



# New Caregiver Training Account Claiming and MFA set-up

Winter, 2022



## New Caregiver Account Claiming: Learning Objectives

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

- 1) Successfully “***claim your account***” (allowing you to access the Providence network and applications) and set up your ***Multi-Factor Authentication (MFA)*** allowing you to access Providence *remotely*
- 2) Get started with your ***New Caregiver Orientation (NCO)***

## Internal Transfers or Position Changes, Already Claimed

*(have Providence email)*

If you have previously worked at Providence or a Providence affiliated organization in the past 90 days, you will most likely not need to claim your account. Caregivers should only need to claim their account once.

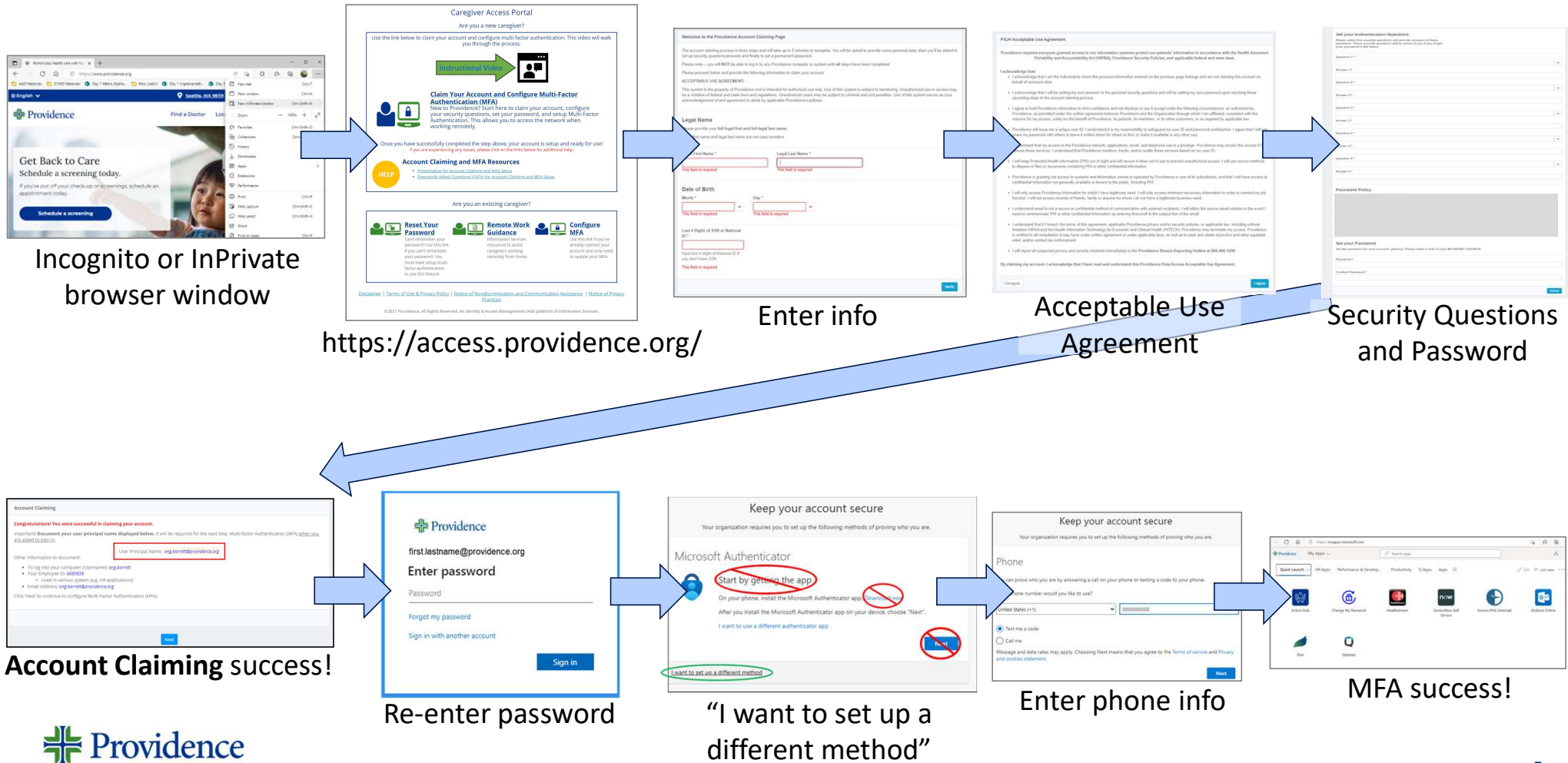
Can't remember or need to update your security questions?

Go to:

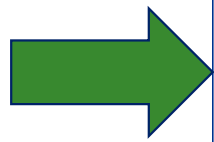
[IAM.providence.org](https://iam.providence.org)

