



New Caregiver Training Account Claiming and MFA set-up

2023



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 access the Providence network remotely
3. Get started with ***New Caregiver Orientation (NCO)***

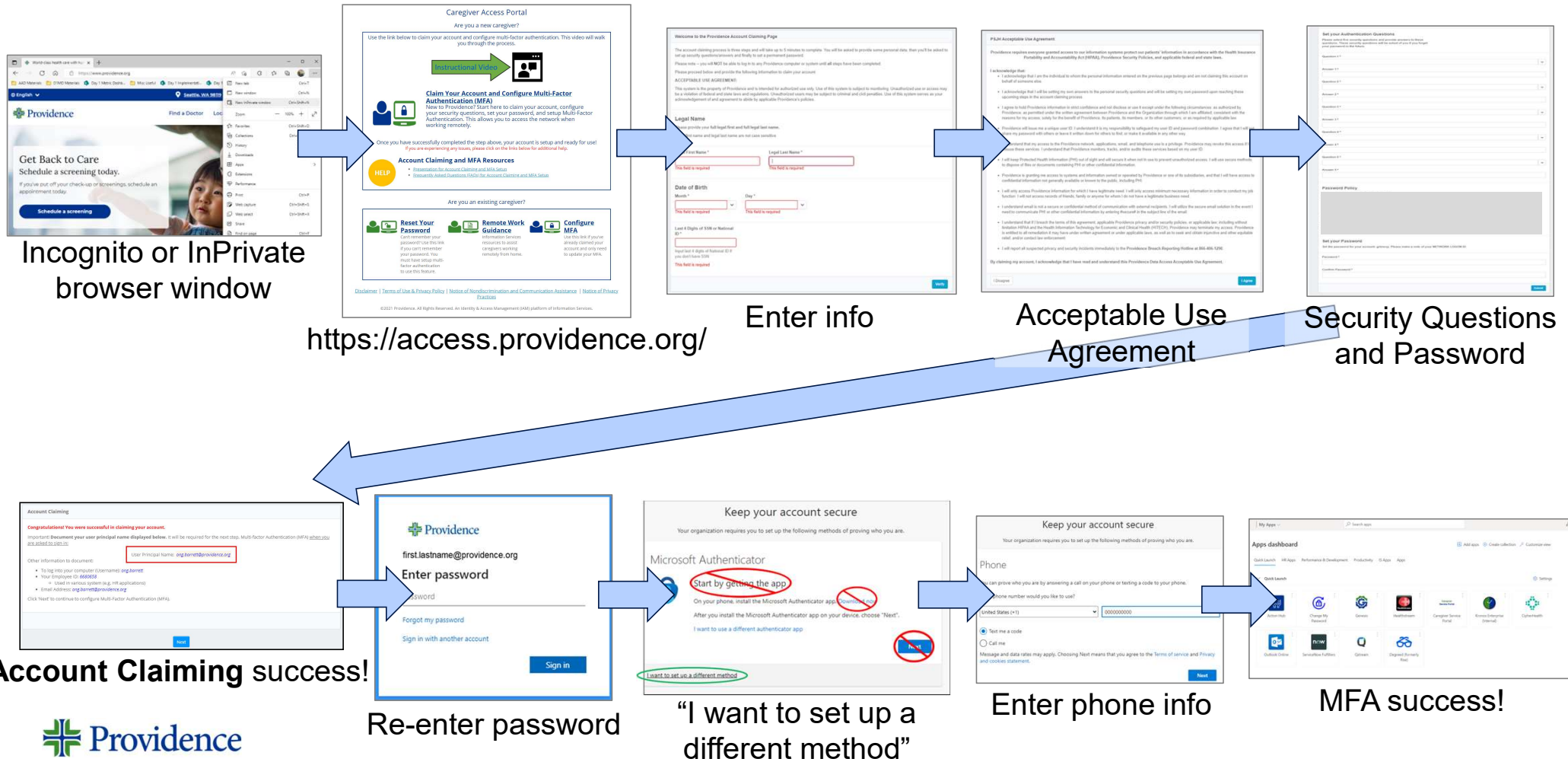
Internal Transfers or Positions Changes...

If you worked at Providence or a Providence affiliated organization in the past 90 days, you probably won't need to claim your account.

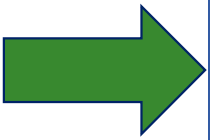
Caregivers should only need to claim their account once.

