

Get Started with VUMC IT

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1. Email through Outlook Web Access (OWA)

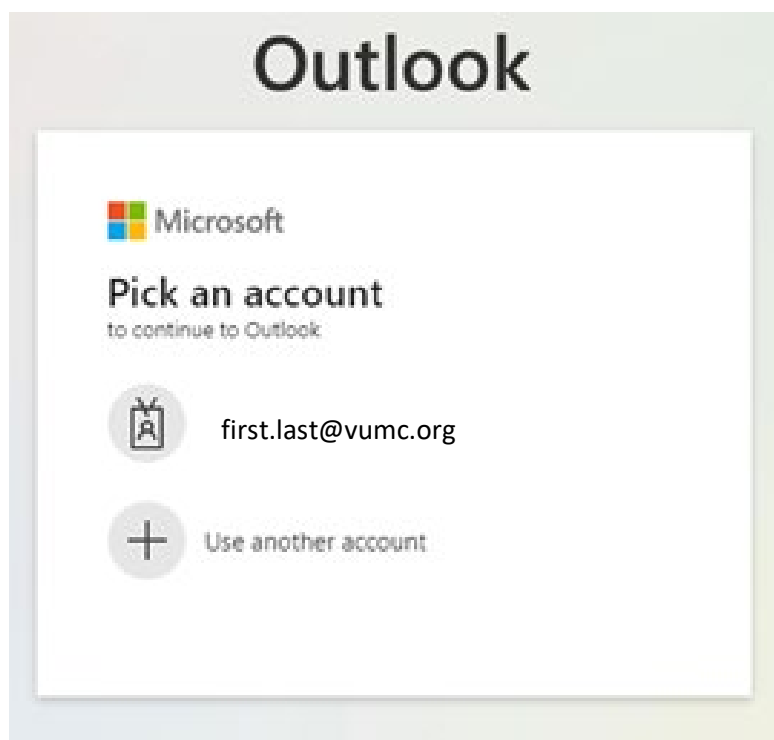
Email Access Overview

1. On [January 1, 2021](#), all employees will have a new Vanderbilt University Medical Center (VUMC) email box. The mailbox will be accessible at outlook.office.com.
2. Email will ONLY be accessible via OWA until further notice. Outlook on local workstations will not be configured *until later in the integration*. This will allow enough time to ensure that all workstations are properly configured to support local workstation access.
3. For any employee that **previously** had a Tennova mailbox, please see below:
 - The mailbox will be accessible for 30 days **for reference only**. Please do not send email from your Tennova mailbox after [January 1, 2021](#) at 12:00am. Any email sent from the Tennova mailbox after this time will not be migrated to your vumc.org mailbox.
 - Beginning on [January 1, 2021](#), please send all e-mail from your new vumc.org email account.
 - Any incoming email sent to your Tennova mailbox will be forwarded automatically to your vumc.org address for 30 days after the ownership change.
 - Because email forwarding will stop after 30 days, please ensure that all people who send email to you are aware of your email address change and that they update their contact information accordingly.
 - Migration of e-mail, calendar, and archive information from your Tennova mailbox to your vumc.org mailbox will begin on [January 1, 2021](#). If you need information about your future appointments before they have been migrated to your new e-mail, open your Tennova mailbox to gather information about those appointments then manually add them to your vumc.org account.

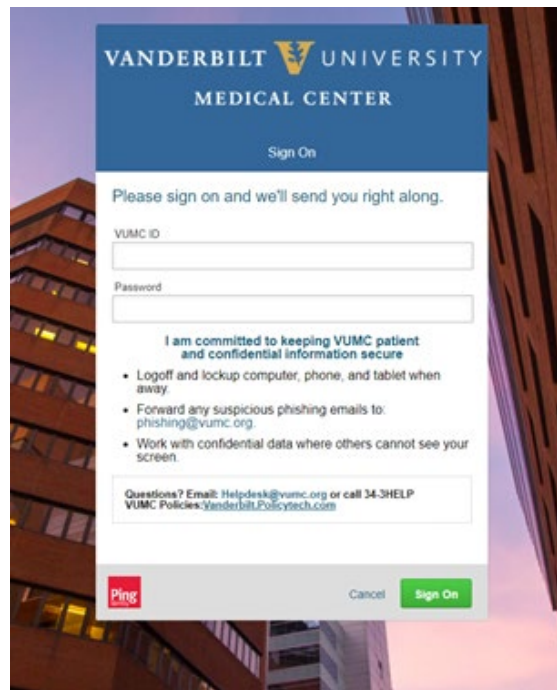
4. The names of your email distribution lists will change to begin with the prefix of “VBCH” (for Vanderbilt Bedford Hospital) or “VTHH” (for Vanderbilt Tullahoma-Harton Hospital). If a change needs to be made to the membership of a distribution list, local IT will submit a Pegasus ticket and the VUMC email team will complete the requested update.
5. Any existing Shared Exchange Mailboxes (SEMs) will be created new for 1/1. No email data will be populated in the new SEMs, so users should access the corresponding Tennova shared mailbox for reference only. If additional SEMs are needed, local IT will submit a Pegasus ticket and VUMC IT will create the mailbox.

