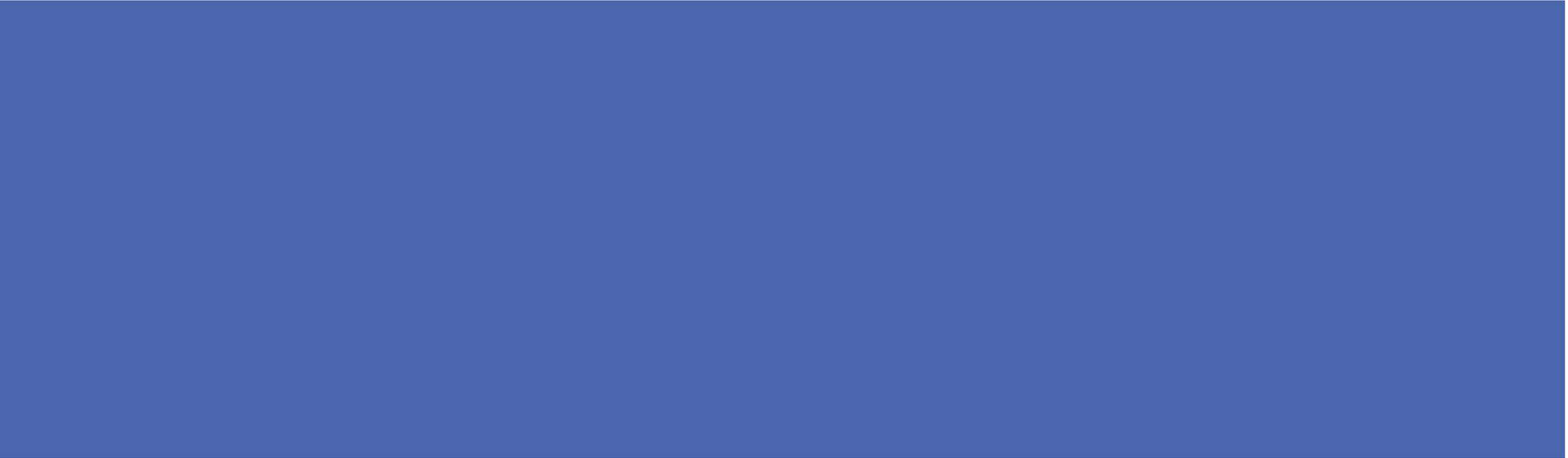




# GETTING STARTED WITH UVA SELF-PACED GUIDE



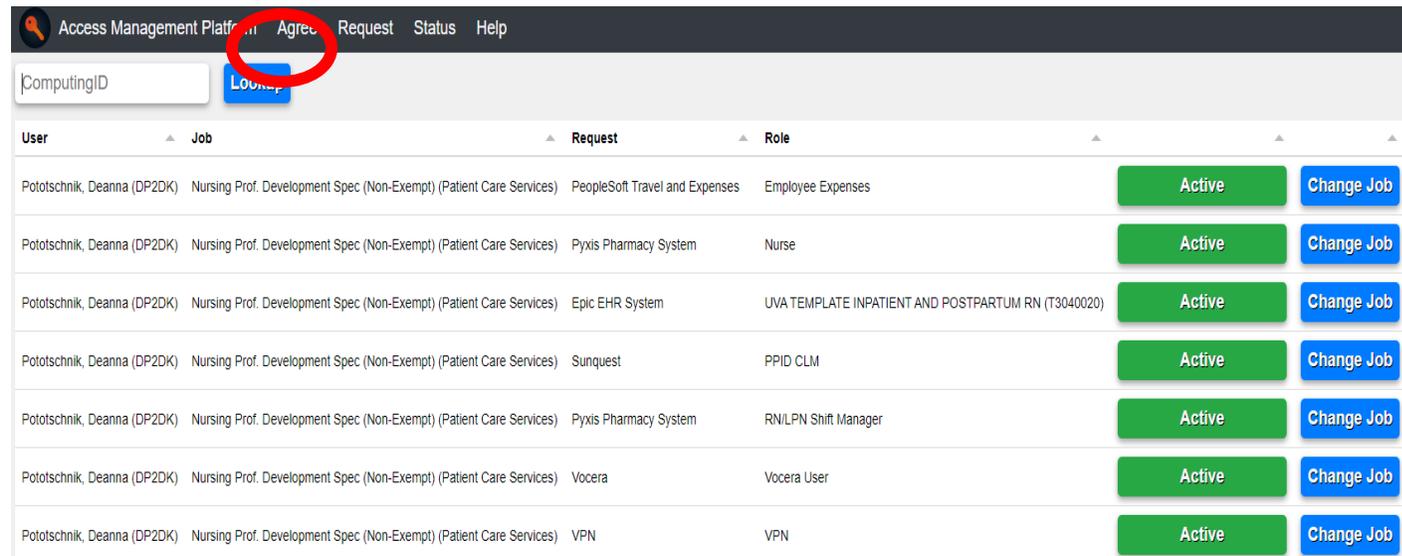
# ACCOUNT MANAGEMENT PLATFORM (AMP)