Account Claiming

Account Claiming and MFA Set-up Overview



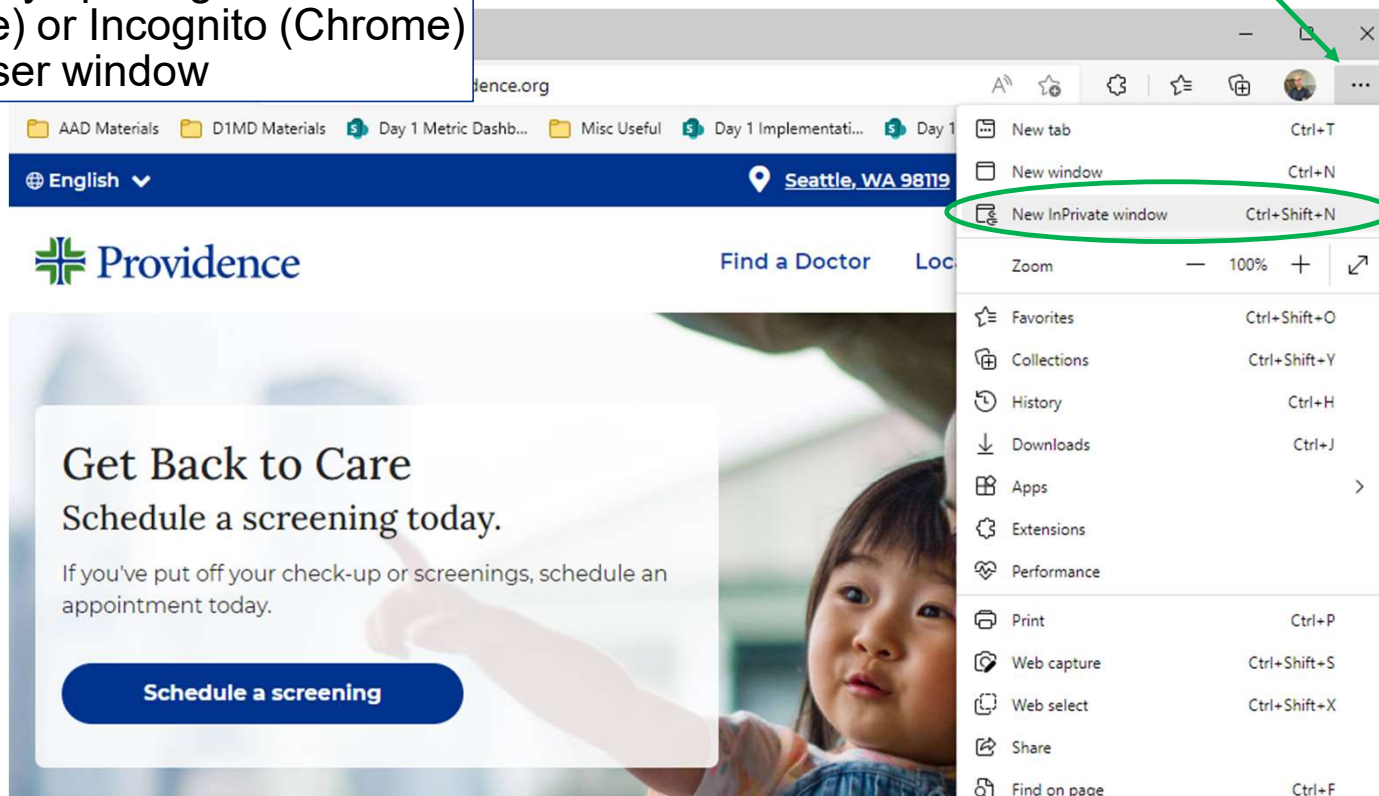
Incognito (Chrome) or InPrivate (Edge) Window



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.


[Instructional Video](#) 



[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](#)

Are you an existing caregiver?




[Reset Your Password](#)

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



[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. This field is required

Legal Last Name * This field is required

Date of Birth

Month * 4. This field is required

Day * This field is required

Last 4 Digits of SSN or National ID * 5. This field is required

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

after 3, 4, and 5, click →

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**.

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.



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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.
4. 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 LOGIN 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. Network Login
 - 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](#)

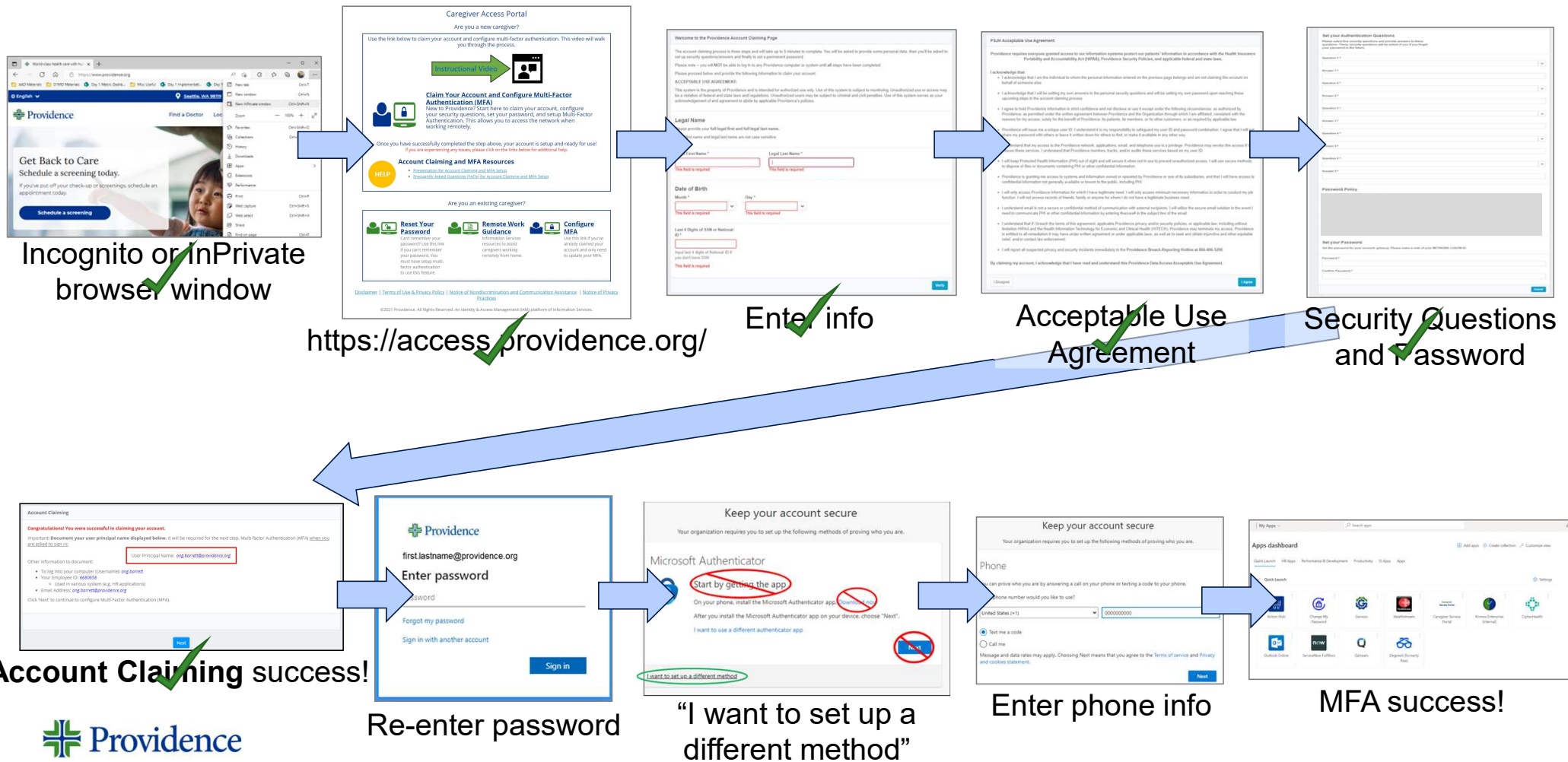
Other information to document:

