

UIHC NEW STAFF IT FYI

Health Care Information Systems (HCIS) offers a diverse selection of services in support of the entire UI Health Care community, including the Carver College of Medicine.

Help Desk can be reached:

- by phone at (319) 356-0001 (24/7)
- by email at helpdesk-hcis@uiowa.edu
- by using the Enterprise Service Center (ESC) at <https://service.healthcare.uiowa.edu> to submit a request directly to a support team.

Technology Assistance Center can help with installation and troubleshooting of UI Health Care applications on phones, tablets and laptops.

- walk-in location at E128-1 General Hospital (just north of the MRC hallway)

HealthCareID is your username and password for all UIHC applications (such as Epic, Outlook and The Point) and computing systems (such as a computer in UIHC clinical or academic areas). New UIHC employees are assigned a HealthCareID during the hiring process.

In addition, you'll be assigned a **HawkID** for UI campus-wide systems such as the Employee Self Service Site or the ICON course management system.

Both HealthCareID and HawkID use the same username and password.

Password can be managed at the following website:

<https://healthcareid.uiowa.edu/>

Protect your password!

Please be on guard for any suspicious emails or phone calls asking you to log in or provide account details. There are many bad actors who attempt to harvest passwords and other personal information by **pretending** to be the Help Desk or other legitimate offices, a criminal activity called "phishing." **Never give your passwords to anyone for any reason or allow anyone to work under your accounts.**

If in doubt, ASK. Forward any suspicious communications to ui-phishing@uiowa.edu. HCIS staff will NEVER ask you to provide your password.

Computers and Printers: Each workstation or printer is identified by a Workstation ID on a white sticker (i.e. M12345). Please include that ID number when reporting a problem to the Help Desk.

There are two main types of computer workstations within UIHC supported by HCIS:

- Clinical workstations are located in clinical areas such as exam and work rooms and are primarily used for accessing Epic. They are locked down and do not store any

data locally. Other applications are accessible via Remote Access (Citrix). On many of these machines, you may use your healthcare badge to log in.

- Departmentally-owned workstations are found in office and other non-patient-facing areas. You'll log into these computers with your HealthCare ID, and they have a full suite of standard software installed. Laptops are encrypted with McAfee software.

Standard Software: Adobe Acrobat Pro and Microsoft Office (Word, PowerPoint, Excel, Outlook, etc) are installed on all non-clinical computers. Please contact the Help Desk if you have additional software needs.

Skype for Business is a communications tool installed on all non-clinical computers. It can be used for instant message communication or online meetings. Some UIHC staff receive their phone calls through Skype for Business.

Wireless (WiFi):

- In the Hospital complex and off-site clinics, **Guestnet** is available for personally-owned devices, and **Staffnet** is available for UIHC-managed computers.
- In research/academic buildings, **Eduroam** is available for both personal and UIHC devices. Instructions are here: <http://wireless.its.uiowa.edu/>. **UI-Guest** is available for visitors.

Email: All UI employees receive an email address, which is usually in the form of firstname-lastname@uiowa.edu. Please check with your supervisor or the Help Desk to confirm your email address.

For UIHC computers, Outlook is the primary email application, and it also manages calendars, contacts, tasks, and notes. Outlook is automatically configured when using a UIHC computer.

Your UIHC email can be accessed from any computer on or off-campus through Outlook Web Access: <https://mail.healthcare.uiowa.edu>.

In addition, your email account can be added to your Apple and Android smartphone.

File Storage:

Please avoid saving any documents to the local computer (e.g. My Documents, Desktop or anything on drive C:) because individual computers are not regularly backed up, and they are more vulnerable to data breaches than network storage.

Network Drives (H:, R:, S:, T:) are available to many UIHC staff, depending on your department. Your H: drive folder is only accessible by you, but S:, R:, and T: drive folders are shared within departments or workgroups. Network drives are both secure and backed up regularly.

Remote Access (Citrix): You may access a wide variety of UIHC applications from off-campus through <https://desktop.healthcare.uiowa.edu>. You'll be prompted to set up two-factor authentication through DUO and install an application called Citrix Receiver. Many UIHC resources such as ELMS or SmartWeb are only available through Remote Access when off-campus.