1. Once your UVA email opens
2. Find the HIT security email, follow the directions, complete Steps 3-7

**OR**

*If you didn't receive an email from HIT security/do not have access to your UVA email account, go to the next slide*

3. Select agree tab (pictured below)
4. Read the agreement
5. Select the box
6. Submit Attestation
7. Skip to the slide titled "NEXT STEPS"



User	Job	Request	Role		
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	PeopleSoft Travel and Expenses	Employee Expenses	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Pyxis Pharmacy System	Nurse	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Epic EHR System	UVA TEMPLATE INPATIENT AND POSTPARTUM RN (T3040020)	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Sunquest	PPID CLM	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Pyxis Pharmacy System	RN/LPN Shift Manager	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Vocera	Vocera User	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	VPN	VPN	Active	Change Job

# ALTERNATIVE ACCOUNT MANAGEMENT PLATFORM ATTESTATION

1. Minimize Email tab; you will have time to view later
2. Open an internet browser
3. Type Knowledgeline UVA or visit  
<https://www.healthsystem.virginia.edu/klink/>
4. Follow steps on next 5 slides



# AMP ATTESTATION

I. Click on the Green IT Service Desk tile (pictured below)

The screenshot shows the UVA Health KnowledgeLink portal. At the top, there is a navigation bar with "KNOWLEDGELINK" on the left and "UVAHealth" on the right. Below the navigation bar is a search bar labeled "Internal Search...". The main content area is divided into several sections. On the left, there is a "CONNECT - RECENT NEWS" section with four news items, each with a small image and a brief description. On the right, there is a grid of service tiles. The "IT SERVICE DESK" tile is highlighted with a red starburst. Other tiles include "WORKDAY", "KRONOS", "EMAIL", "DATA", and "MC POLICY TECH". Below the grid, there are two dark grey buttons labeled "UVA HEALTH'S 2022-2032 STRATEGIC PLAN" and "UVA HEALTH IT". At the bottom of the page, there are sections for "TOP VISITED" and "FIND SOMEONE". The browser's address bar shows the URL "https://www.healthsystem.virginia.edu/klink/".

# AMP ATTESTATION

2. From the paged pictured below, Scroll to “More Links” on right column

The screenshot shows the UVA Health ServiceNow employee center homepage. At the top, there is a banner with the text "Welcome to UVA Health ServiceNow - How can we help?" and "UVA Health Employee Center". Below the banner is a search bar with the placeholder text "Looking for something? Type it here...". The main content area is divided into several sections. On the left, there is a section titled "For issues that immediately affect patient care please contact the Service Desk directly." which contains six tiles: "Submit an Incident - Something is broken", "Epic Learning Library (ELL)", "System Status", "Epic Services", "Report An IT Security Incident", and "Email Requests". On the right, there is a dark blue box for "UVA Health IT Service Desk" with the phone number "434-924-5334 (24X7 Support)". Below this is a section titled "My active items" which lists "Tasks" (0), "Requests" (3), and "Surveys" (0). At the bottom right, there is a blue box for "All Catalog Items" with the text "Click here to browse all of our IT service offerings".