# Account Claiming

# Account Claiming and MFA Set-up Overview

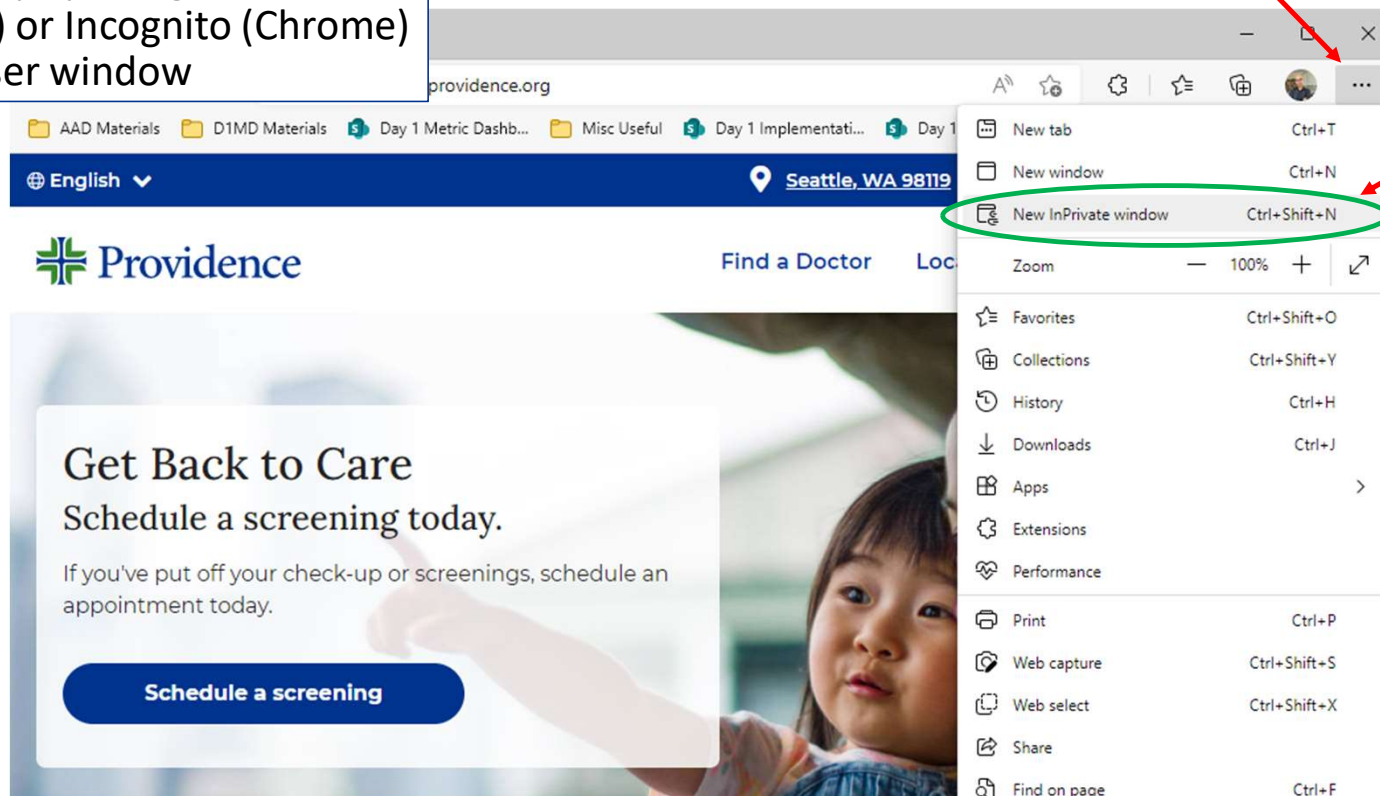


# Incognito (Chrome) or InPrivate (Edge) Window



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**

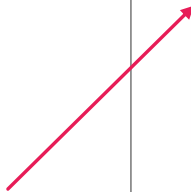


# Account Claiming and MFA Configuration

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

**Note:** This website can be reached from anywhere that has 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](#)

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](#)

©2021 Providence. All Rights Reserved. An Identity & Access Management (IAM) platform of Information Services.

# 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 submitted when you were entered into the system.

## 4. In the **Date of Birth** section 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:

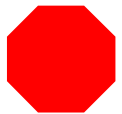
- I acknowledge that I am the individual to whom the personal information entered on the previous page belongs and am not claiming this account on behalf of someone else.
- I acknowledge that I will be setting my own answers to the personal security questions and will be setting my own password upon 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**.

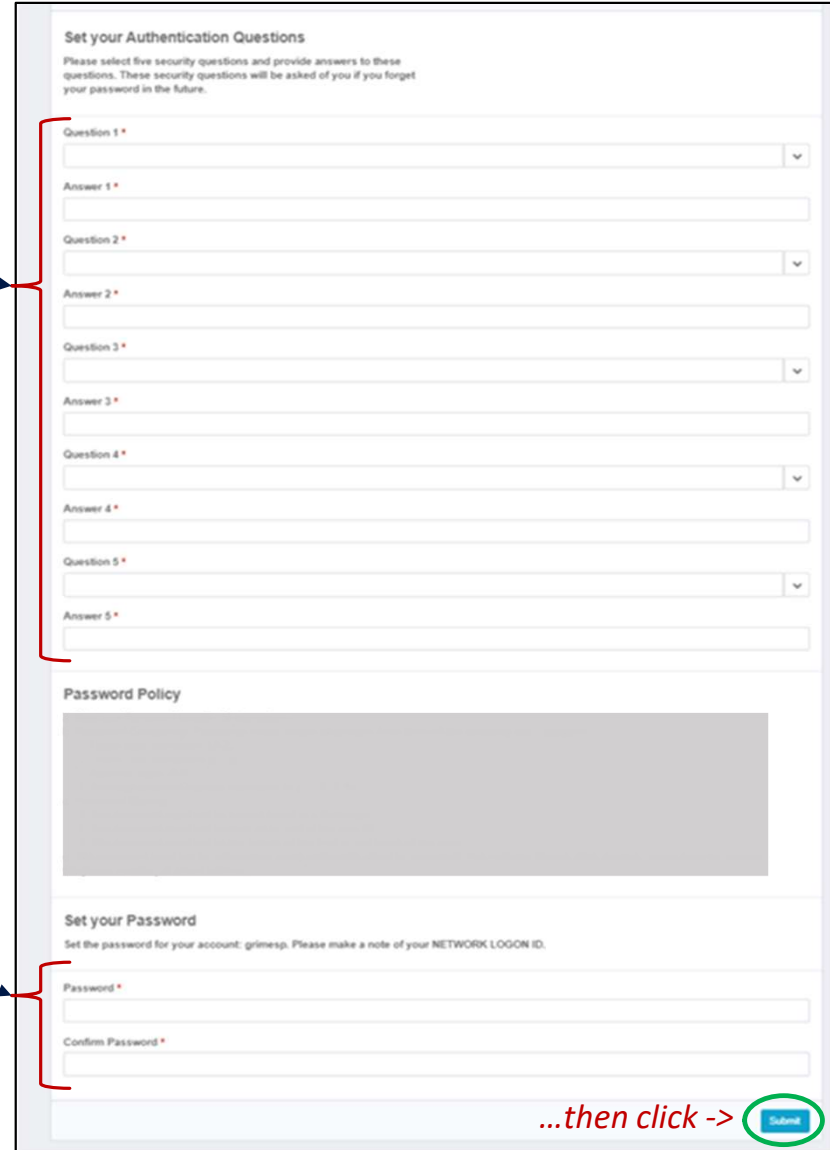
# Questions and Password

7. On the next page, 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 one of your answers, include the space between High and School.
  - You cannot select the same question or answer more than once.
8. Scroll to the **Set your Password** section. Type a password using the password policy requirements that are listed and confirm it.
  - Click **Submit**.



**Remember your password!**

You will want to write it down. 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**

**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. Network Login
  - B. User Principal Name
  - 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](mailto:first.lastname@providence.org)

