**Corporate Account and System Access**

**Please review this entire document and then follow all the steps below to set up your:**

* Corporate ID (network account)
* GroupWise (email account)
* ME(MyEducation) to access required elearning and in class sessions

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|  | **Purpose:** | **How To:** |
| **Corporate ID:** | Your Corporate ID will allow you to sign in to hospital network resources, such as EHR (Cerner), ePay, (ME) MyEducation and the Intranet as well as to hospital computers and desktops which will also enable you to complete some of the eLearning modules, allow access to productivity tools such as Microsoft Word, Microsoft Excel, Juniper remote access, and allows you to access department drives where items such as call schedules are posted**Username:** **<LOGIN>****Temporary Password:** **(case sensitive)****<PASSWORD>** | **Change your Temporary Password:**Please change your Corporate ID password by clicking <https://changepass.lhsc.on.ca/> **Important Note:** You must change your password before you access your ME (My Education) account to complete the eLearning modules and register for in class training.If at any time you forget any hospital password, please contact the ITS Help Desk at 4-HELP (519-685-8500 x44357)You must provide your full name, day and month of birth, as well as one of the following: hospital employee ID, CPSO number, OHIP billing number, or Schulich ID number. |
| **GroupWise Email Account****\* Note – the GroupWise system will be changing in November 2016.****The functionality and appearance of the system will change.** | It is important that you access your GroupWise email regularly. Pertinent information relevant to your practice as a physician in our hospitals will only be sent to your GroupWise email account further to hospital policy: <http://www.lhsc.on.ca/priv/policy/INT006.htm>This will include details regarding your yearly reappointment of privileges to London Health Sciences Centre (LHSC) and St. Joseph’s Health Care London (St. Joseph’s) which is an online reapplication process that requires a unique login and password.**Username:** **<LOGIN>****Temporary Password:** **(case sensitive)****<PASSWORD>****Email Address:** **<EMAIL>** | **Accessing GroupWise From Home:**Access GroupWise from a computer external to the hospital by completing the following steps: 1. Click on the following link: <http://www.lhsc.on.ca/gw>
2. Click on “Start using GroupWise Web Access”
3. Enter your GroupWise username and password

**Setting Up Your GroupWise Email from Within the Hospital:**Each computer will have a GroupWise icon right on the Desktop. Alternatively, click on the “Start menu” at the bottom left corner of your screen. Choose “ All Programs” and then “Novell GroupWise” then “GroupWise”. Here you will be asked to type in your GroupWise username and password, same as above. |
| **Change your GroupWise Email Password** | You will NOT be prompted to change your GroupWise password, however, please change your GroupWise password once you have logged in for the first time using the following steps | 1. Sign in to GroupWise.
2. In the menu bar click on “Tools” and then “Options”.
3. Double click the “Security” button.
4. Enter your old (current) password, new password and confirm your new password. Click “OK”.
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| **Forward Western Email to GroupWise Email** **(HIGHLY RECOMMENDED)** | The hospital GroupWise email system is a secure, private and confidential mode of information transmission. Confidential or sensitive business or identifiable patient or staff/affiliate information must not to be transmitted by email external to the secure email systems of the hospitals. The secure system is comprised of London Health Sciences Centre (@LHSC.on.ca) and St. Joseph’s Health Care London (@sjhc.london.on.ca) as well as the Schulich School of Medicine & Dentistry (@schulich.uwo.ca). **PLEASE NOTE:** Your Western email account (@uwo.ca) is outside the secure system. In order to minimize the number of accounts you need to manage, you can forward other accounts to your hospital GroupWise email account, however, please recognize that you cannot forward your GroupWise email account to another account. | For information on how to forward your @uwo email to your GroupWise email account please click on the following link <http://www.uwo.ca/its/doc/hdi/email/wm-forward.html>  |
| **FirstNet Access** **(Emergency Department)** | Training and access is for Emergency Physicians onlyResidents are to complete this training prior to your first rotation in Emergency Medicine | For First Net Training [click here](https://apps.sjhc.london.on.ca/sj_files_internet/CLINHFNEmergencyProviderV4SWF/CLINHFNEmergencyProviderV4SWF.htm) |
| **Juniper Remote Access** | Juniper remote access will allow you to have access to Cerner and other hospital systems from a non-hospital computer. Your Corporate ID will allow you access the Juniper system. | Juniper gateway: <https://lh01.lhsc.on.ca>Be sure to complete steps 1 & 2 prior to signing in for the first time.Juniper support info can be found at the top of the Juniper login page.Full Juniper Support is available Monday to Friday from 0800-1600. Outside of these hours support is limited to basic troubleshooting and password resets. Clinical Staff are encouraged to set up their Juniper accounts prior to needing them and to call Help Desk during regular business hours for setup assistance if it is required. Remote access is available to Clinical Staff to assist with on-call activities, but should not be relied upon as a replacement for on-site visits if necessary due to issues with functionality on a personal device.  |
| **Wireless (WiFi) Access** | Eduroam or education roaming, provides roaming wireless network access for students, staff and faculty at partner institutions.  | In order to connect to the eduroam network, choose “eduroam” from your list of available wifi networks.When logging into eduroam, users must enter their email address (user@uwo.ca) and password from their home institution. Any issues connecting should be directed to your home institution, not to the hospital Help Desk.More information about wifi at the London hospitals can be found here: <https://apps.lhsc.on.ca/its/our_services/helpdesk-files/wireless-clinics.pdf> |
| **City Wide ITS Help Desk for London hospitals** | 4-HELP or 519-685-8500 x44357 | Help Desk Support Specialists are available to assist you 24/7/365  |
| **Pager** |  | Contact Pager Management at 519-685-8500 x53530.  |
| **Dictation Code** |  | After your Electronic Health Record (EHR) training, Contact Transcription Services at 519-685-8500 ext. 35131 (LHSC) or ext. 65584 (St. Joseph's).  |
| **Password change** - HELPDESK at 519-685-8500 ext. 44357. **Will need to provide:** * Name
* Day and month of birth
* Either Schulich ID number, CPSO number, or OHIP billing number

