

A photograph of the Golden Gate Bridge in San Francisco, taken from a low angle looking up at one of the towers. The bridge is silhouetted against a vibrant sunset sky with orange, yellow, and blue hues. The water of the bay is visible in the foreground, and a dark hillside is on the right. The image is overlaid with a semi-transparent purple and blue gradient.

Employee Toolkit

7/31/2024

Table of Contents



1. UCSF Health Transition Events
 - [Saint Francis Hospital](#)
 - [St. Mary's Hospital](#)
2. [Day 1 Checklist](#)
3. [Support Numbers to Call](#)
4. Employee HR Update
 - [Pay, Direct Deposit, W4](#)
 - [Scheduling and Badge Readers](#)
 - [How to update your W-4 and State Withholdings](#)
 - [How to update your Direct Deposit in UC Path](#)
5. [UCSF Account Activation](#)
6. [Work Logistics and Transportation Benefits](#)
7. [Key Messages for Patients](#)
8. [UCSF Health Email Signature](#)

UCSF Health Transition Events

Saint Francis Hospital



Monday	Tuesday	Wednesday	Thursday	Friday
		7/31	8/1	8/2
		<p>SUPPORT: IT Walk Up Help Desk @ Hoffman (7:00AM – 7:00PM)</p> <p>EVENTS: Passing the Torch Ceremony @ Cafeteria (10:00AM-11:00AM)</p>	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM) HR, Benefits Help Desk @ Weyerhaeuser (7:00AM – 6:00PM)</p> <p>EVENTS: Day 1 Celebration @ Cafeteria</p> <ul style="list-style-type: none"> • Breakfast (6:30AM-9:30AM) • Lunch (11:00AM – 1:30PM) • Dinner (6:00AM – 8:00PM) • All Day Treats (6:30AM – 8:00PM) • Employee Giveaways • Open enrollment starts • Join UC Path 	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM) HR, Benefits Help Desk @ Weyerhaeuser (7:00AM – 6:00PM)</p> <p>EVENTS: Continuing the Celebration @ Cafeteria</p> <ul style="list-style-type: none"> • All Day Treats (6:30AM-8:00PM) • Employee Giveaways
8/5	8/6	8/7	8/8	8/9
<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM)</p>	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM) Benefits Help Desk @ Cafeteria (7:00AM – 6:00PM)</p>	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM)</p> <p>EVENTS: Employee Onboarding Town Hall (12:00PM) (Zoom available)</p>	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM) Benefits Help Desk @ Cafeteria (7:00AM – 6:00PM)</p> <p>Fidelity Presentation</p> <p>EVENTS: Employee Onboarding Town Hall @ Hoffman (12:00PM) (In person attendance strongly encouraged)</p>	<p>SUPPORT: IT Walk Up Help Desk @ Weyerhaeuser (7:00AM – 7:00PM)</p>

UCSF Health Transition Events

St. Mary's Hospital



Monday	Tuesday	Wednesday	Thursday	Friday
		7/31	8/1	8/2
		<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM)</p> <p>EVENTS: Passing the Torch Ceremony @ Lobby (1:30PM-2:30PM)</p>	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM) HR, Benefits Help Desk in Morrissey Hall (7:00AM – 6:00PM)</p> <p>EVENTS: Day 1 Celebration @ Cafeteria</p> <ul style="list-style-type: none"> • Breakfast (6:30AM-9:30AM) • Lunch (11:00AM – 1:30PM) • Dinner (6:00PM – 8:00PM) • All Day (6:30AM – 8:00PM) • Employee Giveaways • Open enrollment starts • Join UC Path 	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM) HR, Benefits Help Desk @ Morrissey Hall (7:00AM – 6:00PM)</p> <p>EVENTS: Continuing the Celebration @ Cafeteria (6:30AM-8:00PM)</p> <ul style="list-style-type: none"> • All Day Treats • Employee Giveaways
8/5	8/6	8/7	8/8	8/9
<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM) Benefits Help Desk in Cafeteria (7:00AM – 6:00PM)</p>	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM)</p>	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM) Benefits Help Desk in Cafeteria (7:00AM – 6:00PM)</p> <p>Fidelity Presentation</p> <p>EVENTS: Employee Onboarding Town Hall @ Morrissey Hall (12:00 PM) <i>(In person attendance strongly encouraged)</i></p>	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM)</p> <p>EVENTS: Employee Onboarding Town Hall (12:00PM) <i>(Zoom available)</i></p>	<p>SUPPORT: IT Help Desk in Gift Shop (7:00AM – 7:00PM)</p>