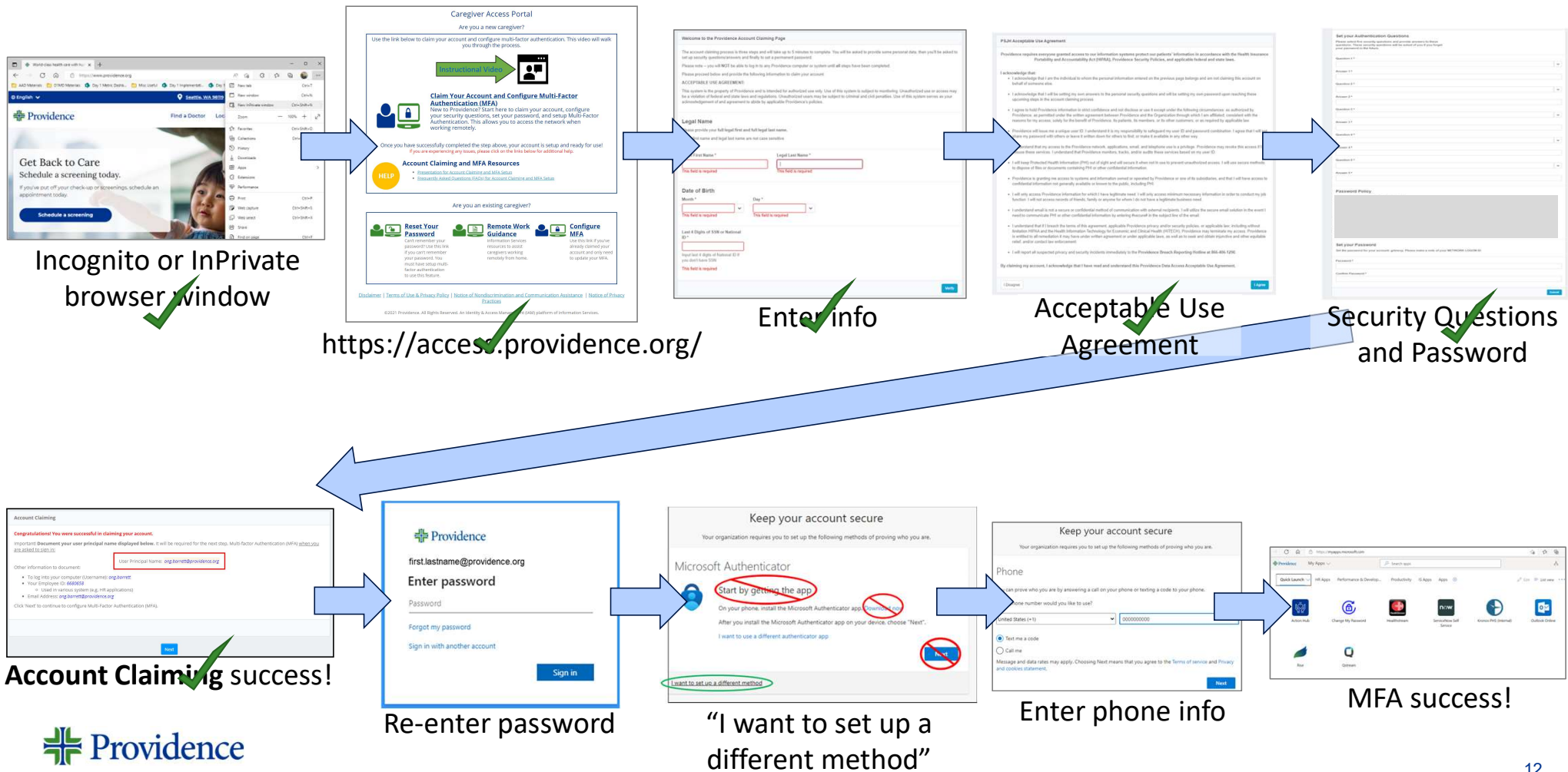
Other information to document:

- 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](mailto:first.lastname@providence.org)

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

**Next**

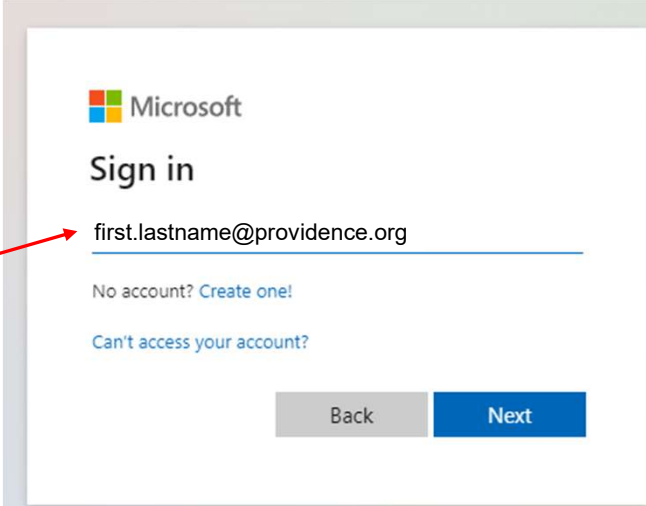
# Account Claiming and MFA Set-up Overview



# 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](#)



Providence

first.lastname@providence.org

Enter password

Password

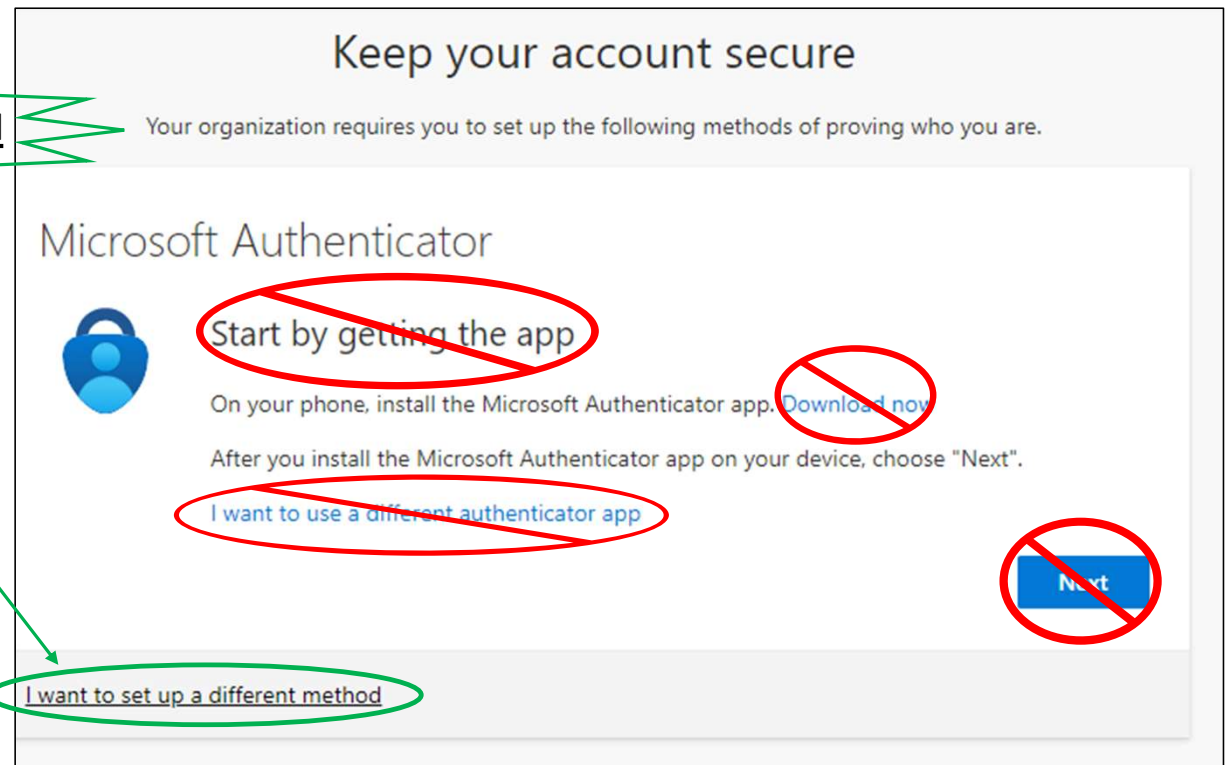
[Forgot my password](#)

[Sign in with another account](#)

[Sign in](#)

# 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)

☒ Text me a code  
☐ Call me

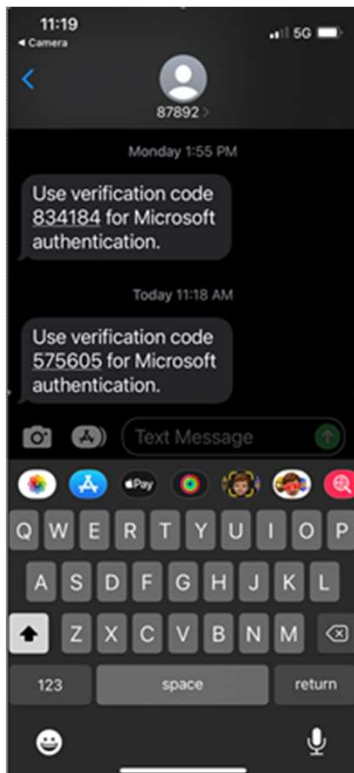
Message and data rates may apply. Choosing Next means that you agree to the [Terms of service](#) and [Privacy and cookies statement](#).