UVA Health Employee Center

Looking for something? Type it here...

For issues that immediately affect patient care please contact the Service Desk directly.

Submit an Incident - Something is broken

Epic Learning Library (ELL)

System Status

Epic Services

Report An IT Security Incident

Email Requests

UVA Health IT Service Desk  
434-924-5334 (24X7 Support)

My active items

- Tasks 0 >
- Requests 3 >
- Surveys 0 >

All Catalog Items  
Click here to browse all of our IT service offerings

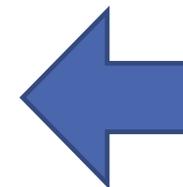
Popular topics

//uvahprod.service-now.com/esc?id=

# ACCOUNT MANAGEMENT PLATFORM (AMP)

The screenshot displays the AMP interface with the following sections:

- Incident** (active tab)
- Popular topics**: Epic Requests - New or Enhanced, Technology services, IT for IT, Incident Catalog
- Most Viewed Knowledge Articles**:
  - Access Apps through the Portal (547 Views)
  - Enroll in 2-Step Authentication (306 Views)
  - Using Outlook Email (180 Views)
- Recommended Items for you**:
  - Request: Create or Modify Email Distribution List
  - Article: Access Apps through the Portal (Access Applications through UVA Health Apps Portal)
- Right-hand navigation sidebar**:
  - All Catalog Items**: Click here to browse all of our IT service offerings
  - Knowledge Base Home**: Click Here to find Knowledge Articles from our Knowledge Base that can help you solve a problem or answer a question
  - More Links**:
    - Submit an IT project proposal
    - Submit a request to Analytics
    - AMP - Access Management Platform** (highlighted)



