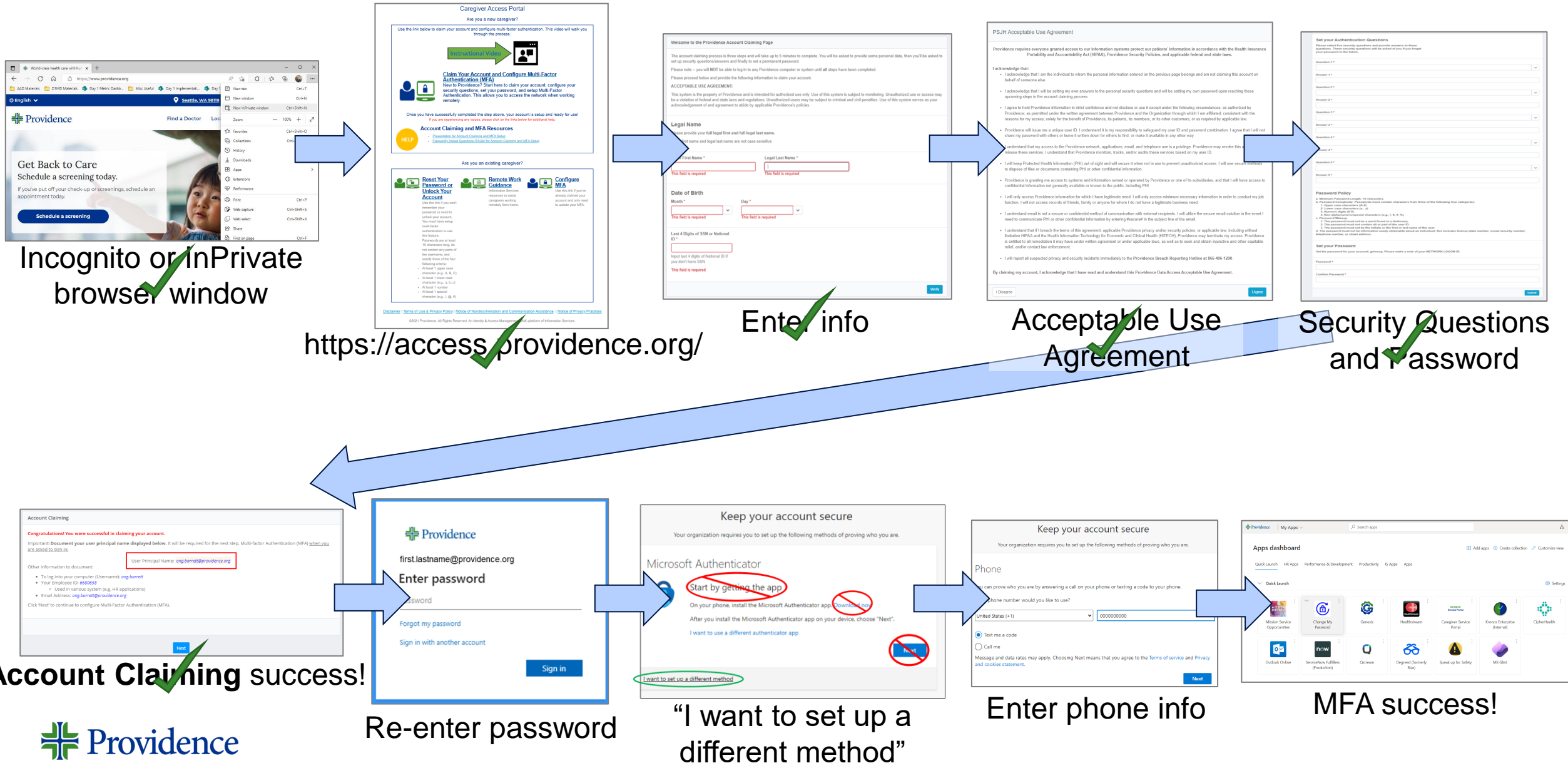
Other information to document:

- To log into your computer (Username): [ong.barrett](#)
- Your Employee ID: [6680658](#)
 - Used in various system (e.g. HR applications)
- Email Address: [first.lastname@providence.org](#)

Click 'Next' to continue to configure Multi-Factor Authentication (MFA).