Day 1 Checklist



- Review and submit DocuSign onboarding paperwork by August 1
- Activate your [UCSF account and set up Duo multi-factor authentication \(MFA\)](#)
- For employees with shifts starting on August 1, swipe in and out on UCSF badge readers or access [UCSF Symplr](#) web-based application on the intranet
- Complete your benefits enrollment in [UCPath](#) before August 31
- Employees must enter time in [UCSF Symplr](#) by August 3
- Managers must approve time by 6:00 PM on August 5 in [UCSF Symplr](#)
- [Complete W-4 form in UCPath no later than August 5](#)
- [Validate direct deposit information in UCPath no later than August 5](#)
- Set up [auto-reply on Dignity Health email](#)
- [Create your new UCSF Health email signature in Outlook](#)
- Stop by St. Mary's or Saint Francis Hospital cafeteria from 6:30 AM to 8:00 PM on August 1 for food, beverages, photobooth, and gifts
- Attend employee onboarding at 12:00 PM on August 7 or 8

Support Numbers to Call



Channel	Operational Hours	Contact Information	Anticipated questions
UCSF IT Service Desk	24/7	<ul style="list-style-type: none"> •(415) 514-9000 •https://sfch.ucsfhealth.org/ and then click Get Help 	UCSF: <ul style="list-style-type: none"> •Access and password management •E-mail issues •Applications
Dignity Health IT Service Desk Number	24/7	(888) 307-0222	<ul style="list-style-type: none"> •Cerner EHR and other Dignity Health clinical and corporate applications •Dignity Health access and password management •Device and hardware replacement •Infrastructure including internet, network, wireless, and telephone system
HR Hotline (Customer Experience Center)	8 AM – 4 PM	Payroll – (415) 476-2126 HR Helpdesk – (415) 353-4545 Benefits/Retirement: <ul style="list-style-type: none"> •St. Mary's: 415-750-4935 •Saint Francis: 415-353-6738 	<ul style="list-style-type: none"> •Payroll •Benefits •Retirement
Integration Office	7 AM – 7 PM	IntegrationOffice@ucsf.edu	<ul style="list-style-type: none"> •Operational questions •Access •E-mail issues
IT In-Person with On-Site Support1	July 22 - August 9 7 AM – 7 PM	SMMC - Gift Shop SFMH - Weyerhaeuser	<ul style="list-style-type: none"> •Access •E-mail issues

HR Update: Pay, Direct Deposit, W4



Topic	What you need to know
Pay periods	<ul style="list-style-type: none"> Employees will continue to be paid biweekly, the pay period runs Sunday to Saturday.
Pay dates	<ul style="list-style-type: none"> Pay dates will change from the first Friday following the end of pay period to the second Wednesday following the end of pay period. New pay dates are 5 days later than current pay date. The UCSF biweekly payroll calendar can be found here: https://www.ucop.edu/ucpath-center/files/mypath/calendar/payroll-calendar-bw-2024.pdf
Pay Statements	<ul style="list-style-type: none"> All UCSF pay information will be in UCPath beginning August 14. You can access previous pay information from Dignity Health in ADP.