3. Click AMP link

# ACCOUNT MANAGEMENT PLATFORM (AMP)

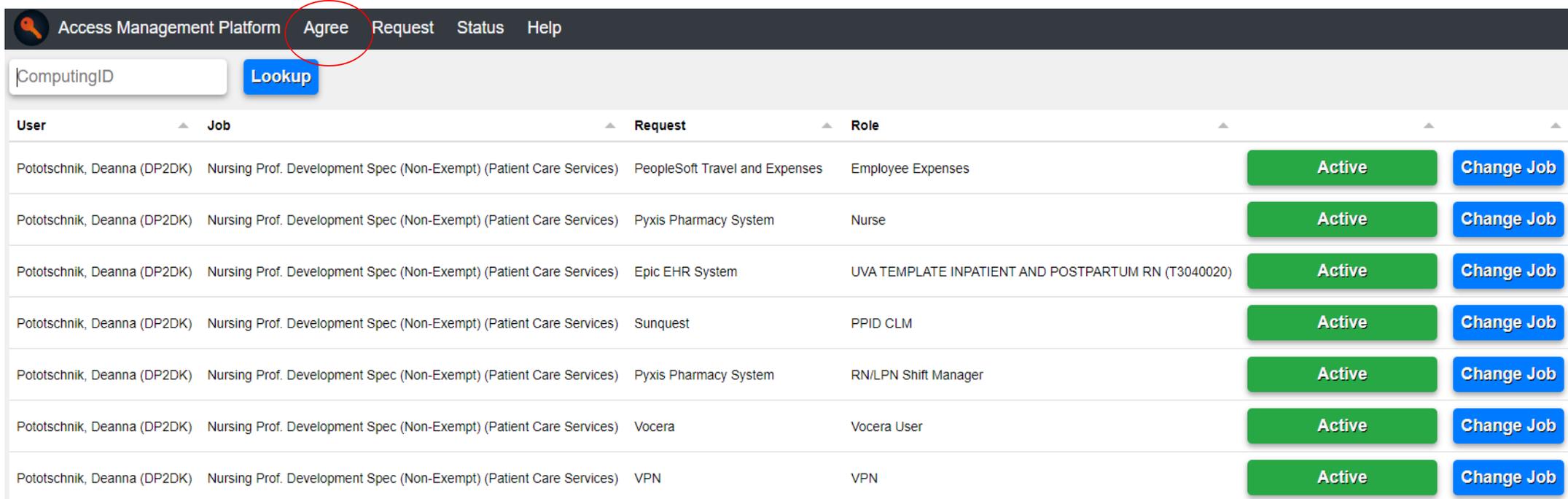


The image shows a login form for the UVA Health Access Management Platform. At the top left is the UVA Health logo, which consists of an orange icon of a classical building facade followed by the text "UVA Health" in a blue serif font. Below the logo, the text "Access Management Platform" is centered in a bold, dark blue sans-serif font. There are two input fields: the first is labeled "Username" and the second is labeled "Password". Both fields are white with a light gray border and a small vertical line on the left side. Below the password field is a dark gray button with the word "Login" in white text.

4. Log in with your computing ID and new password

# ACCOUNT MANAGEMENT PLATFORM (AMP)

5. Select Agree and follow the directions  
If “Agree” is blank, email your manager and request AMP access.



User	Job	Request	Role		
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	PeopleSoft Travel and Expenses	Employee Expenses	Active	Change Job
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Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	Vocera	Vocera User	Active	Change Job
Pototschnik, Deanna (DP2DK)	Nursing Prof. Development Spec (Non-Exempt) (Patient Care Services)	VPN	VPN	Active	Change Job

# NEXT STEPS

Return to the UVA Intranet: Knowledgeline homepage via Microsoft Edge web browser

The screenshot shows the UVA Health Knowledgeline homepage. At the top, there is a navigation bar with the 'KNOWLEDGELINK' logo on the left and the 'UVA Health' logo on the right. Below the navigation bar is a search bar with the placeholder text 'Internal Search...'. The main content area is divided into several sections:

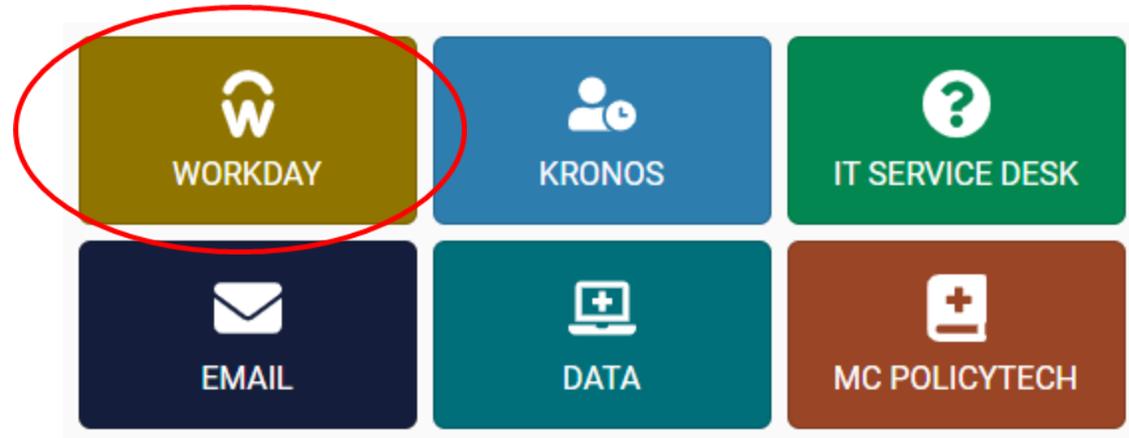
- Urgent Action:** A notification box with a green checkmark icon and the text 'Urgent Action on H&P Notes for University Medical Center'.
- CONNECT - RECENT NEWS:** A section containing four news items, each with a thumbnail image, a title, a date, and a brief description:
  - 2024 University Medical Center Nursing Assistants of the Year Make UVA Health 'A Truly Exceptional Place to Practice Medicine'** (July 3, 2024): Learn more about their "collaborative spirit and willingness" to help create a "positive and enriching work environment."
  - UVA Health Update | July 3, 2024** (July 3, 2024): UVA Health town hall, clinical and operational document updates, cybersecurity enhancements, July 4 holiday, listening session, and more.
  - Barry Reynolds Earns BEE Award as Daughters, Who Are Also UVA Health Team Members, Join the Surprise** (July 3, 2024): "Proactive, professional, positive, and can fix just about anything!"
  - Like a 'Favorite, Warm, Fuzzy Blanket': PCT Fosters Nurturing Environment for Patients** (July 2, 2024): Tabby McDaniels "was not bothered by time or other distractions ... solely focused on the patient and their needs at that very moment."
- Application Tiles:** A grid of six colored tiles representing various services:
  - WORKDAY (Yellow)
  - KRONOS (Blue)
  - IT SERVICE DESK (Green)
  - EMAIL (Dark Blue)
  - DATA (Teal)
  - MC POLICYTECH (Red)
- UVA HEALTH'S 2022-2032 STRATEGIC PLAN** (Dark Grey)
- UVA HEALTH IT** (Dark Grey)
- Navigation Links:** Finance (ePro), People Search, In Hospital Maps, Lexicomp.
- TOP VISITED:** A list of frequently accessed links including Surgical Services, Care Management, Hand Hygiene, Pharmacy Services, Facilities Planning and Capital Development, and View Full A-Z Resource List.
- FIND SOMEONE:** A section for finding people, including links for People Search, Login: Edit Your Profile, Text Paging (SmartWeb), View On-Call (QGenda), Clinical Operations Directory, Department Phone, Find a Doctor | Request edits, Organizational Charts, and Find a Location | Request edits.

The browser's address bar shows the URL 'https://www.healthsystem.virginia.edu/klink/'. The Windows taskbar at the bottom displays the time as 2:16 PM.

# WORKDAY

Where your computer based learning (CBL) Modules are assigned to you.

1. Click Workday tile
2. Log-in
3. Select Menu (top left)
4. Select Learning
5. Your modules will open in the “Required for you ribbon”



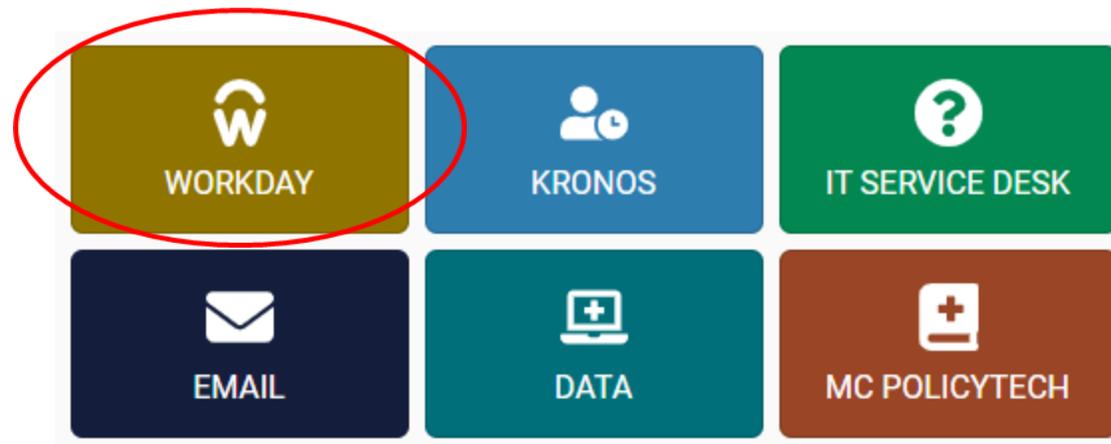
## Priorities:

1. EPIC Assessment to be completed day one Prior to other EPIC CBLs (those eligible-experienced RNs-will have an email from EPIC team)
2. Pyxis (for those who administer medications)
3. Epic Modules.