- 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

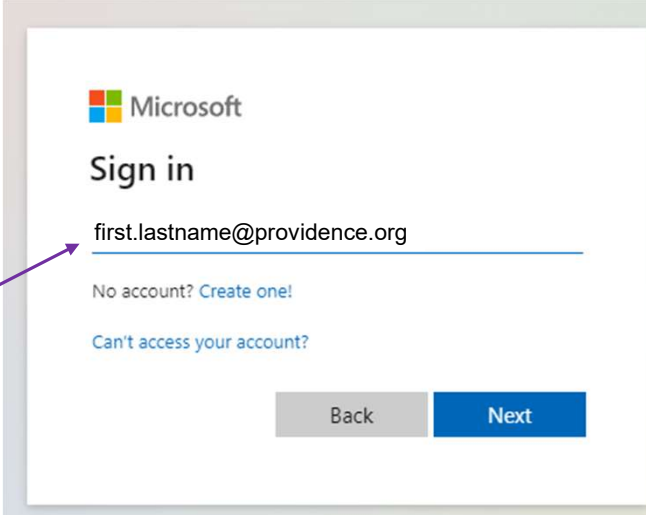
Account Claiming and MFA Set-up Overview



MFA: Sign-in

1. Your **User Principal Name (UPN)** will auto populate, and the screen will automatically advance.

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



Microsoft
Sign in

first.lastname@providence.org

No account? [Create one!](#)

[Can't access your account?](#)

[Back](#) [Next](#)

This screenshot shows the Microsoft sign-in interface. The email address 'first.lastname@providence.org' is entered in the text field. Below the field are links for 'Create one!' and 'Can't access your account?'. At the bottom are 'Back' and 'Next' buttons. A purple arrow points from the text 'UPN will auto populate' in the instructions to the email field.



Providence

first.lastname@providence.org

Enter password

Password

[Forgot my password](#)

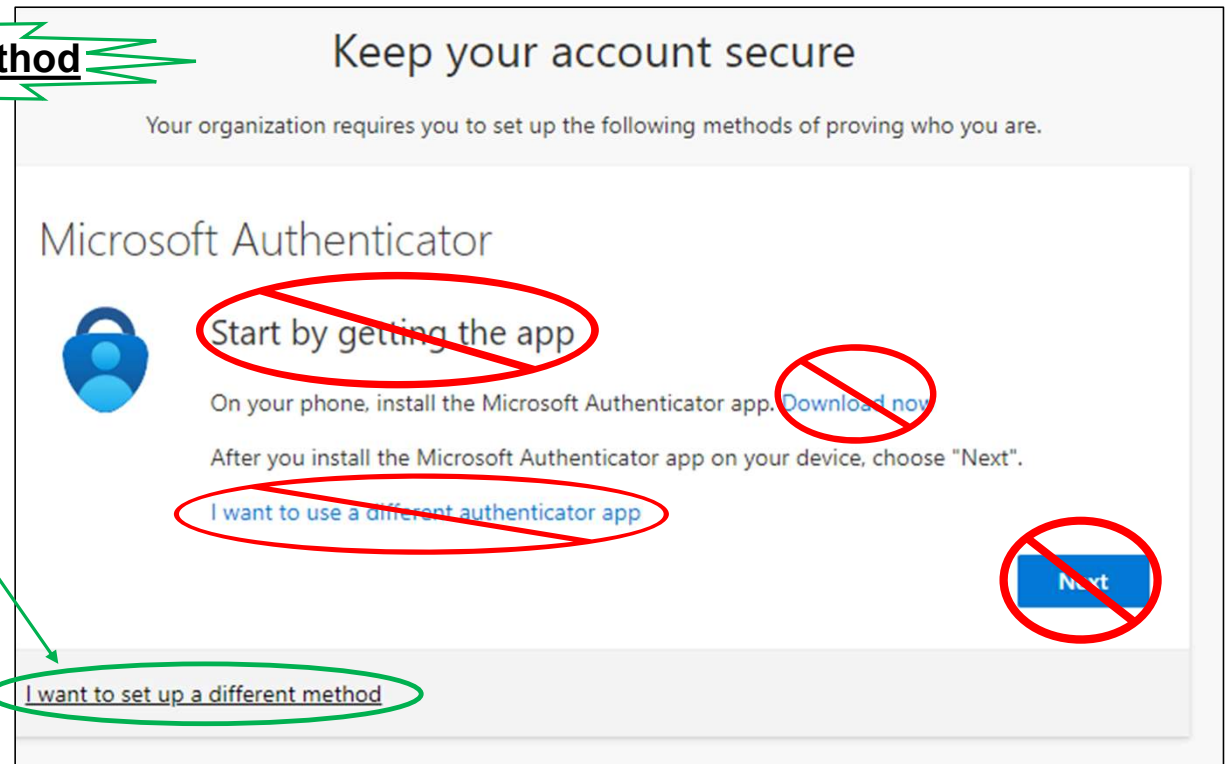
[Sign in with another account](#)

[Sign in](#)

This screenshot shows the Providence 'Enter password' screen. The email address 'first.lastname@providence.org' is displayed. Below it is a password input field labeled 'Password'. There are links for 'Forgot my password' and 'Sign in with another account'. At the bottom is a blue 'Sign in' button. A purple arrow points from the text 'Verify your User Principal Name (UPN)' in the instructions to the email field. A green arrow points from the text 'click Sign in' in the instructions to the 'Sign in' button. The password field and the 'Sign in' button are highlighted with green boxes.

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

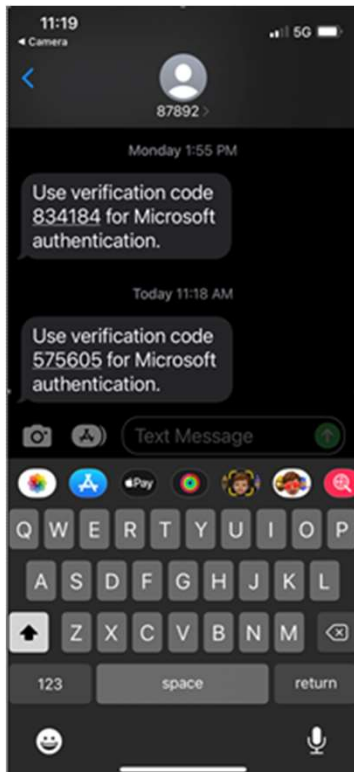
☒ Text me a code
☐ Call me

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**

Phone

We just sent a 6 digit code to +1 4255121568. Enter the code below.