Next

Account Claiming and MFA Set-up Overview

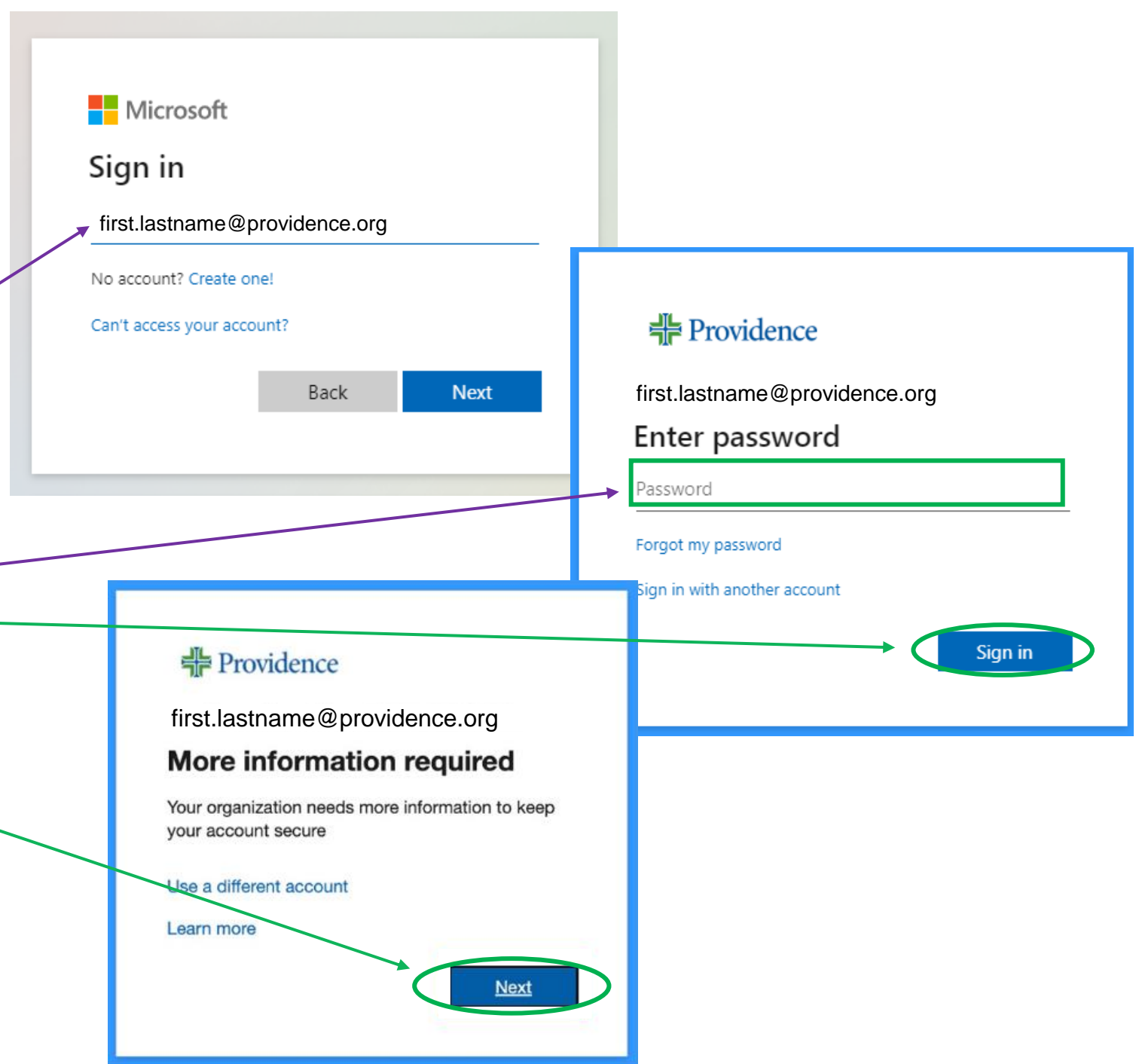


MFA: Sign-in

1. Your **User Principal Name (UPN)** will pre-fill, and the screen will automatically advance.

Verify your User Principal Name (UPN), enter the password that you just created, and click **Sign in**