Topic	Date	What you need to know and do
Direct Deposit	1 bank account	<ul style="list-style-type: none"> If your CSH direct deposit into one bank account was set up before 7/23, that information will automatically transition to UCSF and will be in effect for your first UCSF paycheck on August 14. No action is required.
	More than 1 bank account	<p>8/5</p> <ul style="list-style-type: none"> If you currently have direct deposit into more than one bank account, you must enter your direct deposit information into UC Path by 11:59PM on August 5. The information will not automatically carry over and you will be issued a paper check that will be mailed to your home on August 14.
W-4	New W-4 forms	<ul style="list-style-type: none"> You must complete a new W-4 in UC Path by 11:59P on August 5. If you do not update your W-4 information by August 5, it could result in a higher tax withholding on your first paycheck. For assistance, visit: https://ucpath.ucsf.edu/information-all-employees

HR Update: Scheduling, Badge Readers



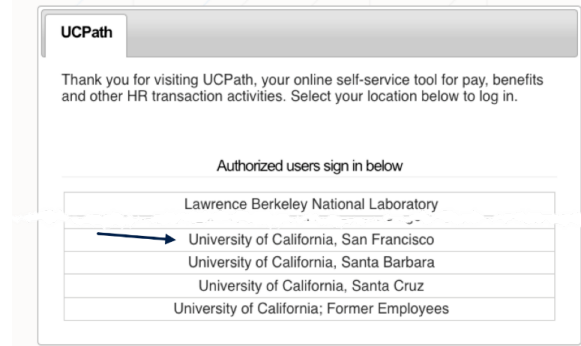
Topic	Date	What you need to know and do
Scheduling	7/29	<ul style="list-style-type: none"> All schedules should be updated in TEAM by 6:00 pm PST on July 29. No further changes will be allowed in the system post that date till schedules are migrated over to UCSF Symplr. Any changes to the schedule should be manually noted and updated once the UCSF Symplr is live for scheduling purpose on August 1.
	After 8/1	<ul style="list-style-type: none"> Employees need to use new UCSF Symplr for scheduling changes starting on August 1. Employees who don't currently use UCSF Symplr will use HBS for timekeeping.
Badge Readers	7/28 - 7/31	<ul style="list-style-type: none"> Employees should review their timecards at the end of each shift to ensure in and out punches, along with any calendar entries for time off, are updated. Managers should review their direct report's timecards on a daily basis to ensure employees have requested approval for any missed punches and review calendar entries for any time off.
Badge In and Out		<ul style="list-style-type: none"> The requirement for non-exempt employees to badge in and badge out isn't changing. If you are required to badge in and badge out today, you will be required to do so after the transition to UCSF Health.
Symplr Web Application	8/1	<ul style="list-style-type: none"> Employees unable to clock in or out using timeclocks should leverage workstations to access UCSF Symplr web application and use quick badge to clock in/out. Employees will need to authenticate with Duo to access the web application. Link to UCSF Symplr web application will be available on UCSF Intranet page which will be added as a shortcut on the desktops of all workstations.