 \*Contact Medical Affairs at 519-685-8500 x75115 to obtain your Schulich ID |

**Instructions to access ME(MyEducation)**

ME is a learning management system that features a robust, continuously expanding catalogue of eLearning modules which are available 24 hours a day, seven days a week. This system allows you to access your required hospital eLearning (Certifications), and provides you the opportunity to register for various in class training sessions, and view optional eLearning.

**Sign into** [**ME(MyEducation)**](https://ilearn.lhsc.on.ca/Saba/Web/Main) **with your Corporate Username and Password**

**In this system you will need to complete (in this order):**

**Step 1:** **Electronic Health Record**  **eLearning and in-class sessions**

1. Once logged on, select "Browse” then “Browse Catalogue" (top of page)

Select “Electronic Health Record (EHR) elearning”. Select "Actions" then "Register” the elearning will then launch for you to complete. The elearning will take you up to 2-4 hours to complete.

1. At the end of the learning(M11), click on the link in Step 3 to go to the registration page and register for a mandatory in class session.

\***It is important that you have completed the eLearning before attending an in class session.**

**\*Residents (PGY3+) and Clinical Fellows in Diagnostic Radiology (except Interventional) and Pathology will not require EHR training.**

**Step 2:** **Required hospital eLearning Modules:**

1. On the ME home page, the elearning that you need to complete will be listed in the area called "Current Learning"
2. Click on "Begin Registration" and then on the next page click on "Complete Registration" to launch the elearning. A separate window will open with the elearning content; follow the instructions within.

Modules will average approximately 15 minutes each to complete and are mandated by legislation or hospital policy.

**Step 3:** **Registrations for ACLS (Trainees only), and N95 Respirator Fit Testing**

1. Once logged on, select "Browse” then “Browse Catalogue" (top of page)
2. Under the heading “Residents and Fellows” select the course you would like to register for.
3. Find a date and time that will work with your schedule and select "Actions" then "Register". Your registration will show on your home page under “Current Learning”

You will have 3 months to obtain ACLS certification. Courses are posted once dates have been confirmed.

For assistance navigating ME(MyEducation) please contact 519-685-8500 x 75911 M-F 830-1630 or jennifer.joyce@lhsc.on.ca