You may see a “More information required” screen; click **Next**



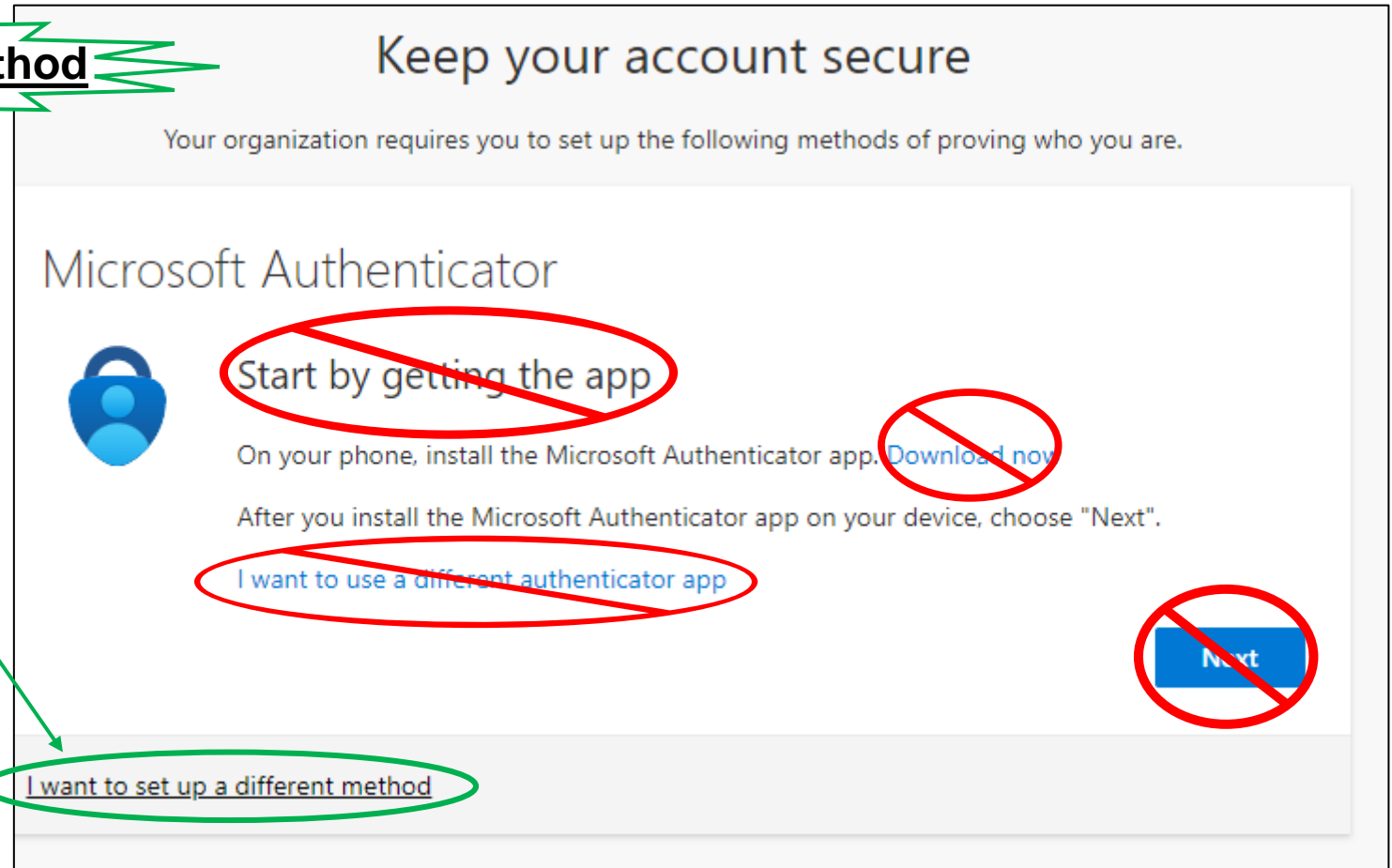
The diagram illustrates the MFA sign-in process through three sequential screenshots:

- Microsoft Sign in:** The first screenshot shows the Microsoft sign-in page. The User Principal Name (UPN) "first.lastname@providence.org" is pre-filled in the text box. Below the text box are links for "No account? Create one!" and "Can't access your account?". At the bottom are "Back" and "Next" buttons. A purple arrow points from the "Next" button to the second screenshot.
- Providence Enter password:** The second screenshot shows the Providence "Enter password" page. The UPN "first.lastname@providence.org" is pre-filled. There is a password input field labeled "Password" with a green border. Below the field are links for "Forgot my password" and "Sign in with another account". A purple arrow points from the password field to the third screenshot.
- Providence More information required:** The third screenshot shows the "More information required" page. The UPN "first.lastname@providence.org" is pre-filled. The message states: "Your organization needs more information to keep your account secure". Below this are links for "Use a different account" and "Learn more". At the bottom is a "Next" button with a green border. A green arrow points from the "Next" button to the "Sign in" button in the second screenshot.

Arrows indicate the flow: from the "Next" button in the first screenshot to the password field in the second, and from the "Next" button in the third screenshot to the "Sign in" button in the second screenshot.

MFA: Keep Your Account Secure

2. Click I want to set up a different method



MFA: Phone Set-up

3. Enter your phone info
 - A. Select Country
 - B. Enter the phone number or confirm the pre-populated value
 - C. Select **Text me a code** and click **Next**

Alternately

- A. Select **Call me** and click **Next**
- B. The phone number will be called with instructions to tap # to verify

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1) ▼ 0000000000

☒ Text me a code
☐ Call me

Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

Next

MFA: Completion and Success

4. Find the 6-digit code that was sent to your phone



5. Enter the code and click **Next**

A screenshot of a "Phone" verification screen. It has a title bar with "Phone" and a close button (X). The main text says "We just sent a 6 digit code to +1 4255121568. Enter the code below." There is a text input field labeled "Enter code" and a blue link "Resend code" below it. At the bottom, there are two buttons: "Back" and "Next".

