

Guide to Common IT Questions

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Frequently Asked Questions

What is my UH network username?

- On your first day of employment, you will receive a physical piece of paper with your username and temporary password.
- If you did not receive a UH network username, reach out to your manager. Your manager will be able to retrieve the username in Sailpoint. If you are unsure of who your manager is, please call our IT Service Desk at 216-844-3327

How do I register for MFA (multi-factor authentication)?

- You can register for MFA onsite at a University Hospitals location by [clicking here](#)
- If you are offsite your manager will have to submit a change request by [clicking here](#)

How do I enroll my badge?

- Sign in with the UH username and UH password. You will be prompted with a “start enrolling” screen to enroll your badge.

How do I request access for UH applications?

- For access to any UH applications, shared calendars, drives etc. first check if your manager submitted your access through SailPoint before calling the UH IT Service Desk. Access requests can take anywhere from 24-48 hours to complete.

How do I access UH GPS training?

- UH GPS is a training platform used to gain access to certain UH applications as you complete your training modules. All “new hire” mandatory trainings will automatically be assigned to you in UH GPS.
 - [Click here](#) to go to UH GPS

How do I access paystubs?

- To access your employee paystubs go to myaccess.uhhospitals.org and click on “Employee Direct Access” under the applications menu.

How do I enroll in UH benefits?


- To enroll in UH benefits go to myuhhr.org and login with your UH email and UH password.

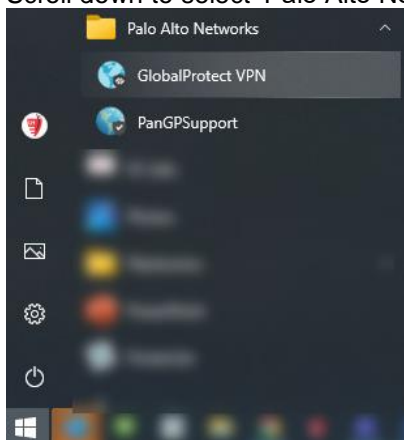
How do I access UH applications using my personal device?

- UH Apps provides quick access to UH applications and websites. Applications not found in the UHapps portal should be opened from the Windows Start menu/tile. [Click here](#) for more information.
- UH VDI provides a UH desktop that can follow you from device to device. [Click here](#) for more information.

Reset UH Password

UH Laptop (Offsite/Remote)

1. Go to <https://UHHospitals.org/password>
2. After resetting the password, the message "you have been successfully signed out" will appear. Exit out of the browser.
3. Click on the Windows Icon  at the bottom left corner
4. Scroll down to select 'Palo Alto Networks' and open Global Protect VPN



5. Connect to Global Protect using the brand-new password.
6. After the VPN is connected you will press CTRL + ALT + DEL and select the "Lock" option.
7. Sign into the workstation using the new password you created. Your password has been synced.

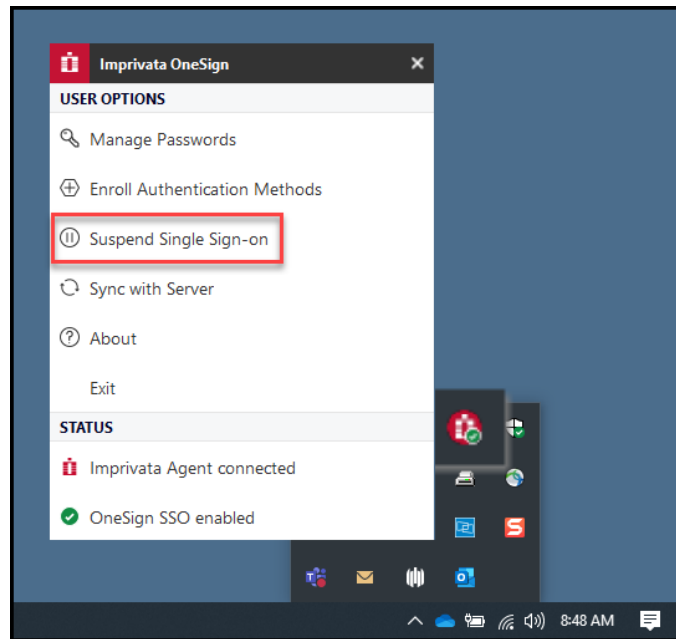
Note ► Click here is your password is automatically filling in the incorrect password.

