



2024 IT Education Sessions

July 16, 17, & 18, 2024

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IT Education Sessions

Sessions will focus on preparations to access UCSF IT applications and services.

- Instructions for activating UCSF accounts and passwords
- Setting up DUO for multi-factor authentication
- How and when to access IT applications and information on the UCSF intranet site

Date	Tuesday, July 16	Wednesday, July 17	Thursday, July 18
Time	7:30-8:30 am, 10-11 am or 4-5 pm	7:30-8:30 am, 10-11 am or 4-5 pm	7:30-8:30 am
Location	Hoffman Room, Saint Francis	Morrissey Hall, St. Mary's	Zoom only, invitation was emailed on 7/15, session will be recorded and posted on intranet portal

IT Email Communications

Focused on UCSF account provisioning (email address and password creation)

Monday, July 15

UCSF distributed provisioning awareness email with reminder of July 16, 17 and 18 IT Education sessions to **all employees**

- Went to your current Dignity Health email address

Thursday, July 18

UCSF to distribute provisioning awareness reminder email to **all leaders**

Monday, July 22
Tuesday, July 23

UCSF to send automated provisioning emails to **all employees** (half one day, half the other)

- Will go to your current Dignity Health email address

Monday, July 29

UCSF to send second round of automated provisioning emails to **those who haven't reset their passwords**

UCSF Account Activation Process

UCSF account activation emails from do-not-reply@ucsf.edu with subject line “**Activate your UCSF account now**” will be sent to your current Dignity Health email address in the following groups:

- **Group 1 on Monday, July 22:** Last names beginning with A-L
- **Group 2 on Tuesday, July 23:** Last names beginning with M-Z

Follow these steps:

- Watch for the email per the schedule above based on your last name. The email may go into another folder than your primary inbox.
- Click the “Activate Your UCSF Account” link in the email **within 72 hours** to create your UCSF password.
 - Password requirements: 12+ characters, complex combination of uppercase, lowercase, numbers and symbols. Recommendation: use a passphrase (a phrase or sentence known only to you but easy to remember).
- Set up Duo Multi-Factor Authentication (MFA) – required for access to UCSF email and other applications (see the Duo Multi-Factor Authentication slide next).

Duo Multi-Factor Authentication (MFA)

Protecting you, your work, your patients, and UCSF

Multi-factor authentication (also known as two-factor authentication), or MFA, provides added security control to ensure that every login from every device is legitimate. To access most UCSF-hosted applications, you will be required to have Duo MFA.

- Duo MFA options include Duo mobile application on phone/tablet (this is the recommended option), phone calls, and tokens.
 - For those who don't have mobile phones or tablets, UCSF IT will provide tokens onsite Monday, July 22 through Friday, August 9.

Visit the UCSF Health Saint Francis and St. Mary's Hospitals and Clinics intranet portal at <https://sfch.ucsfhealth.org/it-resources/account-activation-support> to learn more about Duo MFA including device options and how you will use your UCSF account information to set it up.

UCSF Intranet Portal: <https://sfch.ucsfhealth.org/>

Your single point of entry for all UCSF information, resources, and access to UCSF-hosted applications

Live now – no login required

Bookmark it and visit often!

University of California San Francisco

UCSF Health Saint Francis & St. Mary's Hospitals & Clinics

Saint Francis St. Mary's

Welcome to UCSF Health

We're so excited to welcome you to UCSF Health! This site will serve as your essential resource to prepare for Day One and beyond during your transition to UCSF Health. Below, you will find an Employee Readiness Checklist to help you prepare for your first day. Be sure to explore the helpful links provided in the Quick Links section. Keep visiting this site for resources and updates about the transition.

Quick Links

READINESS

- [Employee Readiness Checklist](#)
- [Account Activation Support](#)
- [Personnel Policies for Staff Members \(PPSM\)](#)
- [CBAs - Bargaining Units and Contracts](#)
- [UCSF UCPath](#)

BENEFITS

- [New Employee Roadmap - Benefits](#)
- [Benefits Transition Checklist](#)
- [Complete Guide to Health & Welfare Benefits](#)
- [Resident & Clinical Fellow Benefit Brochure](#)

PAYROLL

- [Payroll Calendars & Schedules](#)
- [Payroll Processing Calendar](#)

LEARN MORE ABOUT US

UCSF Intranet Portal: <https://sfch.ucsfhealth.org/>

Currently available on the site:

- Quick Links to information on Readiness, Benefits, and Payroll, as well as UCSF Health and UCSF general information. Under the **Readiness Quick Links**, see the links to:

- [Employee Readiness Checklist](#), with reminder about the forthcoming account activation emails:



July 22-23: Activate your UCSF login information and set up your Duo

On July 22-23, you will receive an email from do-not-reply@ucsf.edu with subject line: "Activate your UCSF account now." Make sure you open the email – you have 72 hours to click the link to activate your account and create a new password.

- [Account Activation Support](#), for help with creating your UCSF account activation password and setting up Duo multi-factor authentication
- [IT Education Sessions Deck](#) for link to PDF of this deck

UCSF Intranet Portal: <https://sfch.ucsfhealth.org/>

Tuesday, July 30

- **Links to get help from UCSF IT Service Desk, including live chat 8 am-5 pm M-F**
 - ✓ Phone support is available beginning July 22 at 415-514-9000.
 - ✓ Onsite support is available Monday, July 22 – Friday, August 9.
- **Link to Microsoft Outlook Web email and information on how to use***

Thursday, August 1

- **Links to all other UCSF-IT-hosted applications and information on how to use them**

*** NOTE:** You are not to use your UCSF Outlook email account for business correspondence until August 1. Beginning July 30, you are encouraged to begin forwarding any emails you want to keep from your CommonSpirit Gmail account to your Outlook email account. Access to your CommonSpirit Gmail account, including your calendar and contacts, will be available through August 31. Information for importing your contacts will be provided on the intranet portal. You will continue to have access to Google Drive.

UCSF IT Service Desk

Support Options



**Beginning
Monday, July 22
24x7**

Call 415-514-9000



**Monday, July 22 to
Friday, August 9
7 am – 7 pm**

Onsite walk-up support, both hospitals (exact locations TBD – conference room preferred, will be in cafeterias if conference rooms not available)



**Beginning
Tuesday, July 30
24x7**

Service portal available through UCSF intranet site <https://sfch.ucsfhealth.org/>

- Includes live chat
8 am to 5 pm M-F

Support for Applications & Services

UCSF IT Service Desk

- UCSF intranet (<https://sfch.ucsfhealth.org>)
- UCSF credentials, passwords, and Duo multi-factor authentication
- Microsoft 365 Online (including Outlook email, Teams, OneDrive, SharePoint, Word, Excel, OneNote, PowerPoint, and Forms)
- UCSF Zoom
- Box
- Timekeeping, HR, and payroll systems
- Any other applications hosted by UCSF

CSH Service Desk

- CSH intranet
- Cerner EHR and other CSH clinical and corporate applications
- CSH credentials and password management
- Device and hardware replacement
- Infrastructure including internet, network and wireless, telephone system
- Any other systems hosted by CSH

Reminder, a PDF of this deck is available in the **Readiness Quick Links** section of the intranet portal landing page at:

<https://sfch.ucsfhealth.org/>



Quick Links

READINESS —

Employee Readiness Checklist	Account Activation Support
IT Education Sessions Deck	Personnel Policies for Staff Members ↗
CBAs – Bargaining Units and Contracts ↗	UCSF UCPATH ↗



THANK YOU