# WORKDAY

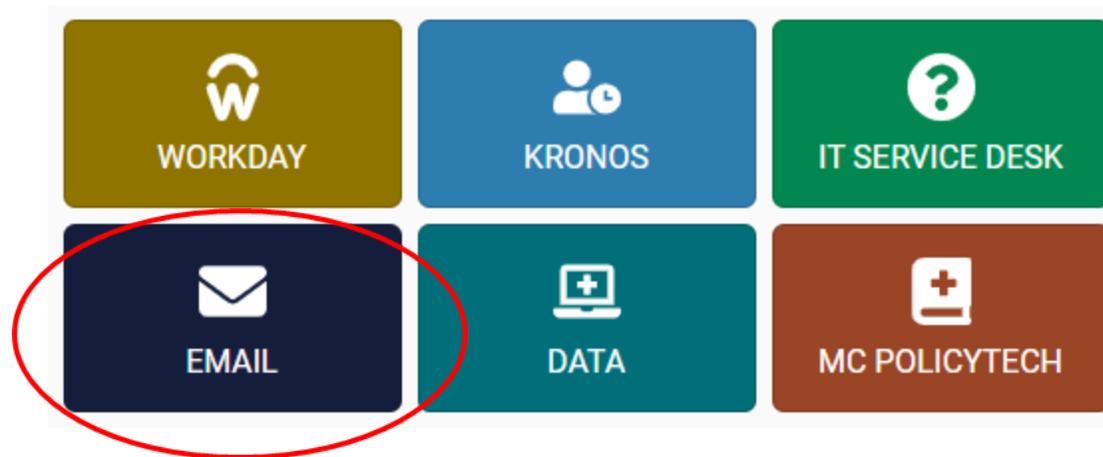
## CBL Priorities

1. EPIC Assessment to be completed day one (for eligible – experienced RNs)
2. Pyxis (for those who administer medications)
3. Epic CBLs must be completed prior to class and/or access to EPIC.
4. Follow “Due Dates” for remaining CBLs



# UVA EMAIL

All work related emails will now go through your UVA email address. To access them through Knowledgelink, select the blue tile (as shown) and follow the prompts.



# ACCESS TO EMAIL AT HOME/MOBILE DEVICE

All work-related emails will now go through your UVA email address. To access your UVA email from home/a mobile device



[outlook.office365.com/owa/uvahealth.org](https://outlook.office365.com/owa/uvahealth.org)

If you have Citrix downloaded on your personal computer, you can also access your UVA email via the Health portal and the Citrix office applications tile

# UVA HEALTH PORTAL

To Access Epic CBLs from home:

Have CITRIX downloaded on your laptop (iPad, Chromebook, phones not compatible)

1. Instructions for Windows: <https://hit.healthsystem.virginia.edu/help-desk/self-help/uva-health-apps-portal/#WindowsInstallation>

