

**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)
* Remote Access
* ME(MyEducation)
* Beep! (instant messaging)

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|  | **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](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.](https://lhsc.policymedical.net)  Failure to monitor this email may result in missed information relating to the maintenance of your hospital privileges. | **Accessing Outlook From Home:**  Set up Duo multi-factor authentication (MFA) at [https://mfa.lhsc.on.ca](https://mfa.lhsc.on.ca/)  Access Outlook from a computer external to the hospital by visiting [https://office.com](https://office.com/)  You will need to log in with your Corporate ID and password.  [Step-by-step documentation for Duo](https://intra.lhsc.on.ca/its/education-and-resources/duo-multi-factor-authentication.)  [Additional educational resources from Information Technology Services (ITS)](https://intra.lhsc.on.ca/its/education-and-resources)  **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**](http://www.uwo.ca/its/doc/hdi/email/wm-forward.html) **to forward @uwo to Outlook** |
| **Beep! Urgent Messaging System** | LHSC and St. Joseph's has moved to a new citywide urgent messaging solution system called Beep!. This will eventually replace the more traditional pocket pagers used in healthcare and works with many devices including smart phones, wireless IP phones, and instant messaging products.  All Professional Staff, Residents, and Clinical Fellows are automatically set up with a Beep account.  To login into Beep, you will need to use your Corporate ID and Password. | View the [Information Technology Services (ITS) website](https://intra.lhsc.on.ca/its/education-and-resources/beep-pager-replacement-solution) for information on how to set your Beep account up. |
| **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](mailto: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.  Review more [information](https://apps.lhsc.on.ca/its/our_services/helpdesk-files/wireless-clinics.pdf) about wifi at the London hospitals. |
| **ME(MyEducation)**  **Required eLearning** | 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 training sessions, and view optional eLearning. | Please make sure your eLearning (required by legislation, ministry orders, and hospital policy) are all completed and up to date.  Once you have your Corporate ID to log in, these are located in [ME(MyEducation)](https://ilearn.lhsc.on.ca/Saba/Web/Main) under the “Current Learning” heading on the home page.  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. |
| **Cerner PowerChart Training (not required for those in  Radiology, Emergency or Pathology)**  **FirstNet training for Emergency dept.** | During this time, we regret that we are not able to provide regular onboarding Cerner PowerChart classes for new staff.  We realize some new staff may have trained here therefore won’t require training, or you may have used it at a previous centre, or maybe you are completely new to Electronic Health Records? | If you require a refresher or full training please contact [Jennifer Joyce](mailto:jennifer.joyce@lhsc.on.ca) to help facilitate this with one of our Clinical Informatics specialists.  **If in Emerge,** please complete FirstNet online training located under [“Preparing for your first day”](https://www.sjhc.london.on.ca/medical-affairs/administrative-resources/credentialing-application) |
| **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 |

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