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

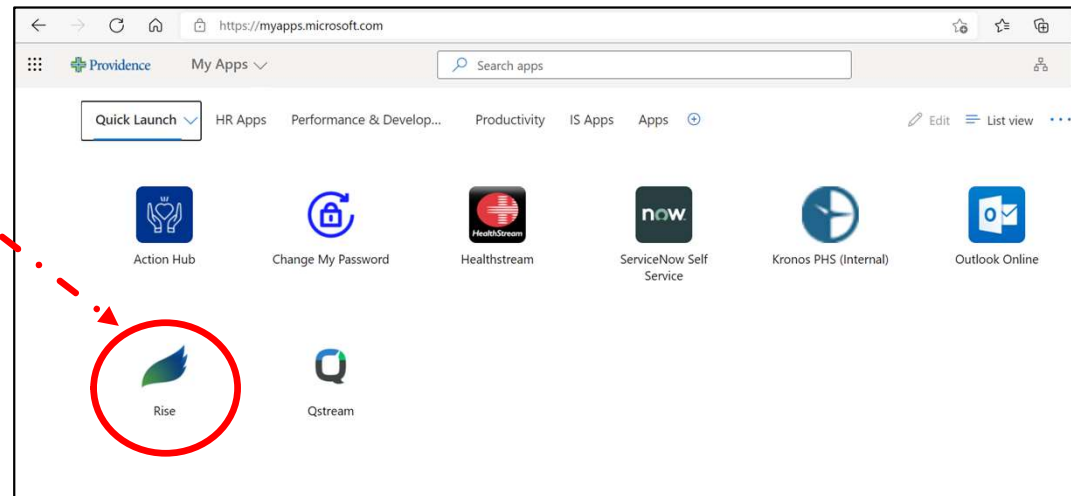
✓ SMS verified. Your phone was registered successfully.

Done

# Verify

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

If you have a Rise icon, you are set to begin New Caregiver Orientation (NCO). Congratulations!



## 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)**

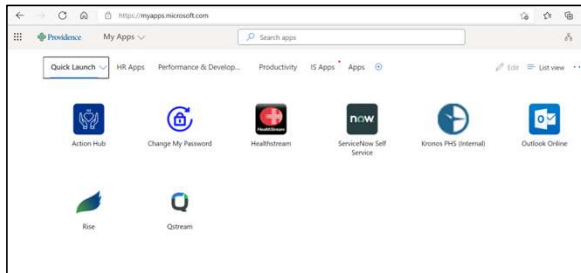
Mondays & Wednesdays from 8:00 am – 11:00 am,  
and Mondays between 1:00 pm – 3:00 pm

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

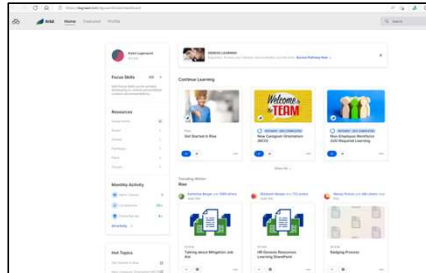


# Getting Started with New Caregiver Orientation (NCO)

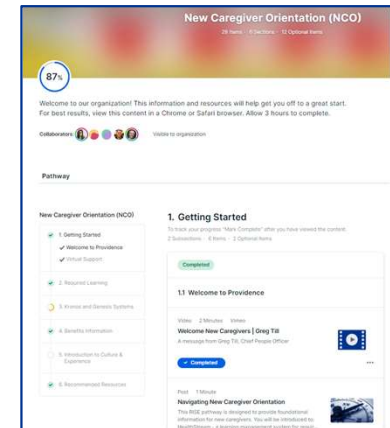
# New Caregiver Orientation (NCO) Overview



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



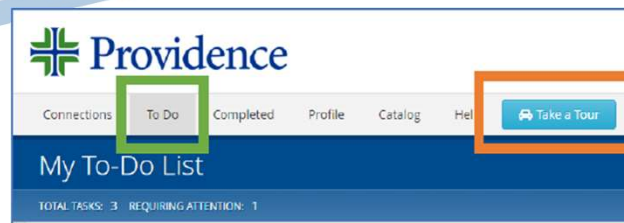
Rise



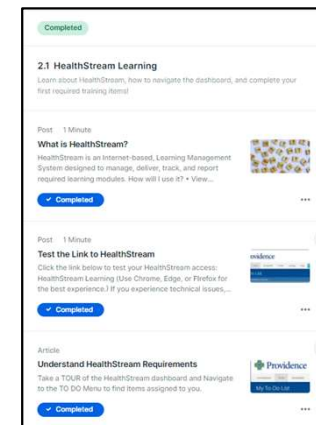
New Caregiver Orientation (NCO)