Enter code

[Resend code](#)

Back Next

Success!!

Phone

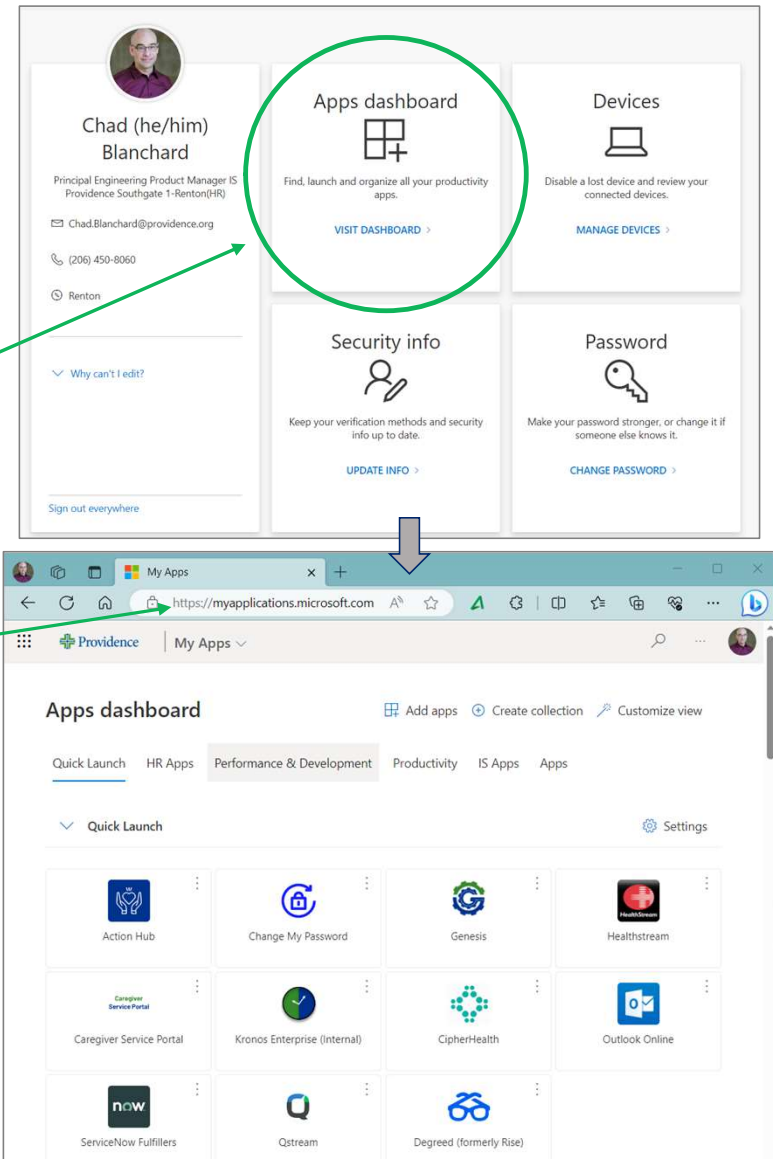
✓ SMS verified. Your phone was registered successfully.

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>



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.



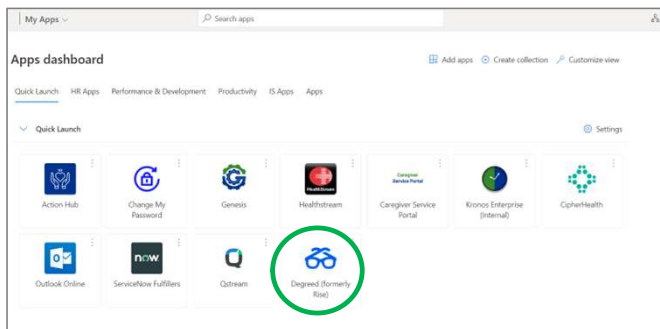
Available: (all Pacific Time)

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

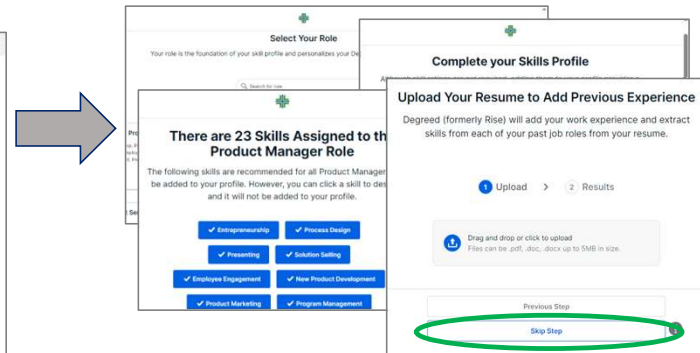
+1 503-863-8266 United States, Portland (Toll)
Conference ID: 597 009 167#

Getting Started with New Caregiver Orientation (NCO)

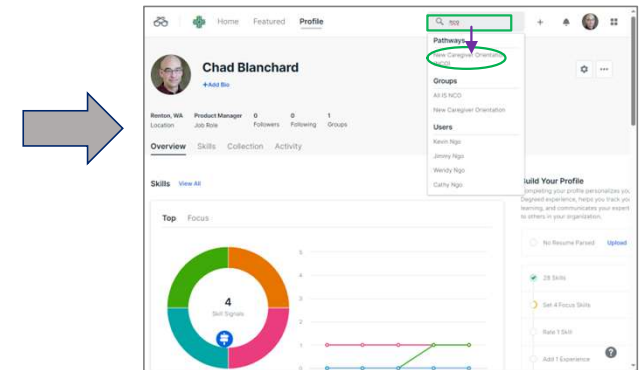
New Caregiver Orientation (NCO) Overview