Personal Devices/UH Devices (Onsite)


1. Go to UHHospitals.org/password
2. After resetting the password, the message "you have been successfully signed out" will appear. Exit out of the browser.
3. Sign in to your applications.

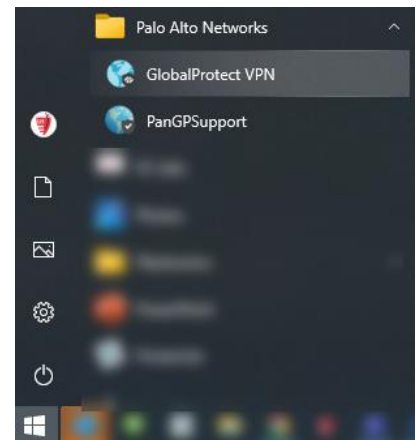
Password Autofill's Incorrectly

1. Click the Imprivata icon in the bottom right corner.
2. Select "Suspend Single Sign-on"



UH Laptop Connecting to UH VPN

1. Click on the Windows Icon  at the bottom left corner
2. Scroll down to select 'Palo Alto Networks' and open Global Protect VPN
 - o The address should show vpn.uhhospitals.org
3. Click connect and enter in your UH email address "firstname.lastname@uhhospitals.org"
4. Send a code by using your preferred authentication method.
5. Enter the code you receive on your mobile device and click "submit."



Kronos

Kronos is an application you will use to clock in and out for timekeeping purposes.

- If you are at a University Hospitals location, you will access Kronos through your Start Menu.
- If you are working remotely from home, you can access Kronos through the [UHApps](#), [VPN](#), and [VDI](#).

Note ► Kronos is not supported on mobile devices.

Epic Training and Access

Using a Personal Computer:

- You will need to use UH VDI to access Epic Training. [Click here](#) for more assistance in accessing UH VDI resources.
- If you are needing to take a Zoom course, you will need to install the Zoom Plugin onto your personal computer. This download can be found by [clicking here](#).

Additional Epic Training Information

- Two important links to have saved are EpicTraining.uhhospitals.org as well as uhhospitals.org/gps
- If you are having any difficulties setting up the training or do not see your training listed in GPS contact Epic.Education@uhhospitals.org for further assistance.

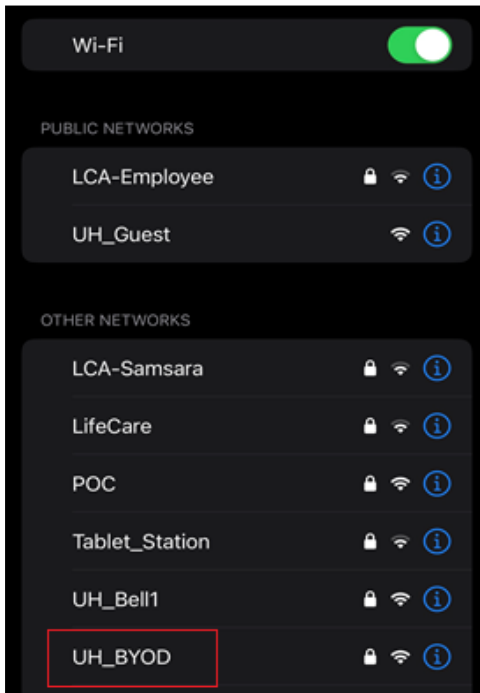
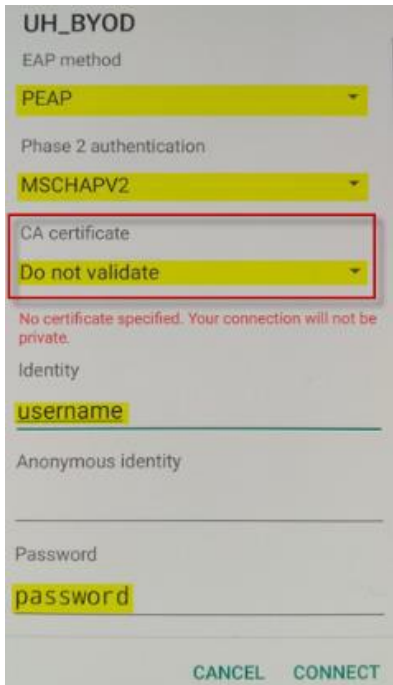
UH Email