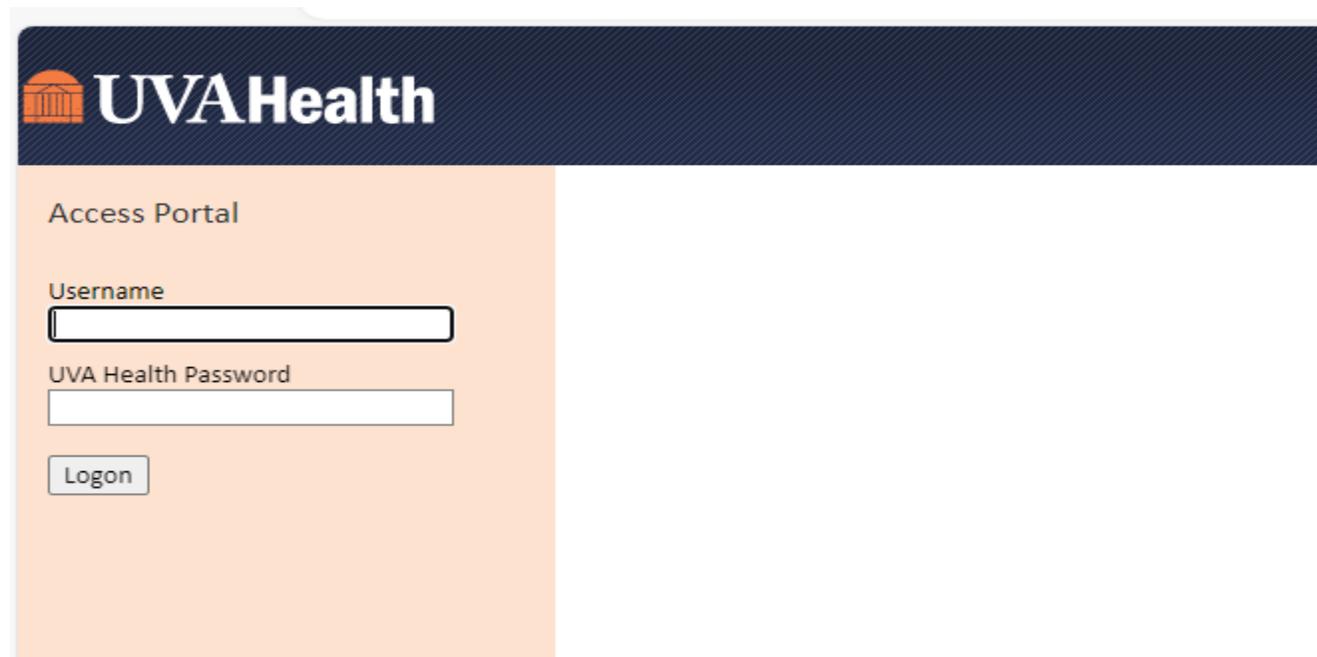
2. Instructions for Mac: <https://hit.healthsystem.virginia.edu/help-desk/self-help/uva-health-apps-portal/#MacInstallation>

# UVA HEALTH PORTAL (CONT.)

Use the UVA Health Portal to access Workday

Search: [portal.uvahealth.virginia.edu](https://portal.uvahealth.virginia.edu)

Follow prompts to log-in



The screenshot shows the UVA Health Portal login interface. At the top, there is a dark blue header with the UVA Health logo and the text "UVA Health". Below the header, the page is titled "Access Portal". There are two input fields: "Username" and "UVA Health Password". Below the password field is a "Logon" button.

UVA Health

Access Portal

Username

UVA Health Password

Logon

# UVA HEALTH PORTAL

## TO ACCESS EPIC TRAINING ON NON-UVA COMPUTER

1. Select Citrix UVA Health Enterprise Apps to access Workday; **MUST** complete EPIC training including assessment, CBLs and class using UVA Health Portal (other CBLs also less glitchy)
2. Select EPIC non-prod Environments if assigned an EPIC Class

The screenshot shows the UVA Health Portal interface. At the top left is the UVA Health logo, and at the top right is the text "UVA Health". Below the header, there are two main sections: "Applications" and "Citrix Applications".

