

## HIT Checklist for New School of Medicine Employees

### Agency 209 – Health Systems SOM Employee

*Via UVA HR:*

- 1) New employee receives “Claim/Activate your Account” email (1 day to 2 weeks prior)
- 2) New employee receives “Reminder” email to complete outstanding items
- 3) New employee and manager receive “Clear for Hire” email

#### **If UVA Health network/email is required**

*After* the new employee has received their Computing ID, the hiring manager/Admin should complete and submit a request for UVA Health System/Local Area Network (LAN) Account:

[LAN Account Request - Health Information and Technology \(virginia.edu\)](#)

- SOM IT technicians **CANNOT** submit access for LAN accounts on the behalf of new SOM employees
- New employee’s computing ID and last four of the University Employee ID is needed to complete the form.
- As the submitter/hiring manager, you will receive an email from MCC Security when the request for UVA Health network and email is approved and submitted to MCCLANID.
- As the submitter/supervisor, you will receive a follow up email from MCCLANID once UVA Health Network account and email are created.

#### **If UVA Health Network VPN access is needed**

*VPN access is needed if new hire is remote and needs access to UVA Health network and services*

If onsite:

- New employee can call the HIT Help Desk: 434-924-5334
- New employee can request access through the Access Management Platform (AMP)  
<https://amp.hscs.virginia.edu/>

If offsite:

- New employee can call the HIT Help Desk: 434-924-5334
- Hiring Manager/Admin can request it on their behalf:
  - AMP: <https://amp.hscs.virginia.edu/>
  - email: [helpdesk@hscmail.mcc.virginia.edu](mailto:helpdesk@hscmail.mcc.virginia.edu)
  - Call the HIT Help Desk: 434-924-5334

#### **Mobile Phone Support**

- Mobile Iron:
  - What is MobileIron: <https://hit.healthsystem.virginia.edu/departments/mobile-device-technologies/what-is-mobileiron-how-does-uva-health-use-it/>
  - Register your device with Mobile Iron: *\*screenshot instructions below\**
- If Vocera is needed: *Installed with the apps that are downloaded when Mobile Iron is installed on your device.*
  - Support/How to Use Vocera: <https://www.medicalcenter.virginia.edu/intranet/enterprise-communication/how-to-use-vocera>
  - DIY Installation: <https://www.medicalcenter.virginia.edu/intranet/enterprise-communication/how-to-use-vocera/VoceraVCSInstallation.pdf>

#### **New User Laptop Use**

- Information on the Telework Policy, how to set up your computer for home use, teleconferencing, etc.:  
<https://hit.healthsystem.virginia.edu/service-catalog/telework/>
- Information on accessing your on-site UVA Health computer: <https://hit.healthsystem.virginia.edu/help-desk/top-resources/remote-desktop-on-uva-health-apps/>

### **Computing ID, University ID Number, and Eservices Password Support**

- Computing ID: <https://in.virginia.edu/compid>
- Employee University ID Number:
  - Found on the back of the employee badge
  - Found under “My UVA Information” under My Profile) in the Identity and Access Management System: <https://in.virginia.edu/profile>
- Reset Your eservices/UVA password: <https://in.virginia.edu/pw>

### **WebEx Account**

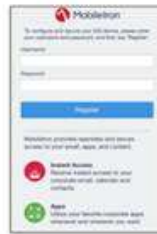
- New employee can request a license for WebEx via the Access Management Platform (AMP) <https://amp.hscs.virginia.edu/>
- A license is only needed to schedule and host meetings; meeting participants do not require a license.
- Video Conferencing – Non-clinical (Webex): <https://hit.healthsystem.virginia.edu/service-catalog/communication-collaboration/video-conferencing-non-clinical-webex/>

## Register Device with MobileIron

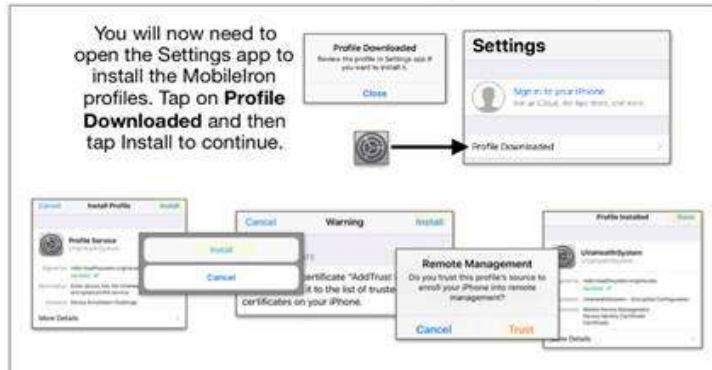
Start by opening the Safari web browser and go to this address:

**<http://j.mp/hitireg>**

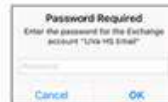
At the registration page, enter your Health System user ID and password or the generic account provided to you, then select **Register**.



You will now need to open the Settings app to install the MobileIron profiles. Tap on **Profile Downloaded** and then tap **Install** to continue.



Next, apps will be downloaded, WiFi connectivity made available and other configuration events will happen in the background.



Prompts for device unlock passcode and Health System Exchange Email password will be presented during this stage.



MobileIron configures a new HS Email instance on your device. If your device previously had a manually configured Health System email account it is possible that you may have a duplicate. Check here for removing duplicate accounts info: **<http://bit.ly/rem1mail>**



The last step is opening the Mobile@Work app and allow Location Services and sending notifications.