Intro to Healthstream



Healthstream  
To Do list and Tour

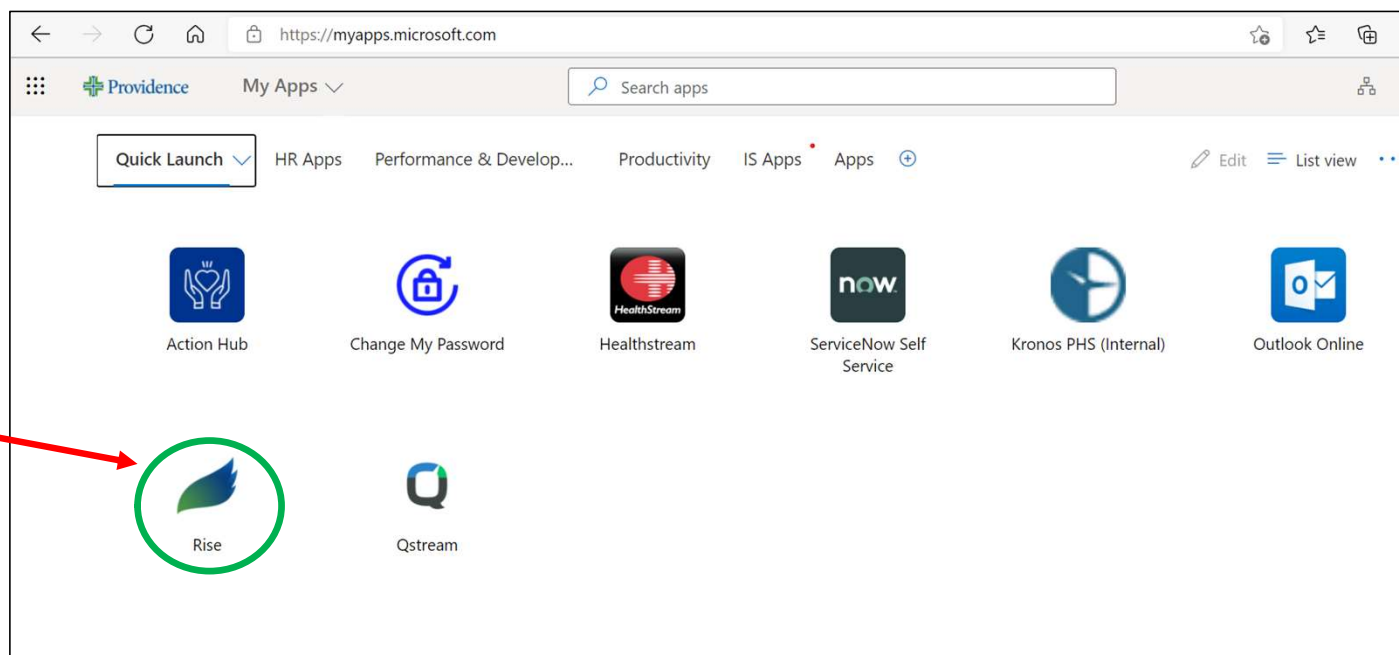


Mark as Completed

# Where to Find Your New Caregiver Orientation (NCO)

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

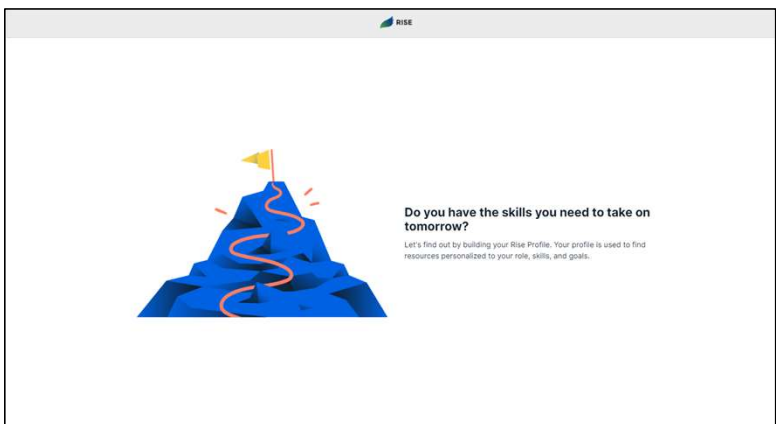
Most often, you should start your New Caregiver Orientation (NCO) in Rise. Otherwise, please contact your hiring manager.



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

# Getting Started in Rise (New Caregiver Orientation)

## Rise Welcome Screen

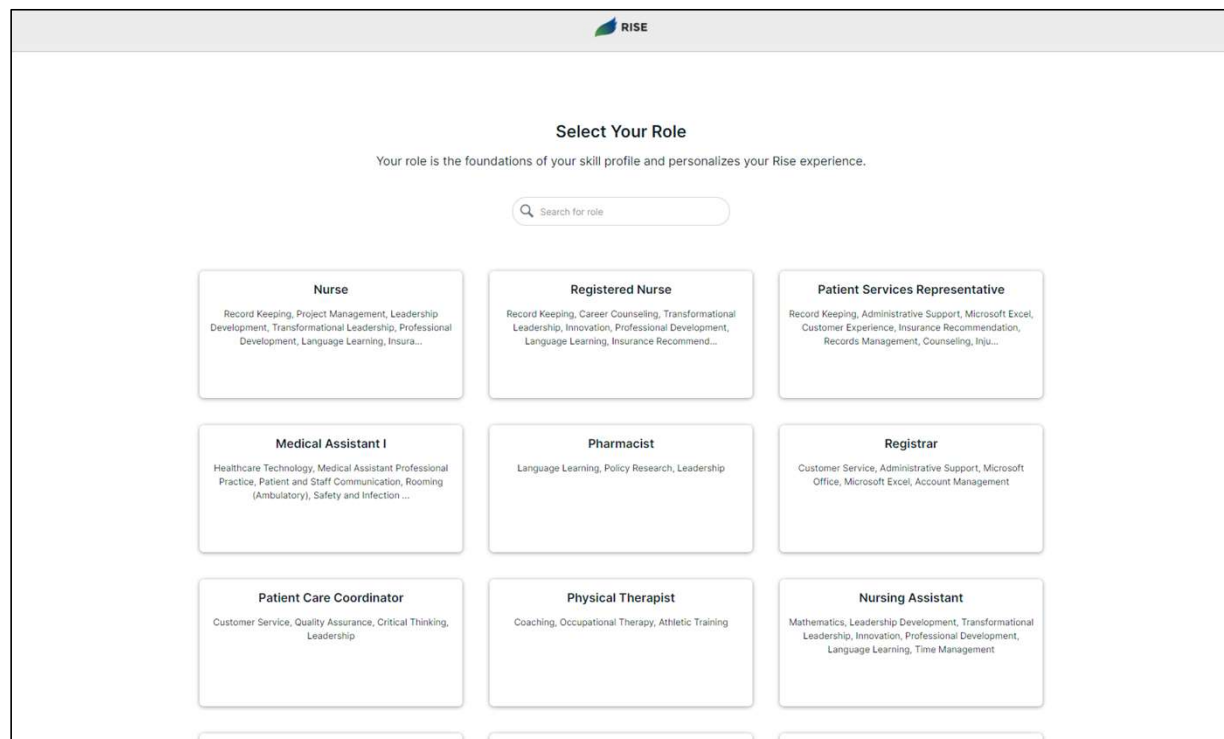


### Select Your Role:

- Please select the role that most closely resembles your new role
- Close is good enough!