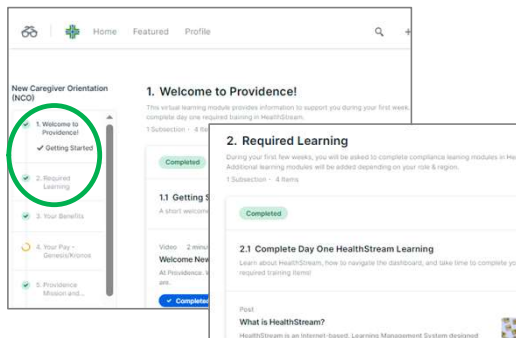
<https://myapps.microsoft.com/>



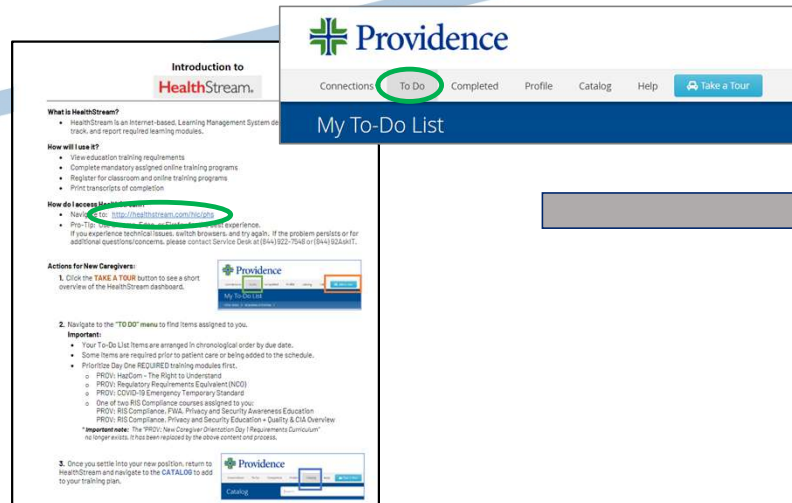
Skip the "Build Your Profile" Steps



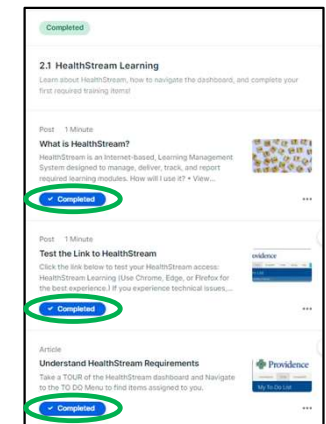
Find New Caregiver Orientation (NCO)