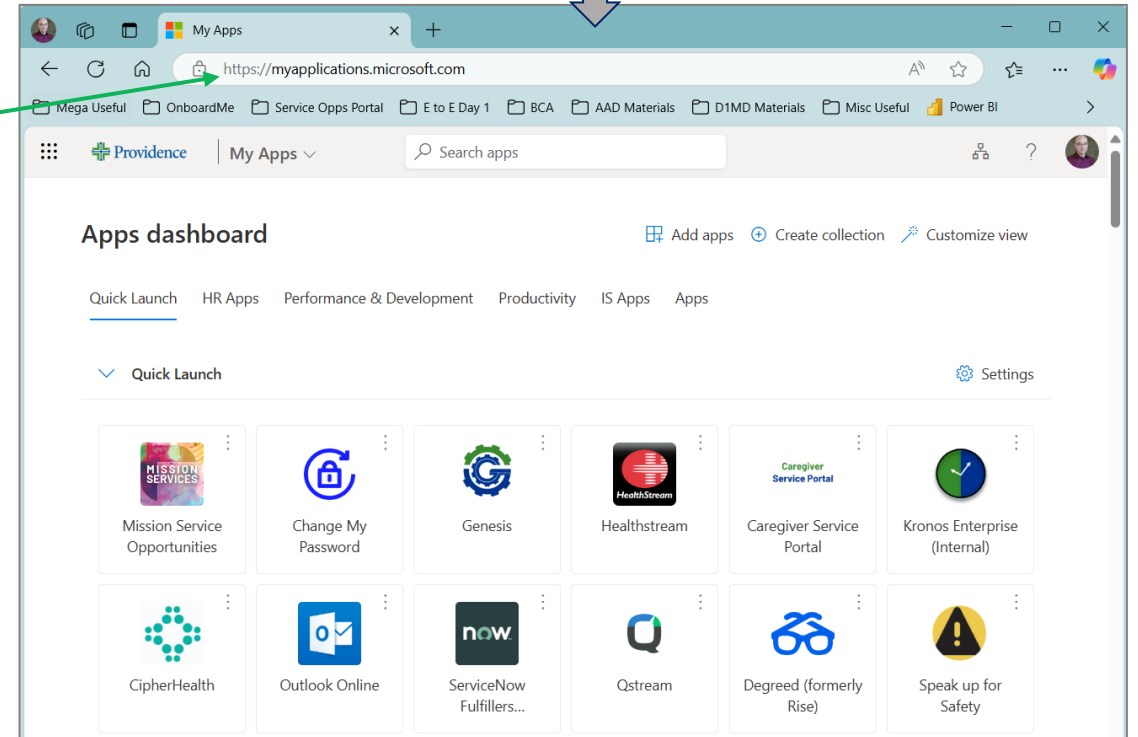
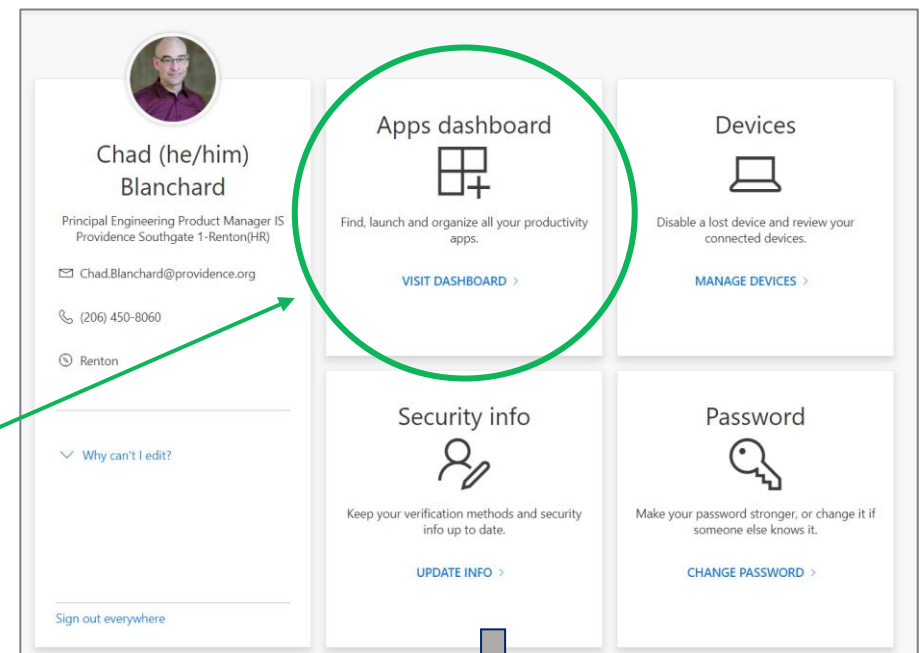
Success!!

A screenshot of a "Phone" success screen. It has a title bar with "Phone" and a close button (X). The main text says "SMS verified. Your phone was registered successfully." with a green checkmark icon. At the bottom right, there is a blue button labeled "Done".

Next Steps

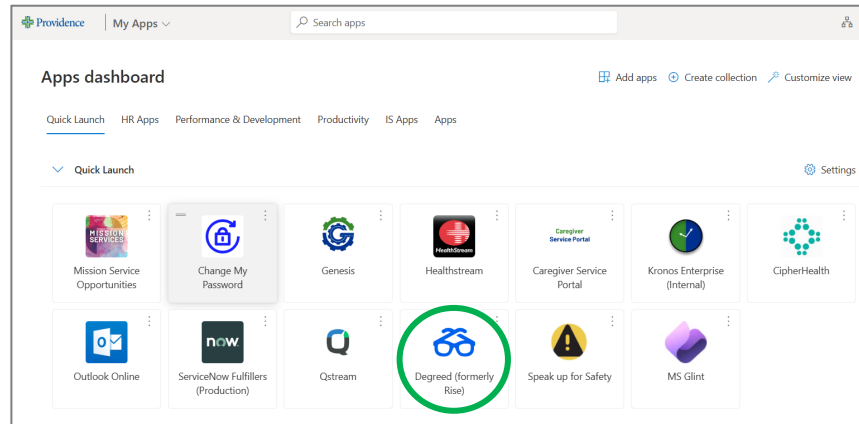
Once you've **claimed your account** and set up **multi-factor authentication**, you're ready to begin **New Caregiver Orientation (NCO)**

