

Single Sign-On Frequently Asked Questions

To speed your learning process, please watch the video tutorial [here](#).

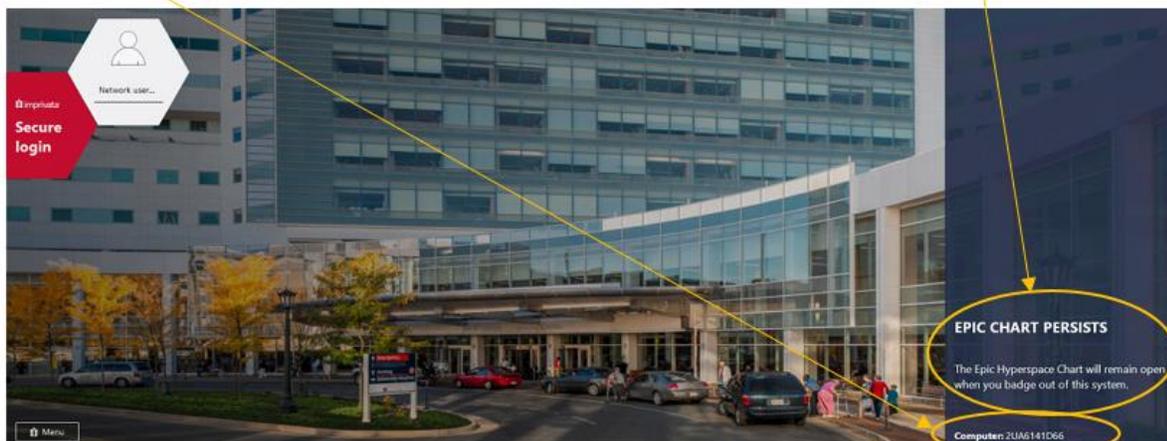
If you have questions, concerns, or want additional information,
please visit the Single Sign On website [here](#).

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.



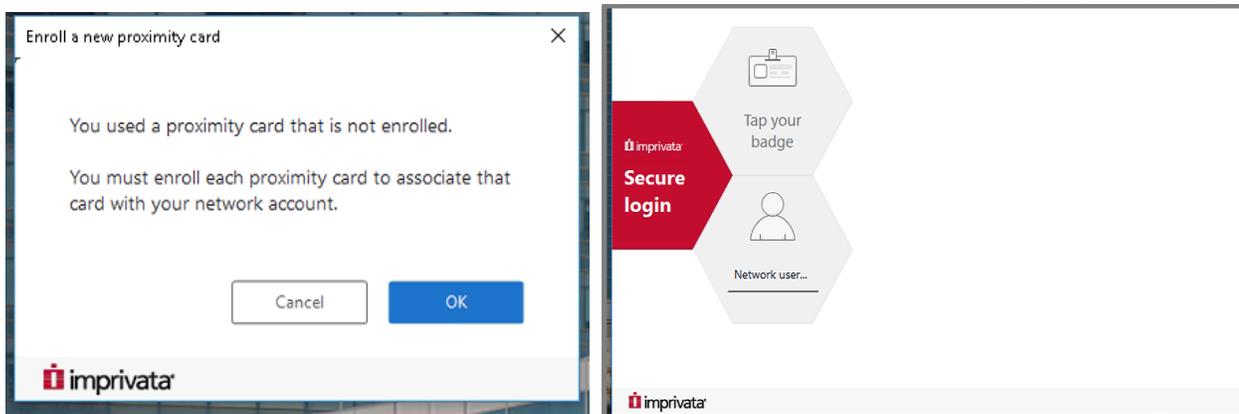
1st tap-in to OneSign: You must ‘enroll’ or register your badge!

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



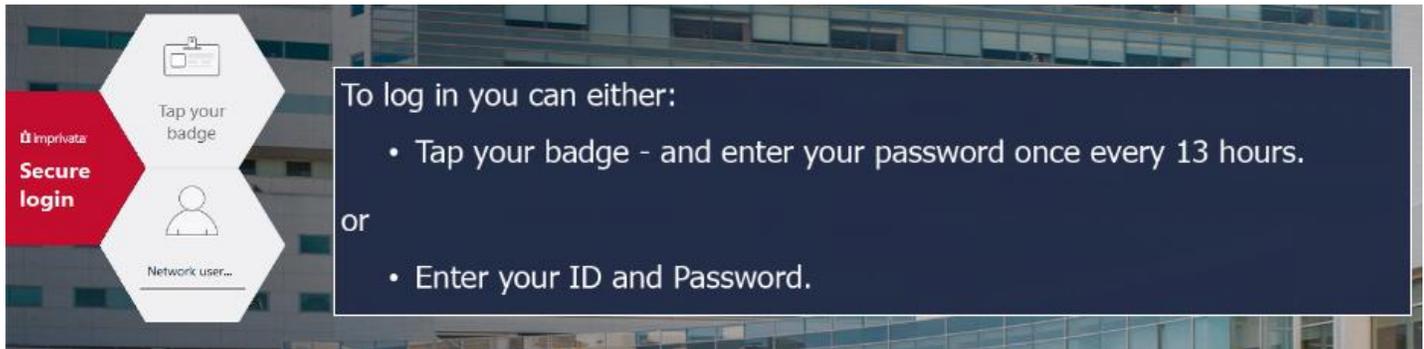
The 1st tap-in + userid + password = *enrolling*, not logging-in...

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.



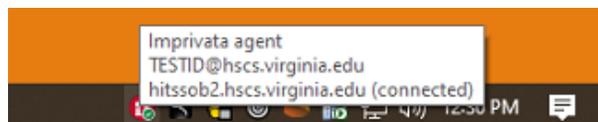
You must start each PC use **at a login screen or by tapping-in**.
Don't just walk up and begin using another user's session.

You can confirm your successful tap-in 3 ways:

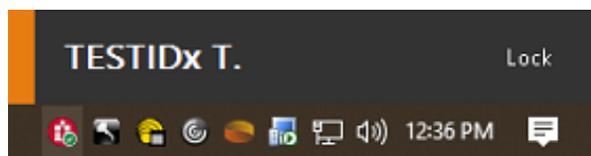
- Watch the system tray area (to the left of the system's clock) for a 15-second pop-up:



- 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

Single Sign On and Commonly Used Apps

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

Compliance and Corporate Documentation

BeSafe, RedBook etc. are now easy to find!

Department & Temporary Files (Erased Nightly - Save to F: or Shared Folders)

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

Links

Shortcuts are alphabetized here.

Unsorted and Folders

Desktop folders you create & unrecognized files are here.

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 

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:



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