Begin sections 1 & 2



Use HealthStream for assigned courses



Mark as Completed in Degreed

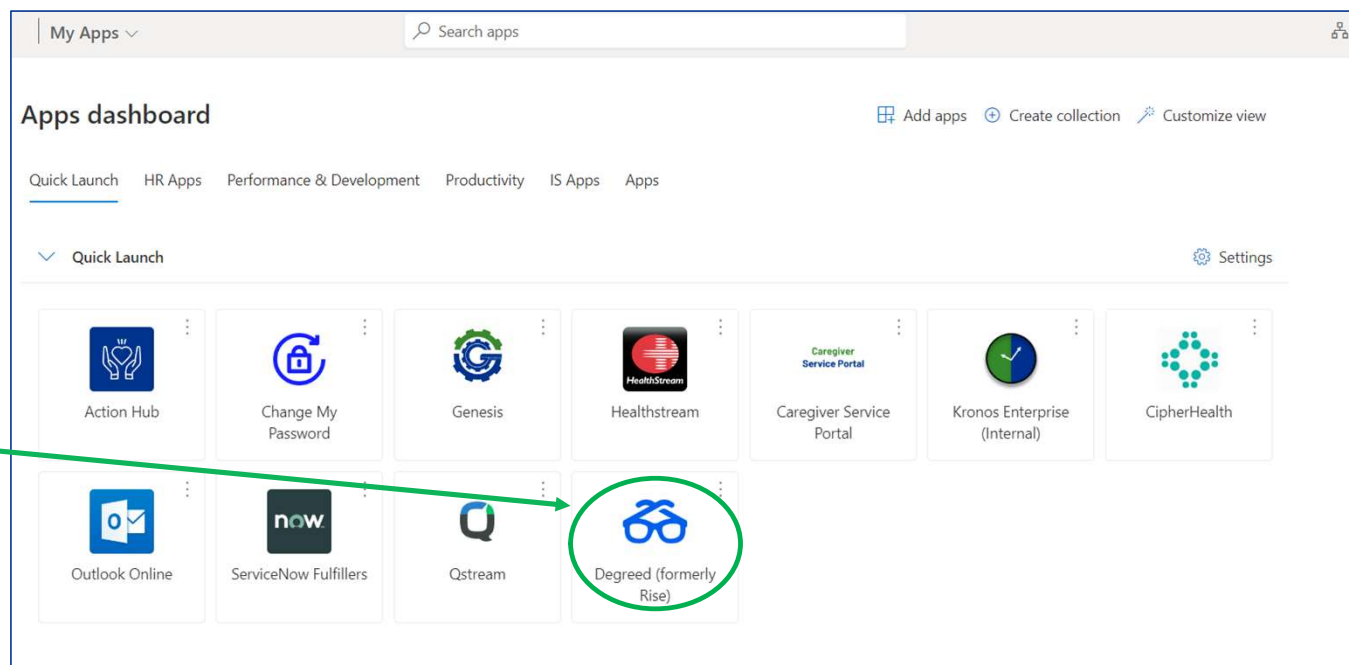


Where to Find **New Caregiver Orientation (NCO)**

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

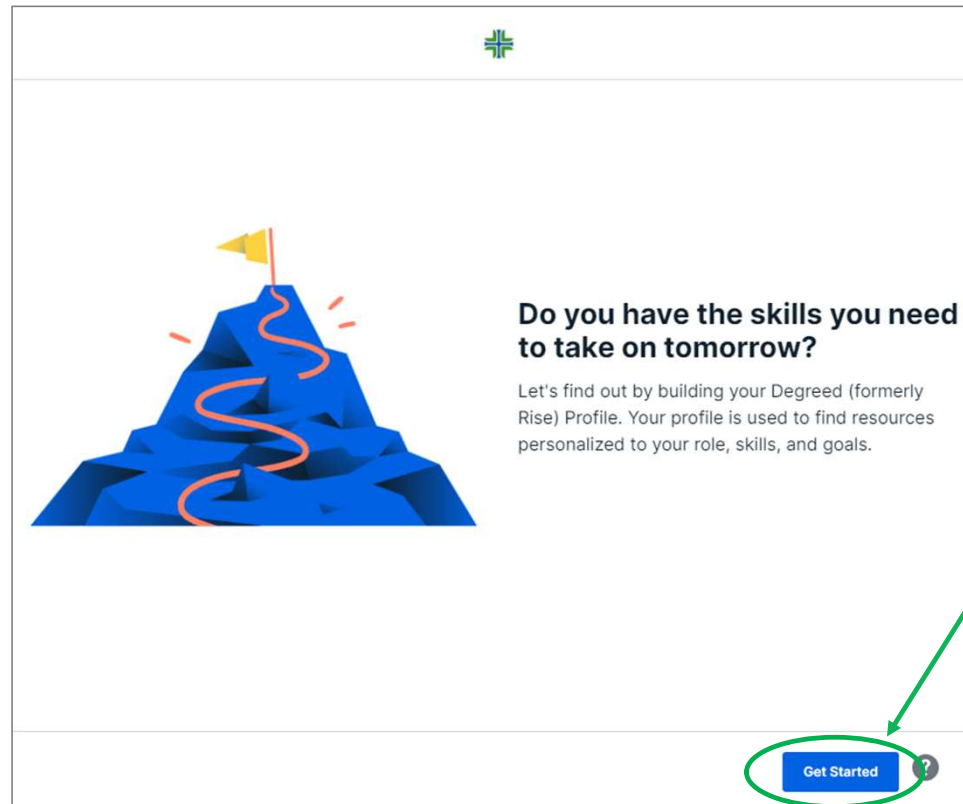
Once you have claimed your account and set up MFA, please refer to the email you received last week.

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



Getting Started in Degreed (New Caregiver Orientation)

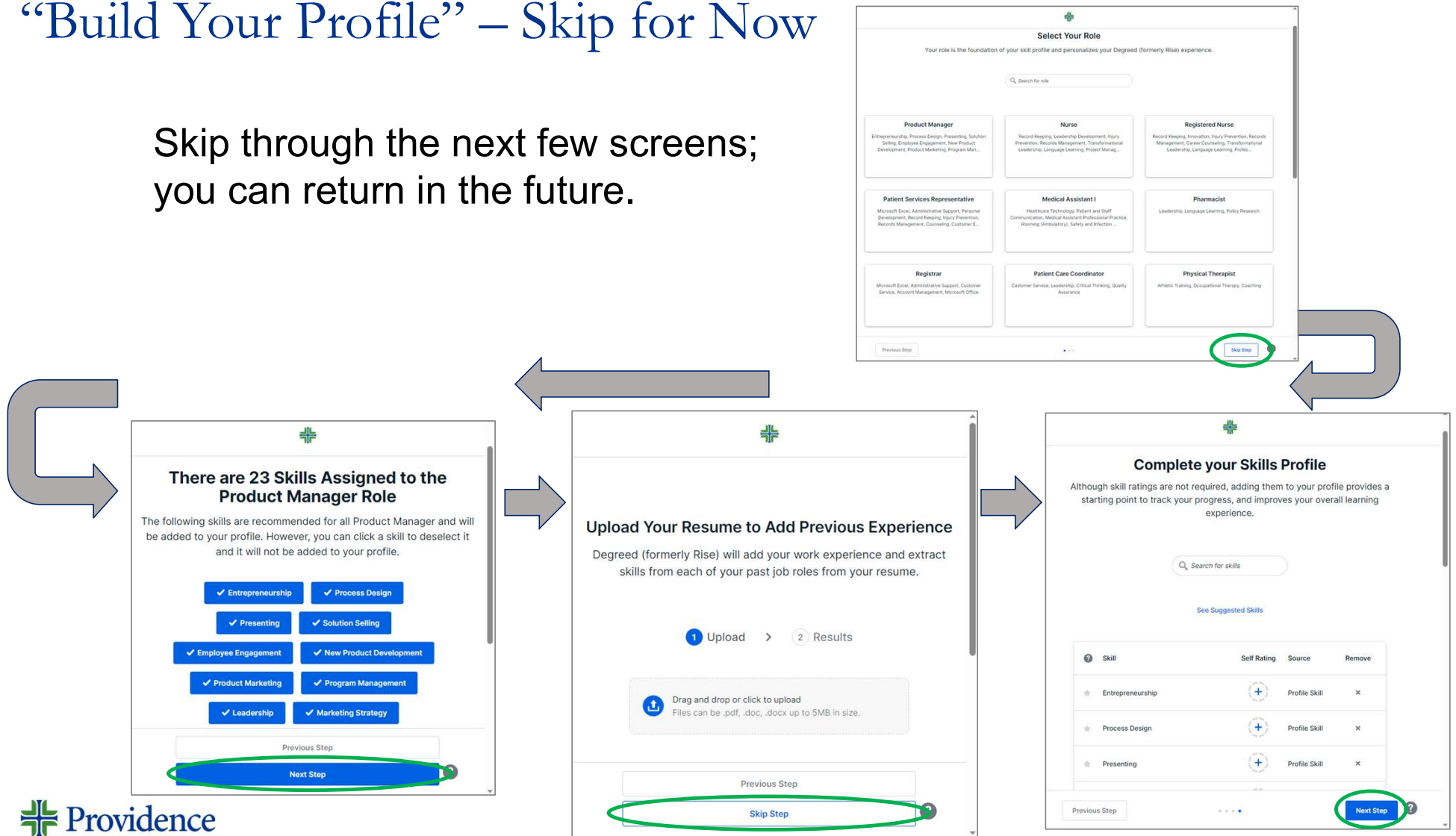
Degreed Welcome Screen



Click **Get Started**

“Build Your Profile” – Skip for Now

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



Starting in Degreed - continued

Use the search bar and enter “NCO”