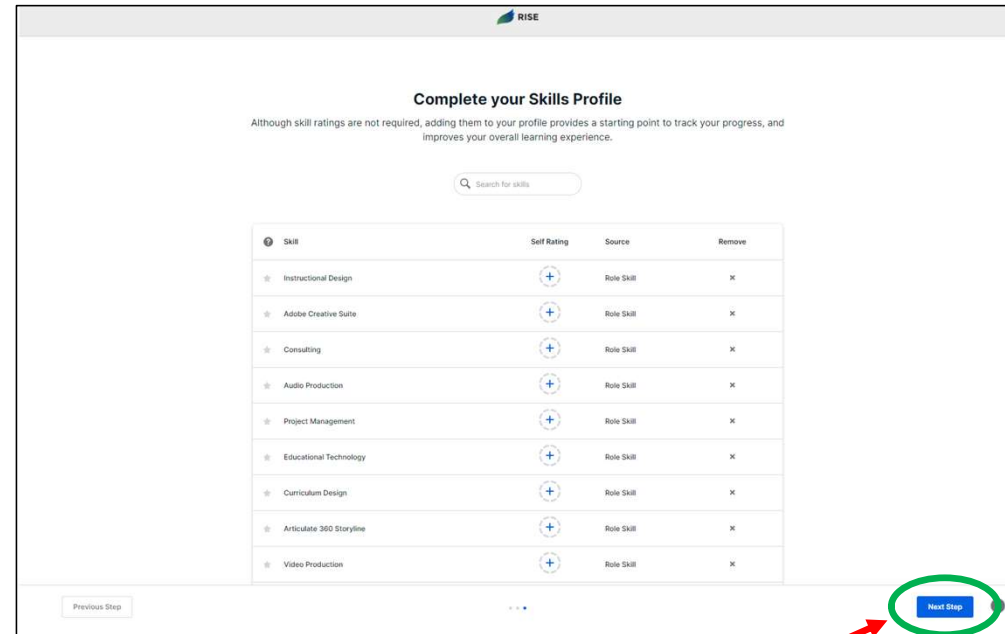
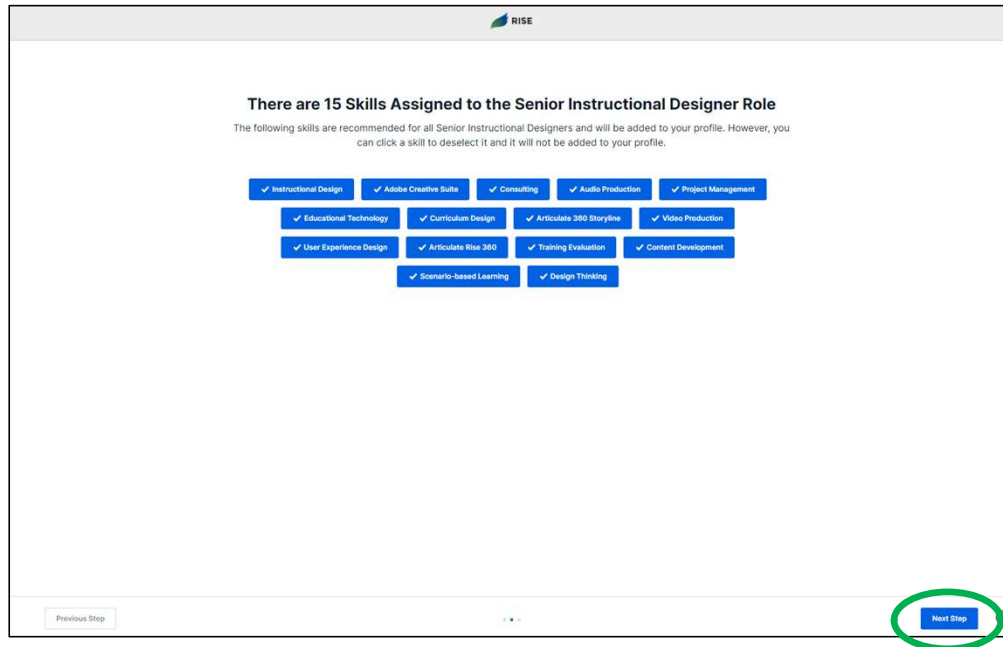


## Select Your Role





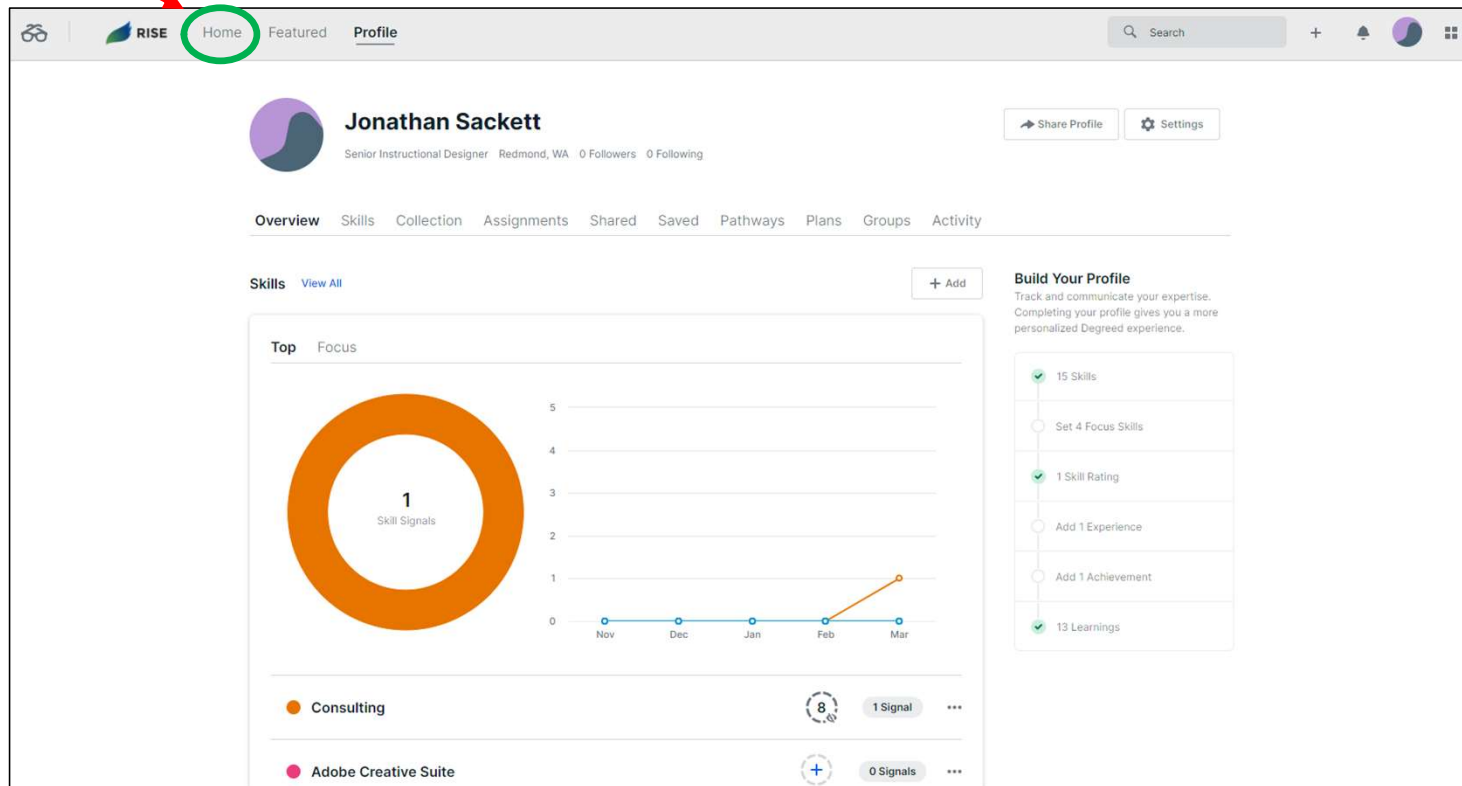
## Starting in Rise - continued



Click **Next Step** to pass through the **Skills Inventory** and **Skills Profile** pages. You can return another day.