How to update your W-4 & State Withholdings in UCPATH

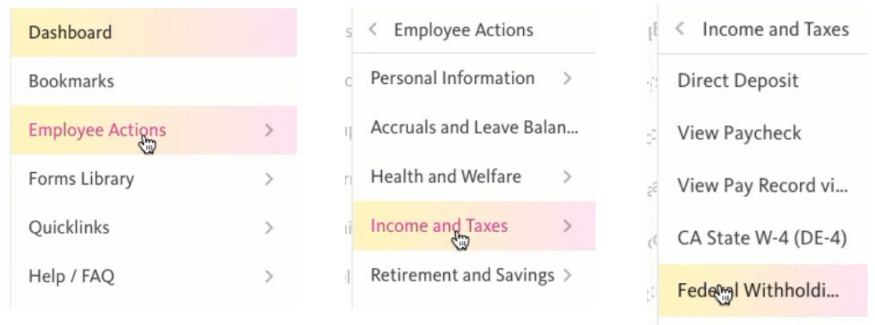
Action needed by August 5, 2024

STEPS

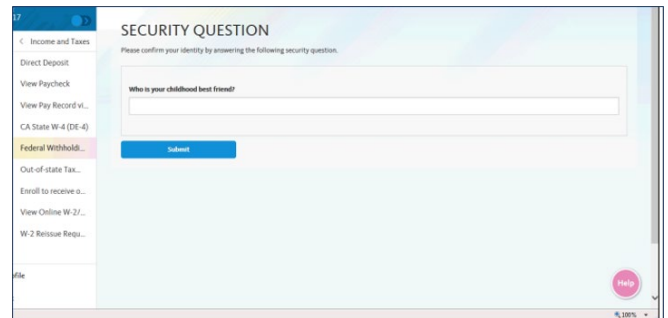
1. Access **UCPath** via [UCSF MyAccess](#) and select **University of California, San Francisco**



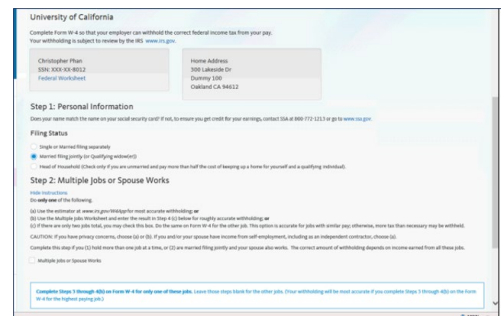
2. Navigate to **Employee Actions > Income and Taxes > Federal Withholding or CA State W-4**



3. Validate your identity by answering the **security question**



4. Complete **steps 1-4** of the W-4 form:
 1. Filing status
 2. Multiple jobs or spouse works
 3. Claim dependents
 4. Other adjustments



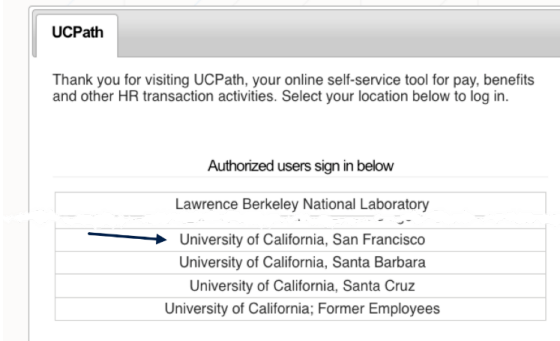
How to update your Direct Deposit in UCPATH (1 of 2)



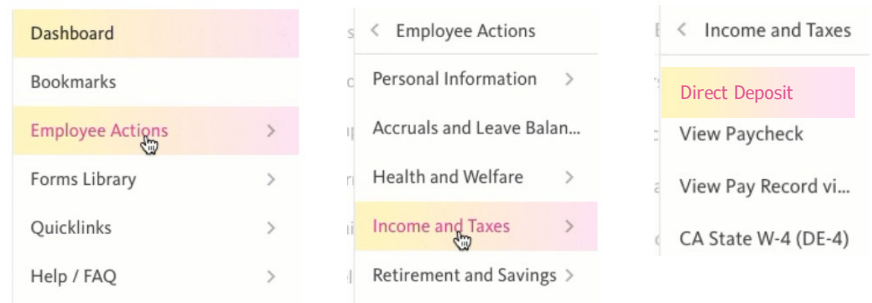
Action needed by August 5, 2024

STEPS

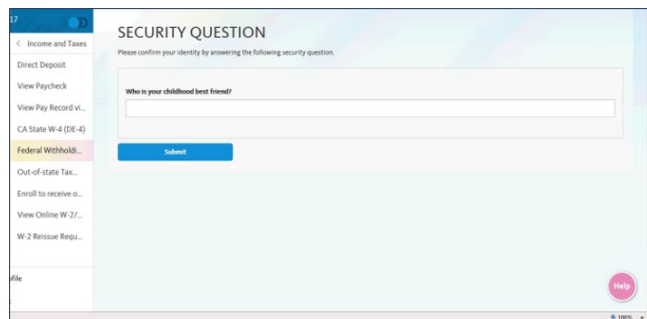
1. Access **UCPath** via [UCSF MyAccess](#) and select **University of California, San Francisco**