- Click the **New Caregiver Orientation (NCO)** Pathway

The screenshot shows the Degreed profile page for Chad Blanchard. The profile includes a header with navigation tabs (Home, Featured, Profile), a search bar, and a dropdown menu. The dropdown menu is open, showing search results for "nco". The "Pathways" section is highlighted, and the "New Caregiver Orientation (NCO)" pathway is circled. The "Groups" section lists "All IS NCO" and "New Caregiver Orientation". The "Users" section lists "Kevin Ngo", "Jimmy Ngo", "Wendy Ngo", and "Cathy Ngo". The main profile area shows Chad Blanchard's profile picture, name, and bio. Below this, there are statistics for Location (Renton, WA), Job Role (Product Manager), Followers (0), Following (0), and Groups (1). The "Overview" tab is selected, showing a "Skills" section with a "View All" link. The "Skills" section features a donut chart with 4 segments and a line graph showing skill progress. The "Build Your Profile" section on the right includes a "No Resume Parsed" button, a "28 Skills" indicator, a "Set 4 Focus Skills" button, a "Rate 1 Skill" button, and an "Add 1 Experience" button.

Home Featured Profile

Search: nco

Pathways

New Caregiver Orientation (NCO)

Groups

All IS NCO

New Caregiver Orientation

Users

Kevin Ngo

Jimmy Ngo

Wendy Ngo

Cathy Ngo

Chad Blanchard

+Add Bio

Renton, WA Location Product Manager Job Role 0 Followers 0 Following 1 Groups

Overview Skills Collection Activity

Skills View All

Top Focus

4 Skill Signals

28 Skills

Set 4 Focus Skills

Rate 1 Skill

Add 1 Experience

No Resume Parsed Upload

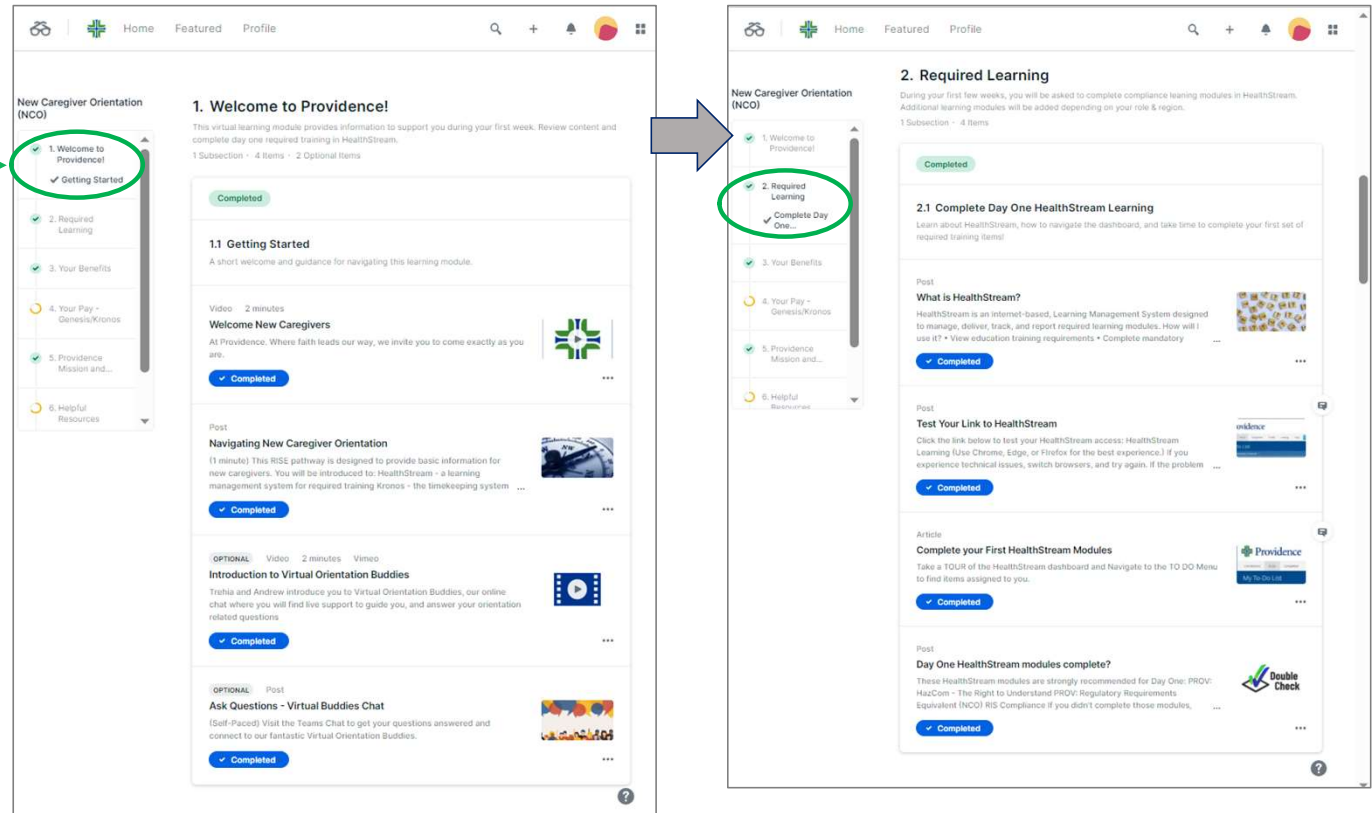
Begin New Caregiver Orientation (NCO)

Start sections

1. “Welcome to Providence!”