# Starting in Rise - continued

Click on **Home** at the top of the Rise page



# Getting into NCO in Rise

## Rise Dashboard

The screenshot shows the Rise Dashboard interface. A red circle highlights the search bar in the top right corner. A red arrow points from the search bar to the 'New Caregiver Orientation (NCO)' tile in the 'Continue Learning' section, which is also highlighted with a green border. Another red arrow points from the 'Hot Topics' section to a detailed view of the 'Hot Topics' list on the right. The dashboard includes sections for Focus Skills, Resources, Monthly Activity, and Trending Within Rise.

You may...

- Use the search bar and enter **"NCO"**
- Click the tile (if you see it)  
or
- Scroll down to **Hot Topics** and click on **New Caregiver Orientation (NCO)**

A detailed view of the 'Hot Topics' section. The list includes: Get Started in Rise, New Caregiver Orientation (NCO), Diversity, Equity, and Inclusion Resources, Navigating Stress and Burnout, Virtual Class, and My Career Center. The 'New Caregiver Orientation (NCO)' item is circled in green, and a red arrow points to it from the 'Hot Topics' section of the dashboard.

# Getting into NCO

1. To start, click on the video for **1.1 Welcome to Providence.** Complete all of section 1.

2. Click on Section 2 “Required Learning”

**New Caregiver Orientation (NCO)**  
28 Items · 6 Sections · 12 Optional Items

87%

Welcome to our organization! This information and resources will help get you off to a great start. For best results, view this content in a Chrome or Safari browser. Allow 3 hours to complete.

Collaborators: [Avatars] Visible to organization

Pathway

**New Caregiver Orientation (NCO)**

- ✓ 1. Getting Started
  - ✓ Welcome to Providence
  - ✓ Virtual Support
- ✓ 2. Required Learning
- 3. Kronos and Genesis Systems
- ✓ 4. Benefits Information
- 5. Introduction to Culture & Experience
- ✓ 6. Recommended Resources

**1. Getting Started**  
To track your progress "Mark Complete" after you have viewed the content.  
2 Subsections · 6 Items · 2 Optional Items

Completed

**1.1 Welcome to Providence**

Video 2 Minutes Vimeo

**Welcome New Caregivers | Greg Till**  
A message from Greg Till, Chief People Officer

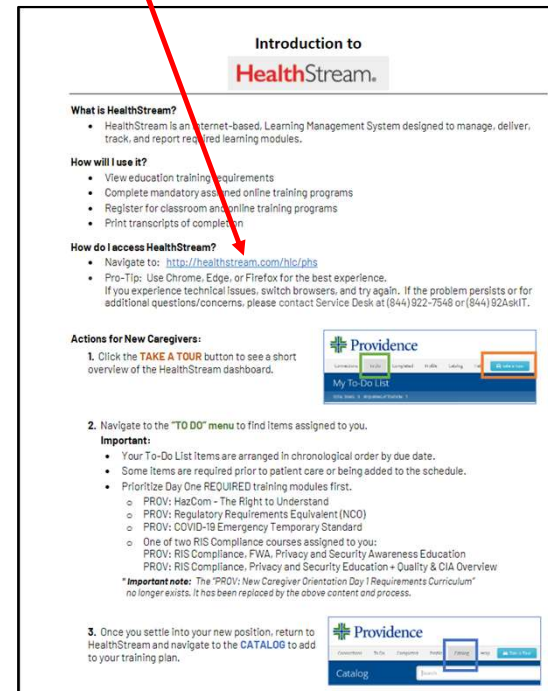
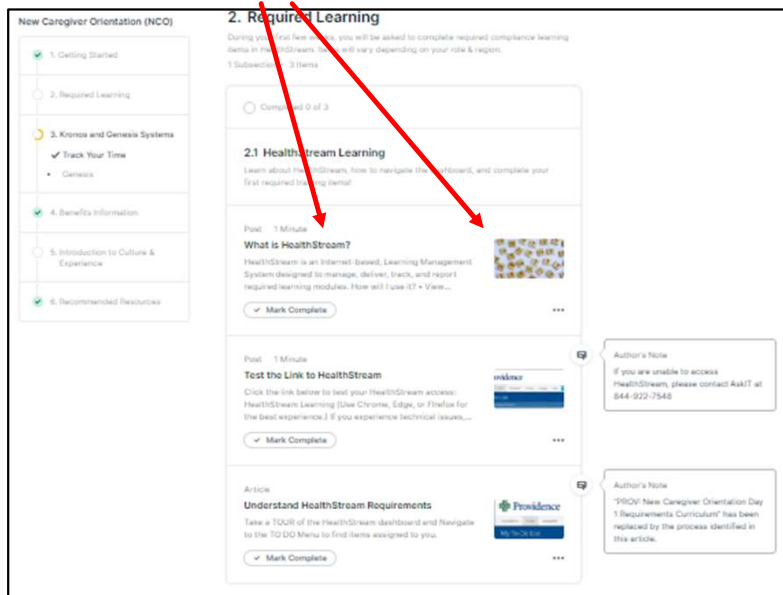
✓ Completed

Post 1 Minute

**Navigating New Caregiver Orientation**  
This RISE pathway is designed to provide foundational information for new caregivers. You will be introduced to: HealthStream - a learning management system for requir...

# Accessing HealthStream

1. Click on the course's title or picture for each of the 3 sections. There will be a popup window for each.
2. When you click the 3<sup>rd</sup> section **Understand HealthStream Requirements** you will be brought to a .pdf titled "Introduction to HealthStream." Click on the hyperlink to enter HealthStream.



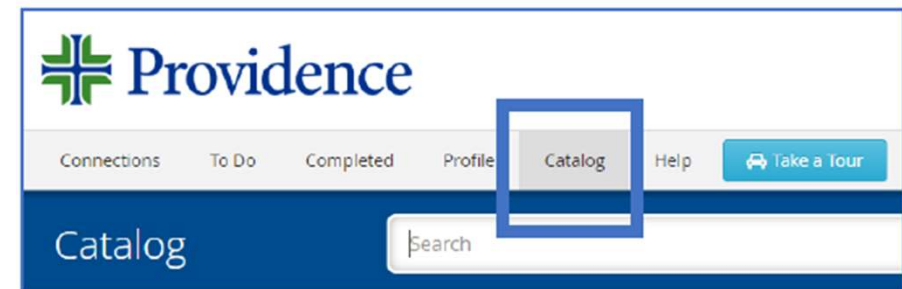
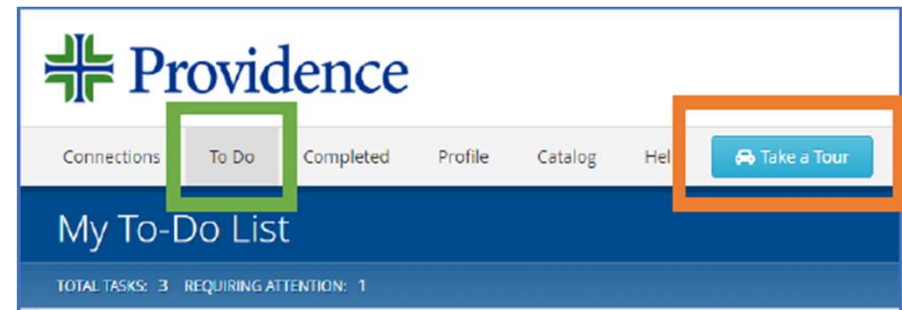
# Using HealthStream

## Actions for New Caregivers:

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

## Important:

- Your To Do items are arranged chronologically 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)
    - PROV: COVID-19 Emergency Temporary Standard
    - One of two RIS Compliance courses assigned to you: PROV: RIS Compliance, FWA, Privacy and Security Awareness Education PROV: RIS Compliance, Privacy and Security Education + Quality & CIA Overview
3. Once you settle into your new position, return to HealthStream and navigate to the **CATALOG** to add to your training plan.