- Outlook Web Access can be reached via [UHApps](#) or directly from mail.uhhospitals.org.
 - Login with your UH username and UH password.
 - If you did not create a UH password, [click here](#).
 - If you are not registered for multi-factor authentication [click here](#).

Onsite Networks (Wi-Fi)

Note ► Never connect to UH Guest. If you accidentally connected to the UH Guest network, make sure to have your device 'Forget' it and instead connect to UH BYOD

Connect to UH BYOD

<i>iPhone</i>	<i>Android</i>
<p>From your Home screen, go to Settings > Wi-Fi > Select UH_BYOD</p>  A screenshot of an iPhone's Wi-Fi settings page. The 'Wi-Fi' toggle is turned on. Under 'PUBLIC NETWORKS', there are two networks: 'LCA-Employee' and 'UH_Guest'. Under 'OTHER NETWORKS', there are six networks: 'LCA-Samsara', 'LifeCare', 'POC', 'Tablet_Station', 'UH_Bell1', and 'UH_BYOD'. The 'UH_BYOD' network is highlighted with a red rectangular box.	<p>From your Home screen, go to Settings > Tap Network & Internet > Select UH_BYOD</p>  A screenshot of an Android phone's network configuration screen for 'UH_BYOD'. The 'EAP method' is set to 'PEAP'. The 'Phase 2 authentication' is set to 'MSCHAPV2'. The 'CA certificate' is set to 'Do not validate', which is highlighted with a red rectangular box. Below this, there is a red warning message: 'No certificate specified. Your connection will not be private.' The 'Identity' field is labeled 'username' and the 'Password' field is labeled 'password'. At the bottom, there are 'CANCEL' and 'CONNECT' buttons.

Note ► Your personal devices such as iPhone's, Android's, or personal computers DO NOT automatically update your new passwords. You will need to forget the Wi-Fi network in order to update your new password after 90 days your password will expire.

How to Forget Networks

- Apple devices
 - [Click here](#) to learn how to forget a network on Apple devices.
- Android device
 - [Click here](#) to learn how to forget a network on Android device.
- Windows PC
 - [Click here](#) to learn how to forget a network on a Windows PC.

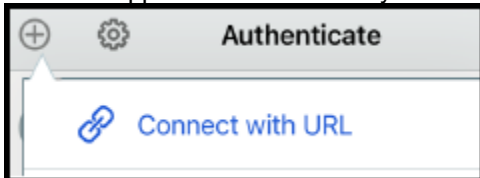
MultiFactor Preferred Method – SecureAuth

SecureAuth is an authenticator that generates a one-time code that you use to confirm it is you logging in to a website or service. This is not required to work from home but is an extra layer of security.

1. On your mobile device, go to your app store and search 'secureauth'. The app should look like this below.



2. After the app is downloaded on your device, launch the application.



3. Click the + icon at the upper left corner and tap on 'Connect with URL'.
4. Type in the web address as shown 'myaccess.uhhospitals.org' and click 'Continue to Login'.
5. Enter your UH username and click submit.
6. Enter your registration code received by SMS text.
7. Type the registration code and click submit.
8. Sign in with your UH username and UH password.
9. You are now successfully registered.