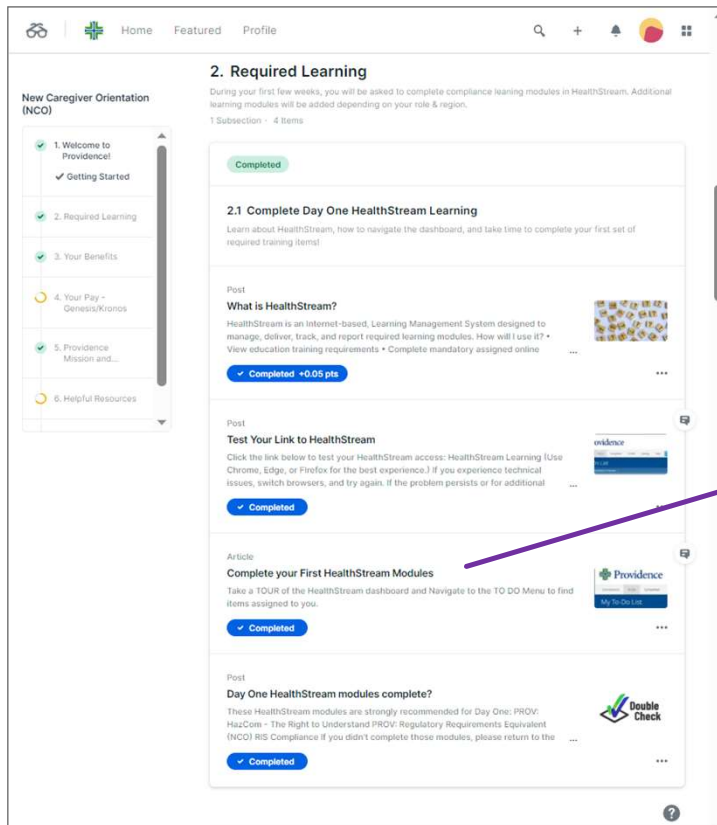
And

2. “Required Learning”

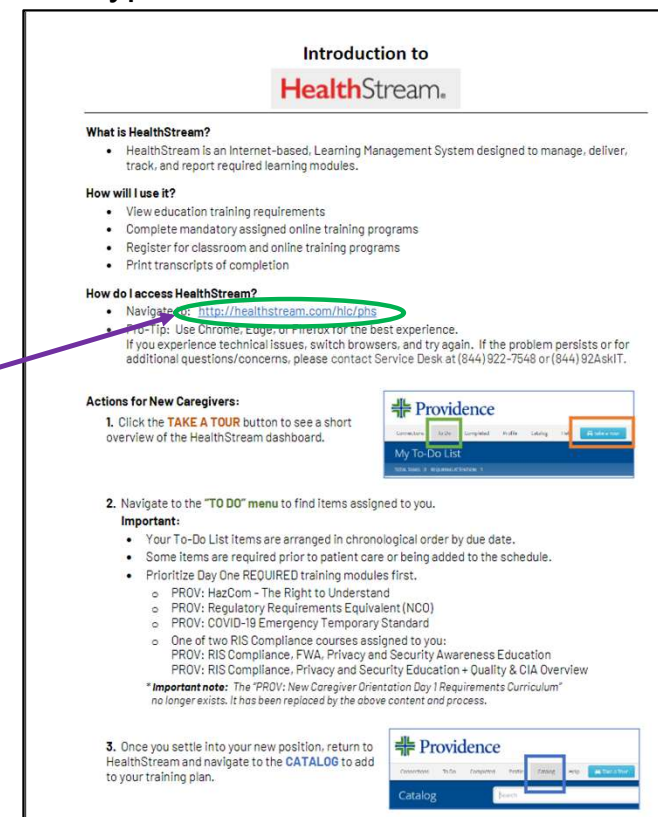


Access HealthStream to find Required Learnings

1. The first subsections introduce HealthStream

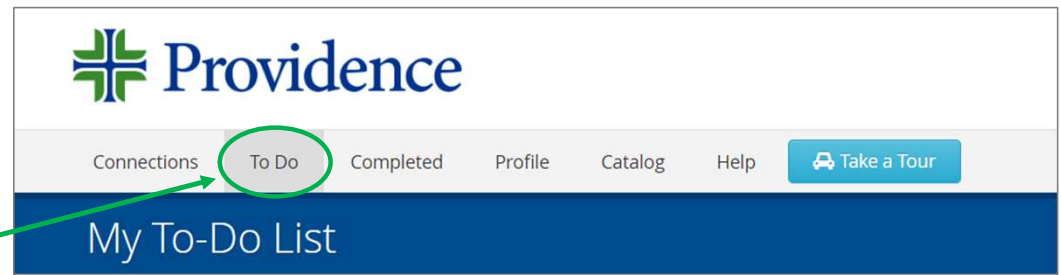


2. Subsection 3 provides a more detailed introduction. Click the hyperlink to enter HealthStream itself.



Using HealthStream

1. Click **Take a Tour** for a short overview of the HealthStream dashboard
2. Select **To Do** for your assigned items



Important:

- Your **To Do** items are arranged by due date
- Some are required prior to patient care or being added to the schedule.
- Prioritize Day One REQUIRED modules first:
 - *PROV: HazCom - The Right to Understand*
 - *PROV: Regulatory Requirements Equivalent (NCO)*
 - The RIS Compliance course assigned to you:
 - Either *PROV: RIS Compliance, FWA, Privacy and Security Awareness Education* **or** *PROV: Compliance, Privacy and Security Education + Quality & CIA Overview 2023*

Completing New Caregiver Orientation (NCO)

Please return to Degreed to mark each section “Completed” when finished.

Not Completed

New Caregiver Orientation (NCO)

- 1. Getting Started
- 2. Required Learning
- 3. Kronos and Genesis Systems
 - Track Your Time
 - Genesis
- 4. Benefits Information
- 5. Introduction to Culture & Experience
- 6. Recommended Resources

2. Required Learning

During your first few weeks, you will be asked to complete required compliance learning items in HealthStream. Items will vary depending on your role & region.

1 Subsection • 3 Items

Completed 0 of 3

2.1 HealthStream Learning

Learn about HealthStream, how to navigate the dashboard, and complete your first required training items!

Post 1 Minute

What is HealthStream?

HealthStream is an Internet-based, Learning Management System designed to manage, deliver, track, and report required learning modules. How will I use it? • View...

✓ Mark Complete

✓ Completed

Post 1 Minute

Test the Link to HealthStream

Click the link below to test your HealthStream Learning (Use Chrome, Edge, or Firefox for the best experience.) If you experience technical issues,...

✓ Mark Complete

✓ Completed

Article

Understand HealthStream Requirements

Take a TOUR of the HealthStream dashboard and Navigate to the TO DO Menu to find items assigned to you.

✓ Mark Complete

✓ Completed

Completed

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

+1 503-863-8266 United States, Portland (Toll)
Conference ID: 597 009 167#

Welcome to Providence!