

Technology Guide to Orientation



Contents

- Start Here 3
 - LOGIN with your PeaceHealth Username and Temporary Password 3
 - Using a PeaceHealth computer, create your new single-sign-on password..... 4
 - Using a personal computer, create your new single-sign-on password..... 4
- One-time Setup - Multi-Factor Authentication (MFA)..... 5
 - What is Multi-Factor Authentication (MFA)? 5
 - MFA setup: 5
- Success using My Learning 6
 - Accessing My Learning from a home computer..... 6
 - My Learning module is frozen or won't give completion credit 6
 - Video Won't Play?..... 7
 - Module Stuck? 7
 - Still stuck? 8
- Microsoft Teams 8

Start Here

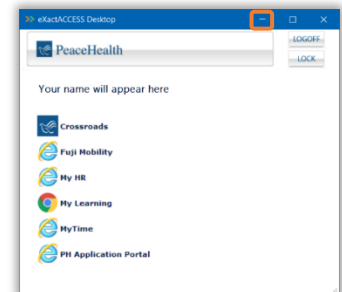
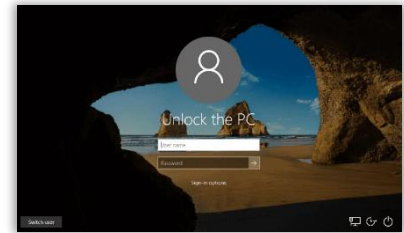
LOGIN with your PeaceHealth Username and Temporary Password

To access our PeaceHealth network, you will need login credentials, including:

- A. Your username
 - B. Your temporary password (format is outlined below)
 - C. The permanent password you create (guidelines outlined below)
-
- A. For this section, you should have been provided your PeaceHealth **username**, commonly referred to as a "3x3". (If you are starting from home, follow the instructions on page 4. If you encounter issues, please call Technology Solutions Partners (TSP) at 800-452-1425 for assistance.)
 - o The 3x3 is typically the first three letters of your first name followed by the first three letters of your last name (not case sensitive).
 - In some cases, more than one caregiver could have the same 3x3 so your three by three may include a number at the end.
 - B. Your **temporary password** follows the below parameters:
 - o First letter of your first name in lowercase, followed by a period
 - o First letter of your last name in lowercase, followed by a period
 - o The last four digits of your social security number (SSN)
 - o The current, 4-digit year
 - Example: Pepe Aguilar, last 4 of SSN 6789, year 2022 = **p.a.67892022**You will need your **temporary password** before you can create your permanent password.
 - C. Create **your permanent password** using the following parameters:
 - o The required minimum password length is 12 characters
 - o Do not use spaces
 - o Avoid use of team names, "welcome" or "password"
 - To make **your permanent password** easy for you to remember, use a simple and memorable phrase, such as, "thedogplaysfetch". No special, numeric, or upper-case characters are required, but can be used.

Using a PeaceHealth computer, create your new single-sign-on password

1. Start or wake your PeaceHealth workstation.
2. Enter your username/3x3 in the first field.
3. Enter your initial password in the second field.
4. Click the arrow ->.
5. If successfully entered, a pop-up window will appear, and you will be prompted to change your password. Proceed.
6. On the following screen, your username/3x3 will appear greyed out.
7. In the *Old Password* field, type your **temporary password**.
8. In the *New password* field, enter your **permanent password**, following these guidelines:
 - a. Consider a memorable passphrase like, *thedogplaysfetch* (no spaces between words).
 - b. Use at least 12 characters.
 - c. Do not use common password variations, such as Fall20202020, P@ssword1234, etc.
 - d. Confirm your **permanent password** in the "Confirm new password" field.
 - o Following our earlier example, Pepe Aguilar would enter:
 - p.a.67892022
 - cancionmexicana
 - cancionmexicana
 - e. Click the arrow ->
 - f. A pop-up will appear telling you that you successfully changed your password. Click OK.
 - o The screen will become blurry and you should see a swirl in the center. This is a good indication, the PeaceHealth network is verifying the login.
 - o Once you have access to the network your screen will look like a typical Microsoft screen and an eXactACCESS Desktop box appears in the center. Click "-" to minimize.