# Completing NCO

Please return to Rise to mark each section as complete when you are done.

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

Providence

My To-Do List



**Congratulations!**

**You are well on your way to finishing  
New Caregiver Orientation**

**Welcome to Providence!**

# Common Issues

# Getting into NCO in Rise

## Rise Dashboard

You may...

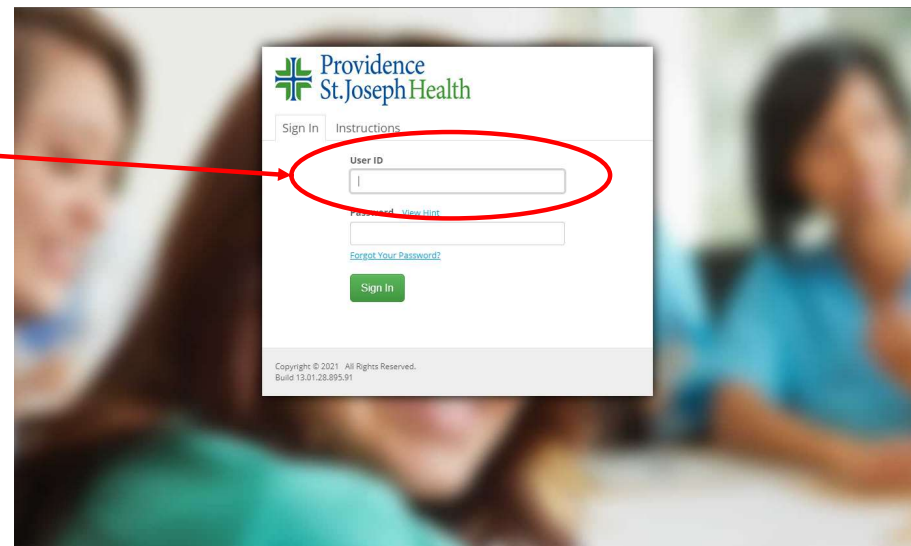
- Use the search bar and enter “NCO”
- Click the tile (if you see it)
- or
- Scroll down to **Hot Topics** and click on **New Caregiver Orientation (NCO)**

The screenshot shows the Rise Dashboard interface. A red circle highlights the search bar in the top right corner. A red arrow points from the search bar to the 'New Caregiver Orientation (NCO)' tile in the 'Continue Learning' section. Another red arrow points from the 'Hot Topics' section to the 'New Caregiver Orientation (NCO)' tile. A third red arrow points from the 'Hot Topics' section to the 'New Caregiver Orientation (NCO)' tile. The 'Hot Topics' section is expanded, showing a list of topics: 'Get Started in Rise', 'New Caregiver Orientation (NCO)', 'Diversity, Equity, and Inclusion Resources', 'Navigating Stress and Burnout Virtual Class', and 'My Career Center'. The 'New Caregiver Orientation (NCO)' tile is highlighted with a green border.

# Single Sign On (SSO) and Healthstream

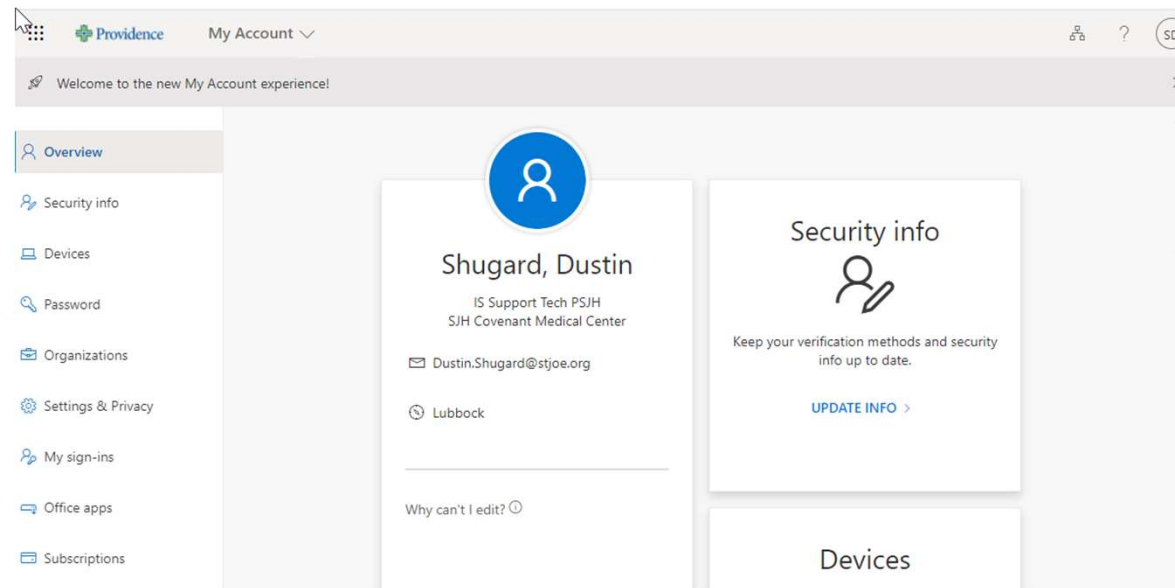
Occasionally, SSO does not work for caregivers through [www.MyApps.Microsoft.com](http://www.MyApps.Microsoft.com) and will come to the Healthstream Screen (pictured on the right) asking for User ID and Password. User ID and password will be your Employee ID Number and the password you created earlier today.

*Note: the first time you sign in, you will be prompted to change your password, but the User ID will remain your Employee ID*



## Verify From the “My Account” Page

If after setting up the MFA method, you are sent to the account overview screen:  
Go back to the  
[www.myapps.microsoft.com](https://www.myapps.microsoft.com)  
site on your web browser.



# HELP: NEO Bridge Line

**“NEO Account Claiming Support Bridge”  
is only for those with issues**

## Notes:

- ✓ Separate Teams meeting, so you will “leave” this meeting and join the NEO Bridge Line
- ✓ When you join, the meeting will be in process. You will be asked to provide your name, phone number and where you are having an issues – no need to raise hand, they will call on you when it’s your turn
- ✓ You will stay on NEO Bridge to complete MFA, get into Rise (no need to return to this call)