**Applications:**

- Remote Desktop
- Remote Desktop for multiple monitors (with a note: "monitors must have matching resolution settings")

**Citrix Applications:**

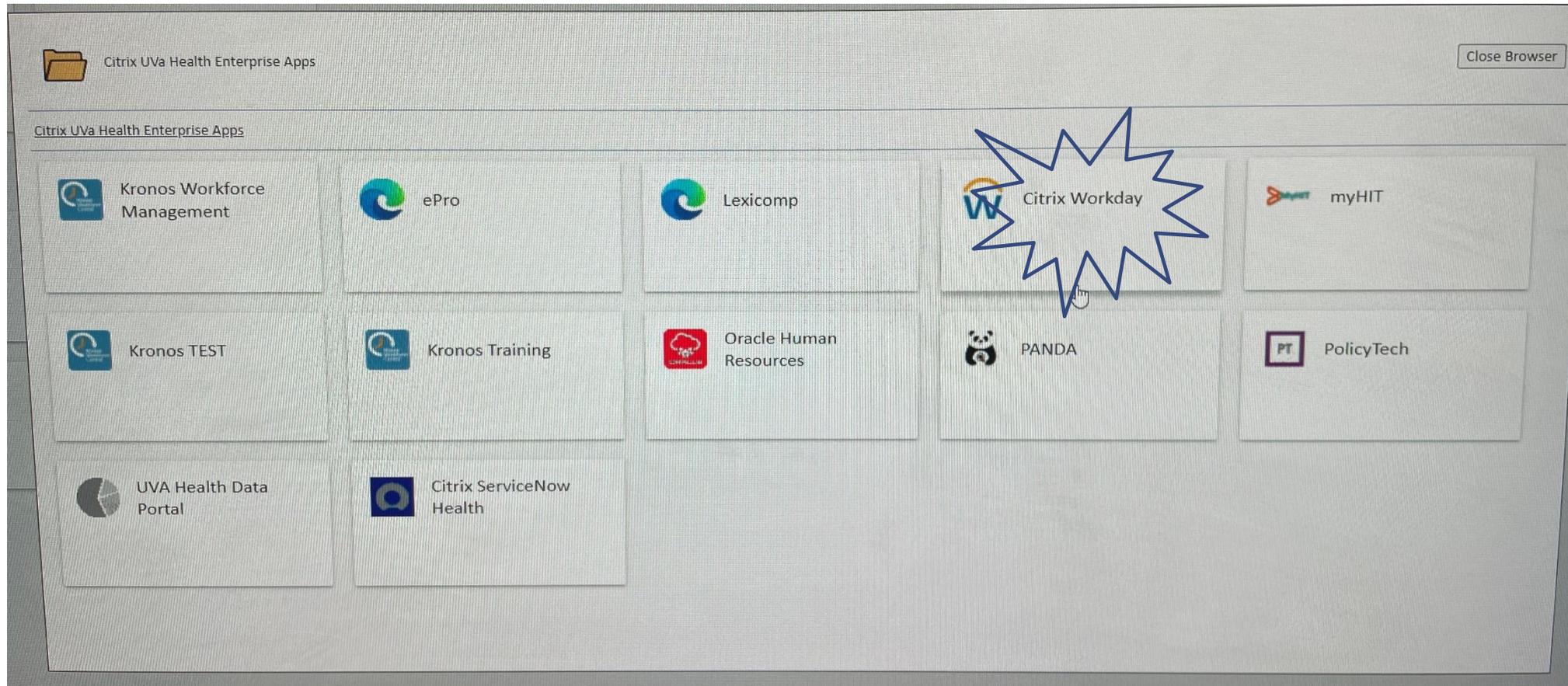
- Citrix Test
- Epic Non-Prod Environments (highlighted with an orange starburst)
- Citrix UVa Health Enterprise Apps (highlighted with a blue starburst)
- Citrix Office Applications
- Citrix Departmental
- Telework Computer Registration

**Other Applications:**

- Epic Hyperspace (Keywords: Primary Mandatory)
- Epic Classic Client PRD (highlighted with an orange starburst)
- Epic PRO (highlighted with a blue starburst)

# UVA HEALTH PORTAL

3. Select Citrix Workday to complete EPIC assessment, and modules from NON-UVA computer



# NEXT STEPS

You have now completed setting up your accounts you will need at UVA. You can now

- Log out of your computer
  - Select the  symbol on the bottom left corner of the computer
  - Select the  symbol, then select sign out

Further IT information is provided via a rolling slide show.