Click "Apps dashboard" or go directly to <https://myapps.microsoft.com>

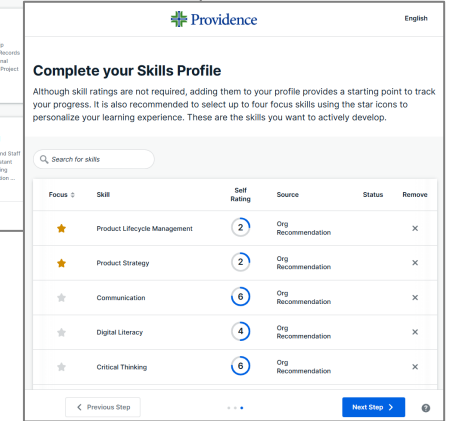
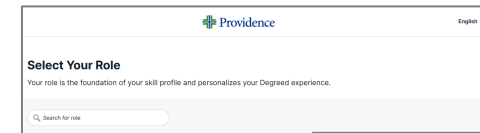
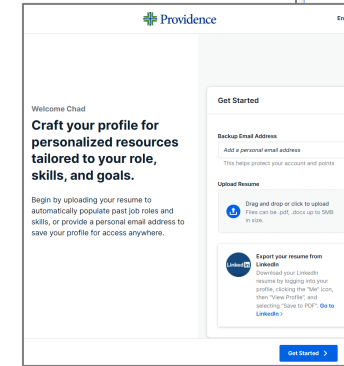


Getting Started with New Caregiver Orientation (NCO)

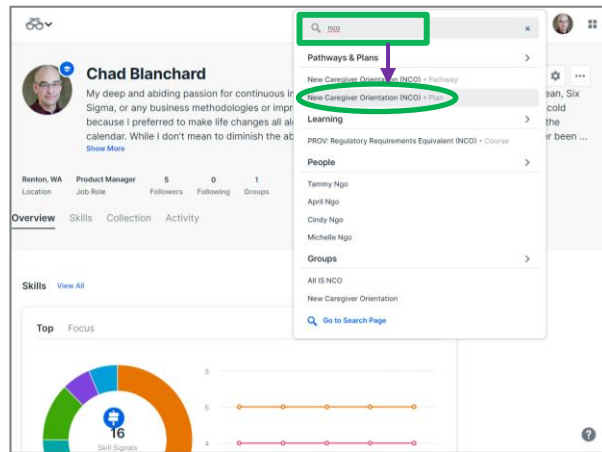
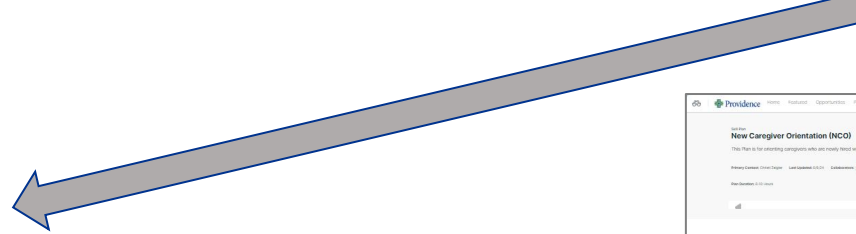
New Caregiver Orientation (NCO) Overview



