Single Sign-On
Frequently Asked Questions

To speed your learning process, please watch the video tutorial here.

If you have questions, concerns, or want additional information, please visit the Single Sign On website here.

Why the change?

- Single Sign-On (SSO) is a system that speeds PC logins and auto-logs users into Epic, and we are switching to a new system to better support our organization’s needs.
- When PCs are rebooted nightly, desktop icons are reshuffled and cause frustration
- Be Safe reports from clinicians have indicated the criticality of organizing our desktop icons.

What will the change look like?

- The login screen will work the same, and offer info on how Epic will behave and identify the PC in case you need to call the HIT Helpdesk.
1st tap-in to OneSign: You must ‘enroll’ or register your badge!

→ It will feel like you have to login twice – just to login ←

The 1st tap-in + userid + password = enrolling, not logging-in...

You’ll see this...   Click OK...  Then, don’t re-tap, just login.

If you see “Bad user name or password” your ID is not in the required networking group: “SSO_Users”. Call the Helpdesk.
Then you can login (and give it your password again😊) ...to start the 13-hour period of no password required.

You must start each PC use at a login screen or by tapping-in. Don’t just walk up and begin using another user’s session.

You can confirm your successful tap-in 3 ways:

- Watch the system tray area (to the left of the system’s clock) for a 15-second pop-up:

- Hover the mouse over the Imprivata system tray icon

- Click the Imprivata system tray icon
What is ‘Best Practice’ when leaving a PC?

- **Clinic PCs:**  
  lock the PC via tap-out, Ctrl-F1 or via the yellow lock on the taskbar  
  or by clicking the system tray icon -then- click Lock/Logout

  → Don’t use Windows’ logoff when leaving… or you’ll slow the next user’s access to Epic!
  Your personal apps (MyMail, MyWord, etc.) will close if someone else taps-in.

- **Personal PCs:** Save your work. Lock the PC if returning. Logoff if not returning.

How do I logoff a personal PC?

The Caradigm bar and my normal logoff button are gone!

- Click the “Start” button , then click the top, blue circle , then ‘Sign out’

**Desktops will use a new organizer, ‘Fences’**

Fences groups similar icons so they are easier to find.

- Within each fence, icons are alphabetized
- The Epic icon will always be located in the top, left-hand corner of the desktop.
- Desktops have new labels and color-coding to inform users what Epic behavior can be expected. Details about color-coding & Epic’s behavior can be found on the last page...
How Fences Groups Icons

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Apps that *auto-login as you*, even at a generic/clinical PC.

BeSafe, RedBook etc. are now easy to find!

MS-Office files appear here, with advice of where to best save them.

Shortcuts are alphabetized here.

Desktop folders you create & unrecognized files are here.

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Helpful Tips & Tricks

How can I quickly get to the Epic icon if I have a lot of programs/tabs open?

- Most PCs will have a new Taskbar ↑ “Show Desktop” icon that will:
  - 1st click: minimizes active windows, so you can see icons & launch Epic, etc.
  - 2nd click: restore the minimized windows
- Also, most PCs will have SSO-enabled icons (including Epic) on the Start Menu

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How can I customize desktop fences?

- If desktop icons don’t fit aesthetically on your screen, you can resize them:
  - Right-click on the desktop, select ‘view’, select ‘classic’
  OR
  - hold the “CTRL” Key while using the mouse roller

- **Personal PC** (blue screen): Settings are user-specific and changes persist.
  - If you move >50% of the icons out of the fences, the QA part of Fences will reapply the rules saved under your user ID (for that 1 PC). Your customizations to the number & size of the fences will be preserved, but the rules that place icons in the various fences will be reapplied.
  - Fences can be reset to original settings (you’ll lose your customizations) by pressing the windows button: type LOAD HITFences + press enter.

- **Shared/Generic PCs** (orange screen): if icons are moved or resized, their arrangement is reset with each reboot.

- **Other issues**
  - Screen resolution changes usually warrant a logoff/logon.
    - Significant resolution changes may require a reboot of the PC
  - Windows’ "Display Setting" is greyed-out and fails. What do I do?
    - Call the Helpdesk to get the video drivers updated.
**Epic Behavior**

On shared/clinic PCs, the color of top fence and the Epic Hyperspace fence helps indicate how Epic behaves at the PC:

- An Epic **chart will persist** when the PC-user changes on **blue** color-coded desktops:

![Chart Persists](image1)

- An Epic **chart will close** when the PC-user changes on **purple** color-coded desktops:

![Chart Closes](image2)