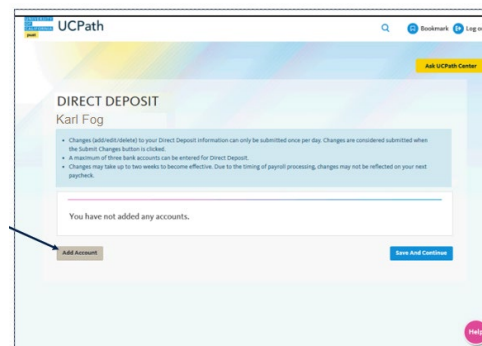
2. Navigate to **Employee Actions > Income and Taxes > Direct Deposit**



3. Validate your identity by answering the **security question**



4. Click **Add Account**



How to update your Direct Deposit in UCPATH (2 of 2)



Action needed by August 5, 2024

STEPS

5. Enter information

1. Routing Number
2. Account Type
3. Account Number
4. Re-enter Account Number

The screenshot shows the 'Banking Information' form. It includes a search bar for the Routing Number, a selection for Account Type (Checking or Savings), and input fields for Account Number and Retype Account Number. Below this is the 'Deposit Information' section with options for Deposit Type (Amount, Balance of Net Pay, Percent) and a field for Deposit Order (e.g., 1, 2, 3). A 'Help' button is visible in the bottom right corner.

6. Select a **Deposit Type**

- **Amount** – select if fixed dollar amount
- **Balance of Net Pay** – select if remaining post-deduction net pay
- **Percent** – select if percentage of pay

This screenshot is identical to the previous one but has an arrow pointing to the 'Deposit Type' selection area, which contains three radio button options: Amount, Balance of Net Pay, and Percent.

- ### 7. Enter a number in the **Deposit Order** field. This indicates the order in which pay is distributed to bank accounts if you have multiple direct deposit accounts.

This screenshot is identical to the previous ones but has an arrow pointing to the 'Deposit Order' field, which contains a text input with the example 'e.g., 1, 2, 3' and a 'Help' button in the bottom right corner.

- ### 8. Click the **Save** button (not shown)

UCSF Account Activation Reminder

If you have not done so already, please activate your UCSF account. The email will come from do-not-reply@ucsf.edu with the subject line “**Activate your UCSF account now**”. Please:

- **Click** the “Activate Your UCSF Account” link in the email within **72 hours** to create your UCSF password. **Remember** your UCSF account information.
- [Set up Duo Multi-Factor Authentication \(MFA\)](#) – required for access to UCSF email and other applications.

Account Activation Support:

- For support, visit UCSF Health Saint Francis and St. Mary’s Hospitals and Clinics [intranet portal](#)

UCSF Saint Francis Hospital and/or St. Mary’s Hospital employees:

- Starting July 30, begin forwarding any emails you want to keep from your Dignity Health Gmail account to your UCSF Outlook Web email account.
 - Your Dignity Health Gmail account will be deactivated on September 1, 2024.
 - You will continue to have access to Google Drive after September 1, 2024.
- Please do not use your UCSF Outlook Web email for business correspondence until August 1.

Dignity Health Medical Foundation outpatient clinic employees:

Through September 30, continue to use your existing Dignity Health Gmail accounts for day-to-day business and patient-care-related correspondence,

- Use your Outlook Web email for UCSF Health-related including questions about your benefits, paychecks, etc.
- Your existing Dignity Health Gmail account will be deactivated on October 1, 2024.
 - Forward any necessary emails from your Dignity Health Gmail account to your new UCSF Outlook email account.
 - Emails not forwarded by October 1 will no longer be accessible.

