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)
- Outlook (email account)
- ME(MyEducation) - <mark>please review **ASAP** as you will need to access and complete elearning</mark>

	Purpose:	How To:
Corporate ID:	Your Corporate ID will access to the following applications: • Outlook (Email) • EHR (Cerner) • ePay • (ME) MyEducation (elearning modules) • Intranet • NetScaler remote access Your Corporate ID will enable access to hospital computers and desktops, which include productivity tools such as Microsoft Word, Microsoft Excel, and applicable department drives where items such as call schedules are posted. **Corporate ID:** **<LOGIN>** **Temporary Password:** **(case sensitive)** **<PASSWORD>** **Email Address:** **<EMAIL>**	**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. **Forgot your Password?** Contact the ITS Help Desk at 4-HELP (519-685-8500 x44357) You may be asked to provide one of the following identifiers, along with your full name and day / month of birth: • Western Student Number • Hospital employee ID • OHIP billing number • Schulich ID number *Contact Medical Affairs at 519-685-8500 x75115 to obtain your Schulich ID
Outlook Email Account	You are required to access your Outlook email regularly. Information relevant to your practice as a physician in our hospitals will only be sent to your secure Outlook email account further to hospital policy: http://www.lhsc.on.ca/priv/policy/INT006.htm Failure to monitor this email may result in missed information relating to the maintenance of your hospital privileges.	**Accessing Outlook From Home:** Access Outlook from a computer external to the hospital by visiting the below link. You will need to log in with your Corporate ID and password: https://mail.lhsc.on.ca/ **Accessing Outlook from the Hospital:** Click on Start > All Programs > Microsoft Office > Outlook to launch Outlook on a hospital PC or Laptop, or on the Desktop of any hospital Thin Client.

Forward Western Email to hospital Outlook Email **(HIGHLY RECOMMENDED)**	The hospital Outlook 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) , HMMS (@hmms.on.ca) and Lawson Research (@lawsonresearch.com) **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 Outlook email account, however, please recognize that you cannot forward your Outlook email account to another account.	**Instructions to forward @uwo to Outlook:** http://www.uwo.ca/its/doc/hdi/email/wm-forward.html
FirstNet Access **(Emergency Department)**	Training and access is for Emergency Physicians only Residents are to complete this training prior to your first rotation in Emergency Medicine	For First Net Training click here
NetScaler Remote Access	You will be granted remote access, which will allow you to have access to Cerner and other hospital systems from a non-hospital computer. The software to achieve this is called NetScaler. An email will be sent to your hospital Outlook email account providing instructions on how to access this system. Sign in with your Corporate ID and password.	Support is available from the HelpDesk at 519-685-8500 x44357 Monday to Friday from 0800-1600. Outside of these hours support is limited to basic troubleshooting and password resets. 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 |

See the next page for ME(MyEducation) Access and Requirements.

ME(MyEducation) and Systems Access and Requirements

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)](#) with your Corporate Username and Password

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

<mark style="background-color: #00ff00">Step 1: Systems Training</mark>

<mark style="background-color: #ffff00">Electronic Health Record (EHR) eLearning and in-class session registrations</mark>
(EHR training NOT required for Professional Staff in Emergency Medicine, Pathology and Diagnostic Radiology)

Once logged on, select "Browse" then "Browse Catalogue" (top of page).
1. Under the heading **New Professional Staff:**
   - Select "**Electronic Health Record (EHR) Orientation– New Professional Staff** "

   On the next page, select "Actions" then "Register" and the eLearning will then launch. The eLearning will take you up to 2-4 hours to complete.

2. At the end of the eLearning, in Step 3, you will be directed to email Medical Affairs to register for the mandatory in class EHR training.

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

<mark style="background-color: #ffff00">FirstNet Online Training - Professional Staff in the Department of Emergency Medicine ONLY</mark>

1. Complete the online FirstNet training by [clicking here](#).
   Using Internet Explorer to access is recommended.

<mark style="background-color: #00ff00">Step 2: Required hospital and legislative eLearning Modules:</mark>

1. On the ME home page, the eLearning that you need to complete will be listed in the area called "Current Learning".

   Beside the name of the course, click "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.

<mark style="background-color: #00ff00">Step 3: N95 Respirator Fit Testing and New Professional Staff Orientation</mark>

1. Once logged on, select "Browse" then "Browse Catalogue" (top of page).
3. Under the heading "**New Professional Staff:**" select the course you would like to register for.

2. 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"

   If you would like to request an orientation session for an alternate date and time then what is listed, we will gladly book this for you. Please contact Jennifer Joyce to arrange.

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