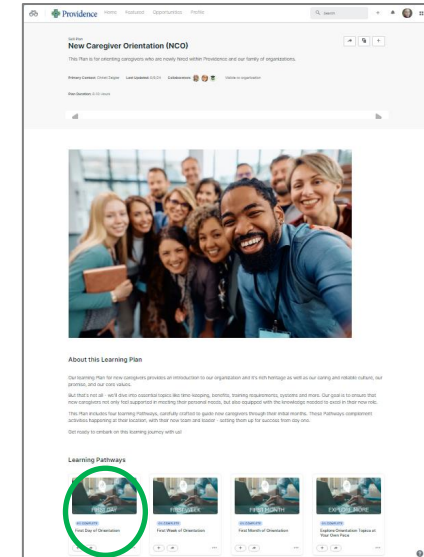
<https://myapps.microsoft.com/>



Skip the “Build Your Profile” Steps



Find **New Caregiver Orientation (NCO)**



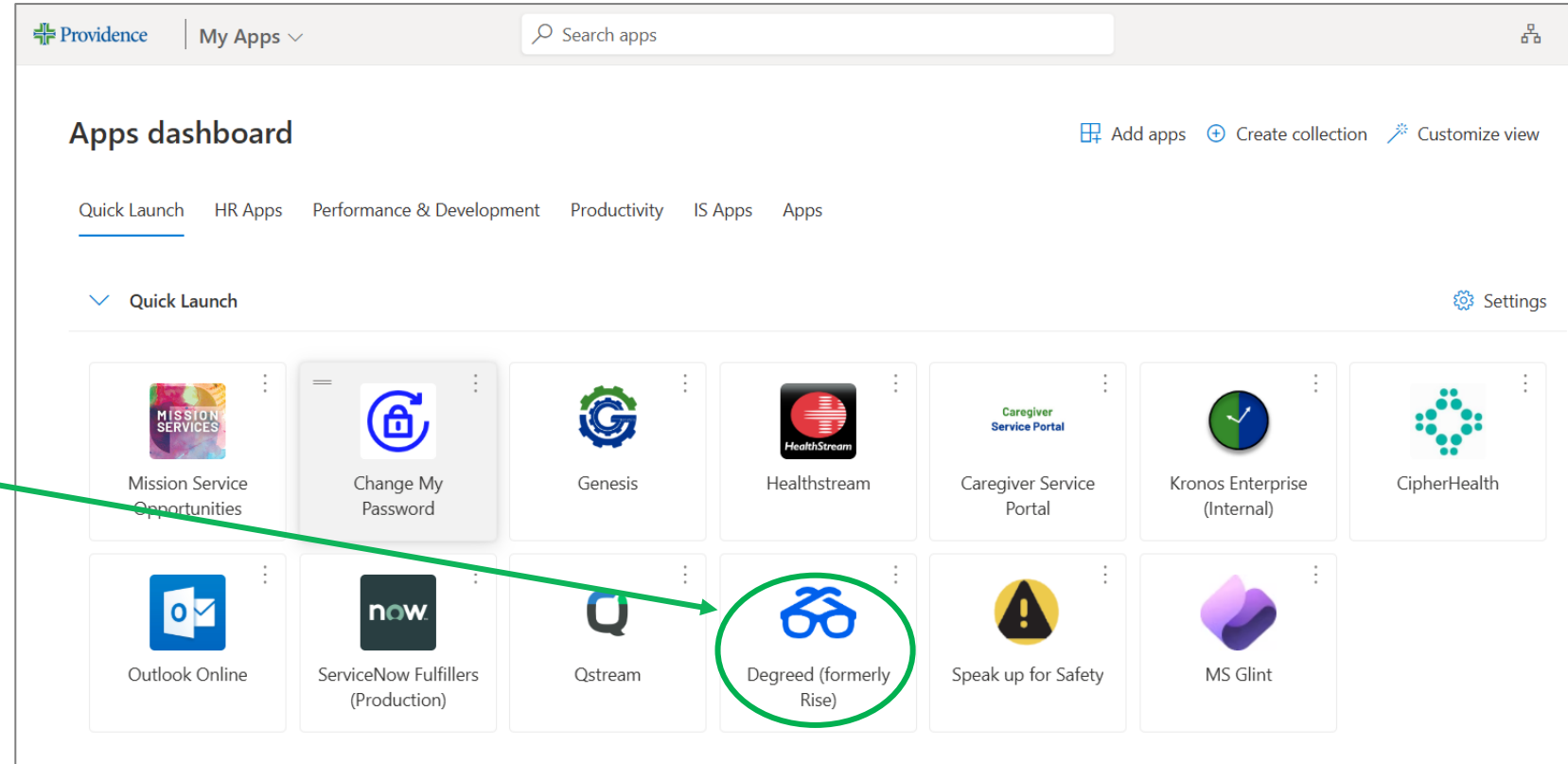
Begin the “First Day of Orientation” Learning Pathway

Where to Find **New Caregiver Orientation (NCO)**

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

Once you have claimed your account and set up MFA, please refer to the email you received last week.

Most often, you should start your **New Caregiver Orientation (NCO)** in Degreed. Otherwise, contact your core leader / hiring manager.



“Build Your Profile” – Skip for Now

Skip through the next few screens; you can return in the future.

Welcome Chad

Craft your profile for personalized resources tailored to your role, skills, and goals.

Begin by uploading your resume to automatically populate past job roles and skills, or provide a personal email address to save your profile for access anywhere.

Get Started

Backup Email Address
Add a personal email address
This helps protect your account and points

Upload Resume
Drag and drop or click to upload
Files can be .pdf, .docx up to 5MB in size.

Export your resume from LinkedIn
Download your LinkedIn resume by logging into your profile, clicking the "Me" icon, then "View Profile", and selecting "Save to PDF". [Go to LinkedIn](#)

Get Started

Click **Get Started**

Select Your Role
Your role is the foundation of your skill profile and personalizes your Degreed experience.

Search for role

Product Manager
Entrepreneurship, Process Design, Presenting, Solution Selling, Employee Engagement, New Product Development, Product Marketing, Program Man...

Nurse
Record Keeping, Leadership Development, Injury Prevention, Records Management, Transformational Leadership, Language Learning, Project Manag...

Registered Nurse
Record Keeping, Innovation, Injury Prevention, Records Management, Career Counseling, Transformational Leadership, Language Learning, Profes...

Patient Services Representative
Microsoft Excel, Administrative Support, Personal Development, Record Keeping, Injury Prevention, Records Management, Counseling, Customer E...