Access to additional UCSF-hosted Applications:

- On August 1, you will have access UCSF-hosted applications (e.g., Microsoft 365 Online and other collaboration tools, as well as timekeeping, HR, and payroll systems).
 - Microsoft 365 Desktop Client will be provided at a future date.
Information
 - Training and resources on how to use these applications will also be available on the [intranet portal](#)

Support is available 24x7 from UCSF IT:

- For support, visit the [UCSF IT Service Desk](#)

Work Logistics and Transportation Benefits



Workwear:

- Post August 1, eligible staff will have 120 days to order UCSF branded workwear through the UCSF Health Uniform program and align to UCSF uniform standards.
- In the coming months, UCSF will host on-site sessions in the coming months for staff to try-on sample uniforms and provide instructions on how to place your uniform order via the UCSF Health Uniform Program Portal

Badging:

- All staff will receive a UCSF branded badge overlay to be worn on top of existing badges starting August 1.
- This UCSF branded badge overlay will be only for ID and staff can continue to use existing badges for building access, time & attendance, cafeteria purchases, and clinical system sign on.
- Badges will be distributed by your unit director / manager, or medical staff office starting July 29. Part-time employees who are not scheduled during the July 29-August 1 window should arrive to their next shift 15 minutes early to pick up their badge overlay.

Parking:

- There will be no changes to parking on Day 1

Edenred:

- For applicable employees, Edenred will continue unchanged for the month of August.
- At the end of August, employees will have to reenroll under the UCSF instance. More information will be provided on process / timeline in the coming weeks.

Key Messages for Patients



General Updates

- UCSF SFH and SMH, and their associated clinics are now part of UCSF Health.
- This also includes hospital outpatient departments and Dignity Health Medical Foundation clinics.
- UCSF Health is committed to maintaining the existing services, medical staff and care teams at the hospitals and clinics.

What isn't changing:

- If patients have an upcoming visit, their appointment date, time, location, care team, and scheduled services will remain the same.
- Patients can continue to access services at the same locations and telephone numbers, using the same methods and digital tools.
- There will be no changes to billing or payment processes, co-pays, amounts owed, insurance plans accepted, or which providers may be in or out of network.
- The names on financial statements will not change. Patients can continue to use the same phone numbers and patient portal resources to view or pay bills.

What is changing:

- On October 1, the physicians providing primary and specialty care at Dignity Health Medical Foundation will join the UCSF Health Medical Foundation
 - There may be upcoming changes to insurance, billing and cost to patients.
- **Uniforms:** The care teams may be wearing UCSF uniforms
- **Signage:** The names of the hospitals and signage with the new names of UCSF SFH, SMH, and associated hospital outpatient departments will begin to change on August 1.

UCSF Health Email Signature



Instructions

- Update your information below
- Be mindful that the text stays in Arial size 10 (Name in Arial 11)
- Copy the signature
- Open Outlook preferences, select “Signatures”
- Paste the signature
 - **Click the clipboard icon that pops up and select “Keep source formatting”**
- Confirm your signature matches the below

DO NOT:

- Resize the logo
- Add colors
- Add a tagline
- Use your department or division logo
- Use more than 5 website links

Below is a signature template that includes indicating your pronouns. Edit, copy and paste it into the "Signatures" window in Outlook Settings.

Name Here

Title, Department/Divison

Pronouns: she/her - he/him - they

Name Here

Title, Department/Divison

Pronouns: please use my name

Department or Clinic Name

Street Address | City, State, Zip

tel: (111) 111-1111

first.last@ucsf.edu

Department or Clinic Name

Street Address | City, State, Zip

tel: (111) 111-1111

first.last@ucsf.edu

UCSF Health

UCSF Health