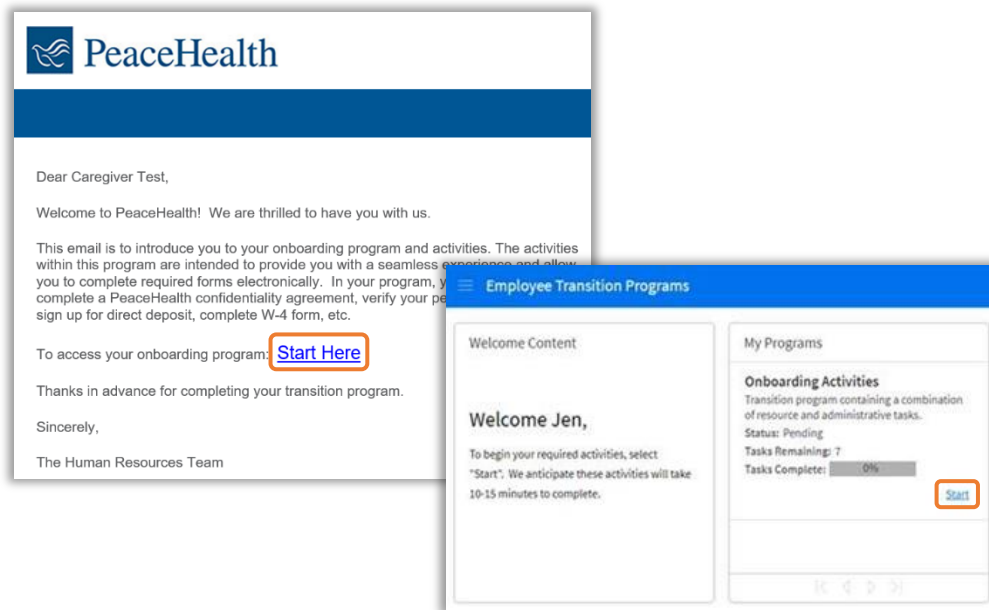
Using a personal computer, create your new single-sign-on password

1. In your web browser type: <http://passwordupdate.peacehealth.org>
2. Follow the above instructions, from #2 to the end.
3. If you encounter issues, please call Technology Solutions Partners (TSP) at 800-452-1425 for assistance.

Onboarding Activities

As a part of your onboarding, you should receive an email to guide you through additional onboarding activities - confirming your address, emergency contact, W4, and direct deposit. This is also where you sign the Confidentiality Agreement and complete the Multi-Factor Authentication. What you enter in the onboarding activities populates your HR Profile.

*Note: if you update your address today, it will be reflected in your direct deposit and/or W-4 tomorrow.



One-time Setup - Multi-Factor Authentication (MFA)

What is Multi-Factor Authentication (MFA)?

A means of verifying that the person logging in to a network is authorized to do so.

Enrolling in Multi-Factor Authentication (MFA) is required of all PeaceHealth caregivers and should be completed by midnight on the day of your new caregiver orientation, or the first day you sign-in to the PeaceHealth network. Doing so maintains the security of our network. You will lose network access if you do not complete the MFA.

The MFA enrollment process is completed using a 1) personal cell phone, and 2) a personal email address.

MFA setup:

1. Follow the instructions in the Onboarding Activities (as outline above), or
2. Go to: **<https://www.peacehealth.org/employees>**
3. Follow the instructions.
4. For assistance, please call Technology Solutions Partners (TSP) at 800-452-1425.

Success using My Learning

Accessing My Learning from a home computer

1. After setting up your Multi-Factor Authentication (MFA), in your Microsoft Edge web browser, type: **https://mylearning.peacehealth.org**,
2. Enter your **3x3@peacehealth.org**; then click **Next**,
3. Enter your PeaceHealth password,
4. Click **Sign in**,
5. Enter the security code texted to your mobile device into the "Code" field, then click "Verify."
6. Under **Learning Center > Current Courses**, you will find the eLearning modules in which you are enrolled,
 - a. To begin an eLearning, click on the class name link or CLICK "Launch."

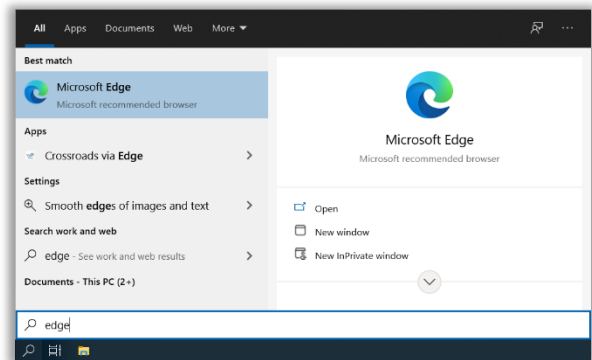


My Learning module is frozen or won't give completion credit



For best results, use a Windows 10 PC and **Microsoft Edge** browser. **Microsoft Internet Explorer is not a supported browser.**

1. To launch Edge, click the Windows icon or the magnifying glass icon in the lower left corner of your computer desktop screen,
2. Type the word, "edge,"
3. Select the Edge icon to launch the browser window.



My Learning course materials are created and tested on PeaceHealth Windows 10 workstations. If you are using some other device (Mac, tablet, phone) we cannot guarantee My Learning will function as expected, nor will we be able to provide technical support.

1. Read and follow the module directions
2. Not all modules work the same. Some modules require you...
 - o View every slide,
 - o Complete specific activities, or
 - o Spend a minimum amount of time on the slide or in the module.



If you skip one of these requirements, you will not receive credit regardless of any test you may pass at the end.

