UI Health Care New Staff IT FYI

HCIS Technical Operations offers a diverse selection of technical services in support of Health Care Information Systems at the University of Iowa Hospitals and Clinics, the Carver College of Medicine and affiliated Healthcare sites. Learn more about HCIS at http://hcis.healthcare.uiowa.edu

Help Desk: Help desk can be reached at helpdesk-hcis@uiowa.edu, calling 319-356-0001, or by using the Web Request site at http://helpdesk.healthcare.uiowa.edu to fill out and submit a request to be submitted directly to a support team.

Healthcare ID is a computer username that is assigned to UI Health Care faculty, staff, and students. New UI Health Care employees are assigned HealthCare ID’s as part of the hiring process.

UI Health Care faculty, staff, and students have two IDs - a HealthCareID for health care workstation logins and applications such as Epic (Electronic Medical Record), Outlook (Exchange Email), and the Point (UI Health Care News) and HawkID for University applications such as ICON, ISIS, and Employee Self Service.

Both HealthCareID and HawkID are the same in most cases, however they both have a distinctive password. Users have the ability to reset their HealthCareID to be the same as their HawkID. This can be done at:

HealthCareID Password Change: https://HealthCareID.uiowa.edu/

HawkID Password Change: http://hawkid.uiowa.edu/

Computer Workstations: Most computer workstations within the UIHC are managed by HCIS. Each workstation is identified by a Workstation ID on a white sticker (i.e. M12345). HCIS tracks, supports and updates workstations based on the Workstation ID.

There are several types of computer workstations within the UIHC supported by HCIS.

- Clinical Workstations: have a standard image and auto login. Staff can access: Clinical Applications, Office Applications and Email.
- Kiosk Workstations: have a standard image and auto login. Kiosk Workstations are available for staff, patients and visitors as well.
- Departmental Own Workstations: have a standard image and may have additional applications. Individuals users log on these workstations utilizing their HealthCareID

Standard Software: Office 2010 Suite is the UIHC standard and includes: Outlook Word, Excel, PowerPoint, Access, Publisher and OneNote.
**Lync:** Instant messaging software used in UI Healthcare.

**Web assistance:**

**Email:** UIHC uses Exchange with the Outlook for email, calendar, Task Manager, Contact Manager and Note functions. Generally UIHC uses an email alias (e.g. firstname-lastname@uiowa.edu) that routes to your actual email account (e.g. hawkid@healthcare.uiowa.edu). The email alias remains constant but the actual email account may change if you change jobs.

Email can be accessed over the web from remote locations by access [http://mail.healthcare.uiowa.edu](http://mail.healthcare.uiowa.edu) through most web browsers.

Additional hardware and software requirements should be addressed with your supervisor.

**File Storage on local:** (Drive: C:\) Saving data to a local hard drive is not recommended. Be aware there are no automatic backups for local storage devices. Restoration of data from local hard drives can be expensive and time consuming. HCIS uses a third party vendor to recover data at the requesting department’s expense. Confidential information concerning patients or containing Social Security numbers should never be stored on local drives. Sensitive information should only be stored network drives.

**File Storage on Network:** (Drives: H:\, R:\, S:\, T:\) Each UI Health Care department has access to file storage on the network. Network drives are backed up nightly and an archive of data tapes are maintained to assist with data recovery as necessary. Personal data should be saved to your H:\ drive. This is your private network drive that no one else has access to. The S:\ drive is your departmental shared drive many or all users in your department may have access to these folders. You will only see folders that you have access to. R:\ is the research storage drive and T:\ is an access point to share data with other departments.

**Printers:** HCIS supports a variety of networks printers throughout the institution. Network Printers are identified by a Printer ID on a white sticker (i.e. R123). HCIS tracks, supports and updates printers based on the ID. You should check with your supervisor to determine which printer you should utilize. You can add a network printer to your workstation from Start / Settings / Devices and Printers.

**Laptops:** UI Health Care laptops used outside of the Healthcare domain will need to be connected to the Healthcare domain on a monthly basis to receive the latest software updates and to maintain an active license for Windows 7 and Office 2010. Users should plan to bring UI Health Care laptops and power supplies in to the UI Health Care, connect to the UI network wirelessly or with an Ethernet Cable and log in to the Healthcare Domain. Once logged in reboot your laptop and log back into the domain. Once you have logged back open any Office 2010 application (i.e. Outlook, Word) to reactivate the Office License. You should plan to have your device connected for an hour. All institutionally owned laptops should be encrypted. If you should misplace your laptop encryption can give you another layer of protection to keep your data secure. Encryption is the conversion of data into a form, called a ciphertext, that cannot be easily understood by unauthorized people.

**Firewall and Virus Protection:** A firewall is a dedicated appliance, which inspects network traffic passing through it, and denies or permits the transmission of such traffic based on a
set of rules or policies. McAfee is the Virus Protection software utilized by UIHC and updated regularly by HCIS

**SmartPhone:** UI Health Care email can be access via may smart phones. Submit a **Web Request** directly at: [http://helpdesk.healthcare.uiowa.edu](http://helpdesk.healthcare.uiowa.edu) to indicating your smartphone OS (Droid, iPhone) for detailed directions on smartphone setup.

**MDM – Mobile Device Management**
- iOS Mobile Devices (iPads, iPhones and iPads) running Epic most be enrolled in MDM.
- Android Mobile Devices are now able to enroll in MDM. [https://hcis.healthcare.uiowa.edu](https://hcis.healthcare.uiowa.edu)

**Wireless**
- [GuestNet](https://hcis.healthcare.uiowa.edu) – Unsecured open wireless network intended for public access personally owned devices.
- [StaffNet](https://hcis.healthcare.uiowa.edu) – secure wireless network for UI owned devices and requires authentication
- [Eduroam ITS](http://wireless.its.uiowa.edu/) – a secure wireless network for facility, staff and students supported by ITS and requires authentication.

**Citrix Client Remote Access:** In order to use the Remote Access, you must have a private Internet Service Provider, and be able to install the Citrix plug-in. Not all home computer platforms and printers will be supported. Minimum requirements include Windows 2000 and a supported web browser (i.e. Internet Explorer or Mozilla Firefox). The website for Remote Access is desktop.healthcare.uiowa.edu.

All new accounts will automatically be set up with default remote access (Microsoft Office Suite, ELMS, The Point, SmartWeb and Network Drives – If other applications are required you must complete this request. Submit on-line form to HCIS Help Desk – [https://hcis.healthcare.uiowa.edu/selfservice/webrequest.html](https://hcis.healthcare.uiowa.edu/selfservice/webrequest.html) – HCIS Security