Medical Assistant I
Healthcare Technology, Patient and Staff Communication, Medical Assistant Professional Practice, Rooming (Ambulatory), Safety and Infection ...

Pharmacist
Leadership, Language Learning, Policy Research

Next Step

Click **Next Step**

Complete your Skills Profile
Although skill ratings are not required, adding them to your profile provides a starting point to track your progress. It is also recommended to select up to four focus skills using the star icons to personalize your learning experience. These are the skills you want to actively develop.

Search for skills

Focus	Skill	Self Rating	Source	Status	Remove
★	Product Lifecycle Management	2	Org Recommendation		×
★	Product Strategy	2	Org Recommendation		×
★	Communication	6	Org Recommendation		×
★	Digital Literacy	4	Org Recommendation		×
★	Critical Thinking	6	Org Recommendation		×

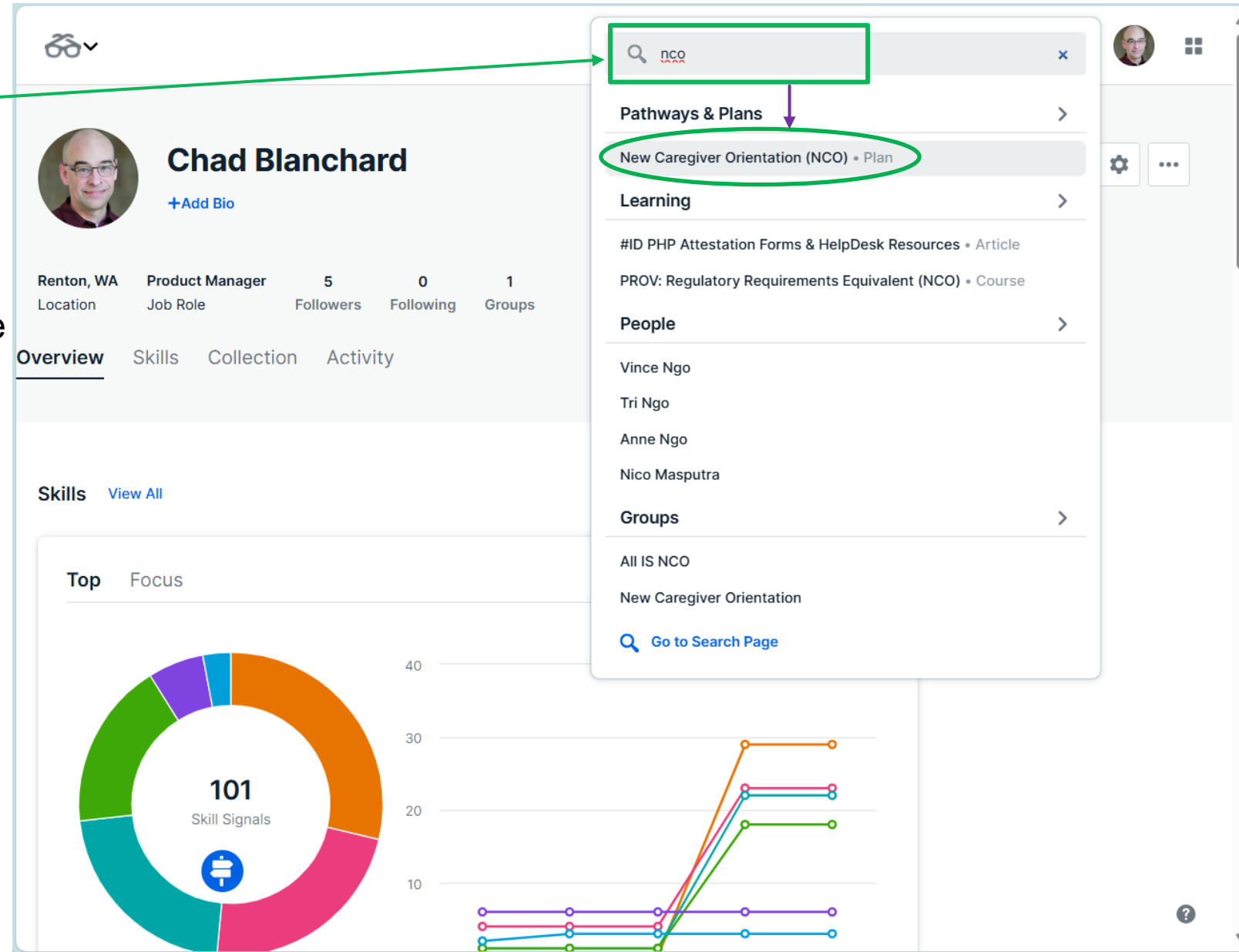
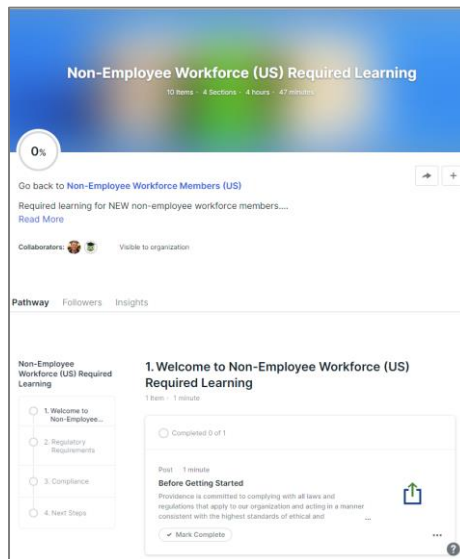
Next Step