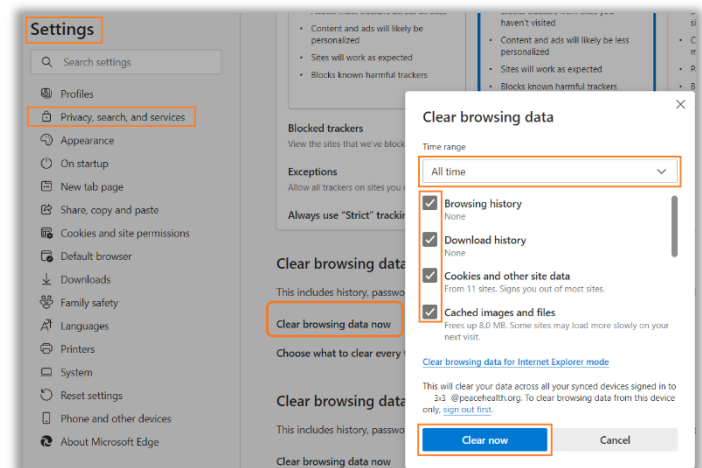
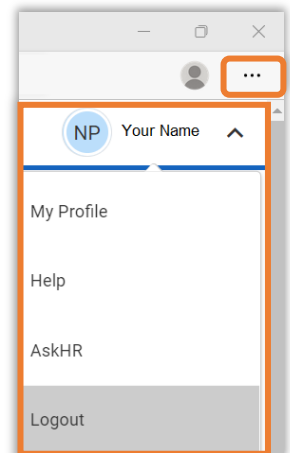
Video won't play?

1. If you're already using Edge but get a blank screen when attempting to play a video:
 - a. Open a new browser tab in Edge.
 - b. Type, "[msn.com](https://www.msn.com)" in the search bar.
 - i. Allow that page to load.
 - c. Return to the tab with the video,
 - i. Click Refresh (or press the F5 key),
 - ii. The video should now play.
 - d. You may close the tab with msn.com.
2. If you encounter issues, please call Technology Solutions Partners (TSP) at 800-452-1425 for assistance.

Module stuck?

If your module seems frozen or won't change from "In Process" to "Completed", try clearing your Edge browsing data (history, cookies, cache). This process takes about a minute.

1. To the far right, click on your name and initials,
 - a. Scroll down and click on **Logout**.
 - b. The screen refreshes and returns to Crossroads.
2. Click the three circles in the upper right corner of the browser window.
 - a. Drop-down appears, scroll down to click **Settings**
3. A new browser tab opens.
 - a. Below **Settings**, find and click, **Privacy, search, and services**.
4. Locate **Clear browsing data**,
 - a. Click on **Choose what to clear**, to the right of *Clear browsing data now*.
5. In the **Clear browsing data** pop-up box, under *Time range*, click the drop down to select, **All time**, ensure all below items are checked:
 - ✓ *Browsing history*,
 - ✓ *Download history*,
 - ✓ *Cookies and other site data*,
 - ✓ *Cached images and files*.
 - a. Click, **Clear now**.
6. Close all Edge browser windows
7. Open a new Edge browser window.
8. Navigate to the My Learning module to continue with your training.



Still stuck?

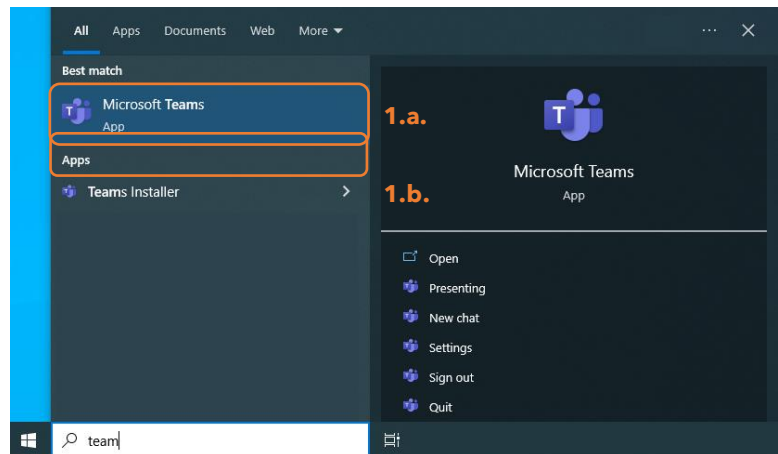
Contact the TSP Service Desk at Ext. 6464 or 1-800-452-1425. Be ready to provide the following:

- Your username (3x3)
- The workstation "W" number (sticker on your PeaceHealth issued computer)
- The My Learning module title
- The issue, error code, or message you are seeing
- The best method to contact you

Microsoft Teams

Microsoft Teams is available on each PeaceHealth computer. To access you may use the web version, or...

1. Click the Microsoft Windows icon or the magnifying glass icon, then type the word, *teams*.
 - a. If *Microsoft Teams App* appears, click on that to launch the app.
 - b. If you do not see the app, select *Teams Installer* to automatically install the app. Then launch the app once installed.



2. Sign in. If you are joining as a guest, you'll need to enter your name prior to joining the meeting.