Click **Next Step**

Starting in Degreed - continued

1. Employees should use the search bar and enter “NCO”
2. Click the **New Caregiver Orientation (NCO) Plan**

Most *non-employees* will need to complete the **Non-Employee Workforce (US) Required Learning**. Confirm with your new manager or Providence sponsor.



Alternate Method for Finding NCO

- Navigate to **Home**
- Scroll down to **Hot Topics** and click on **New Caregiver Orientation (NCO)**

The screenshot shows the Providence Home page. At the top, the navigation bar includes the Providence logo, a 'Home' link circled in green, and other links like 'Featured', 'Opportunities', and 'Profile'. A green arrow points from the 'Home' link to the 'Hot Topics' section. The 'Hot Topics' section is a vertical list on the left side of the page, containing links to 'Get Started in Rise', 'New Caregiver Orientation (NCO)' (which is highlighted with a green box), 'Diversity, Equity, and Inclusion Resources', 'Navigating Stress and Burnout Virtual Class', and 'My Career Center'. A green arrow points from the 'New Caregiver Orientation (NCO)' link to the 'Hot Topics' section in the 'Discover' panel. The 'Discover' panel on the right shows a user profile for Chad Blanchard, 'Focus Skills' (Product Lifecycle Management, Product Strategy), 'Continue Learning' cards (Other System-Wide Providence Resources, Management Essentials, Match With a Mentor), 'Opportunities' (Embrace Your Future with Universal Skills Experiences), and a 'Focus Skill' section for Product Strategy. The 'Monthly Activity' section shows items viewed, completions, and points earned. The 'Hot Topics' section at the bottom of the 'Discover' panel lists 'Grow With Universal Skills', 'New Caregiver Orientation (NCO)', 'Education Benefits and Development Opportunities', 'Welcome to Degreed', and 'Skill Coach Playbook'.

Begin New Caregiver Orientation (NCO) Skill Plan

Employees should start with the “First Day of Orientation” Learning Pathway

New Caregiver Orientation (NCO)

This Plan is for orienting caregivers who are newly hired within Providence and our family of organizations.

Primary Contact: Chantal Zeigler | Last Updated: 5/6/24 | Collaborators: [Icons] | Visible to organization

Plan Duration: 0-10 Weeks

About this Learning Plan

Our learning Plan for new caregivers provides an introduction to our organization and its rich heritage as well as our caring and reliable culture, our promise, and our core values. But that's not all - we'll dive into essential topics like time-keeping, benefits, training requirements, systems and more. Our goal is to ensure that new caregivers not only feel supported in meeting their personal needs, but also equipped with the knowledge needed to excel in their new role. This Plan includes four learning Pathways, carefully crafted to guide new caregivers through their initial months. These Pathways complement activities happening at their location, with their new team and leader - setting them up for success from day one. Get ready to embark on this learning journey with us!

Learning Pathways

- FIRST DAY** (INCOMPLETE) First Day of Orientation
- FIRST WEEK** (INCOMPLETE) First Week of Orientation
- FIRST MONTH** (INCOMPLETE) First Month of Orientation
- EXPLORE MORE** (INCOMPLETE) Explore Orientation Topics at Your Own Pace

First Day of Orientation

13 Items · 5 Sections · 2 Optional Items

9%

[Go back to the NCO Home Page](#)

On your first day, you will learn about navigating this Pathway, access to...
[Read More](#)

Collaborators: [Icon] Visible to organization

Pathway Followers Insights

First Day of Orientation

- 1. Getting Started
 - Learning Objectives
 - Navigation, Access, & Buddies
- 2. Welcome
- 3. Benefits
- 4. Required Learning
- 5. Next up

1. Getting Started

2 Subsections · 5 Items

Completed 0 of 1

Learning Objectives

Post 1 minute

Learning Objectives

For your first day, you will learn about: Navigating this learning Pathway and our virtual orientation buddies Benefits and the deadline for enrollment Regulatory requirements as you complete required learning ...

[Mark Complete](#)

WELCOME TO PROVIDENCE!

Next Steps:

- Follow the guidance from your Core Leader
- Download the OnboardMe App (if you haven't already) to help guide you through your first 90 days



Help Contacts

If you still have questions or issues with account claiming or setting up your MFA, please join our **“NEO Account Claiming Support Bridge”** Teams meeting.



Available: (all Pacific Time)

Mondays & Wednesdays from 9:00 am – 11:00 am,
and Mondays between 1:00 pm – 3:00 pm

Use this link to join: [NEO Account Claiming Support Bridge](#)
+1 503-863-8266 United States, Portland (Toll)
Conference ID: 597 009 167#