Logging in to Outlook Web Access

1. Open a web browser and navigate to <https://outlook.office.com>.
2. The Pick an Account dialog will appear as displayed below. Click on your @vumc.org e-mail address to proceed. If your vumc.org e-mail address is not listed, click “Use another account” then enter your @vumc.org e-mail address.



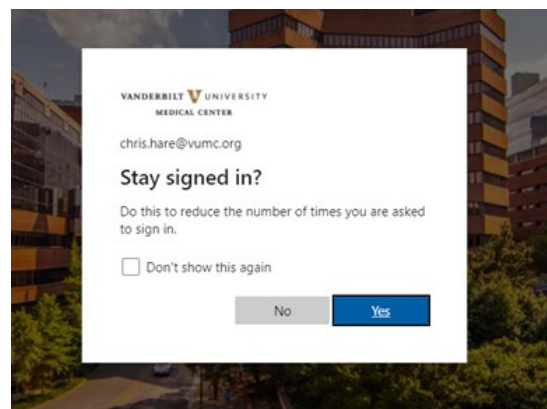
3. The VUMC Single Sign On page will appear. Note that the top banner reads “Vanderbilt University Medical Center” and that in the background is a picture of the main campus hospital. Enter your VUMC ID and password, then click **Sign On**.



The image shows the VUMC Single Sign On page. At the top, there is a blue banner with the Vanderbilt University Medical Center logo and the text "VANDERBILT UNIVERSITY MEDICAL CENTER". Below the banner, the text "Sign On" is displayed. The main content area has a white background and contains the following elements:

- A message: "Please sign on and we'll send you right along."
- A "VUMC ID" input field.
- A "Password" input field.
- A section titled "I am committed to keeping VUMC patient and confidential information secure" with three bullet points:
 - Logoff and lockup computer, phone, and tablet when away.
 - Forward any suspicious phishing emails to: phishing@vumc.org.
 - Work with confidential data where others cannot see your screen.
- A section titled "Questions? Email: Helpdesk@vumc.org or call 34-3HELP" and "VUMC Policies: Vanderbilt.Policytech.com".
- A "Ping" logo in the bottom left corner.
- "Cancel" and "Sign On" buttons in the bottom right corner.

4. The “Stay Signed In?” screen will appear. If this is a private computer then you can select “Yes.” If this is a public computer with many users then please select “No.”



The image shows the "Stay Signed In?" screen. It has a white background and contains the following elements:

- The Vanderbilt University Medical Center logo at the top.
- The email address "chris.hare@vumc.org".
- The heading "Stay signed in?".
- A message: "Do this to reduce the number of times you are asked to sign in."
- A checkbox labeled "Don't show this again".
- "No" and "Yes" buttons at the bottom.

E-mail Access from Devices

In many cases, it is possible to access your @vumc.org e-mail from mobile devices. To do this, click on the link below that corresponds to your device type and follow the instructions located there:

- [Add an e-mail account to your iOS device](#)
- [Add Outlook to your Android device](#)

More Information about VUMC E-mail through Outlook Web Access

Microsoft offers the following training resources which further describe how to access and use e-mail and calendar through Outlook Web Access.

- [Outlook Training](#) - See resources in "Outlook on the Web" section

2. Timekeeping/Kronos

Accessing Time Clocks

1. On December 31, 2020, beginning at 7:30 p.m., physical clocks in the hospitals will go offline and will remain unavailable until 11:59 p.m. During this time, clocks will be replaced and tested to verify they are ready for you to use beginning January 1, 2021.
2. During this down time, any employee that needs to access a clock (clock in/out), will need to do so via your established alternate method (local workstation, paper, etc.).
3. On [January 1, 2021, beginning at 12 a.m.](#), all time clocks in the hospital will be live and accessible for use.

3. Access to VUMC Applications

Required VUMC applications will be accessible on local workstations running the VMware Horizon View virtual desktop client, which will be installed on local workstations prior to [January 1, 2021](#).

Most VUMC web applications can be found by launching **Horizon View**, opening the “eStar” virtual desktop, then launching the “VUMC Web Resources” link found on the virtual desktop.



The table below identifies the virtual desktop to use for access to each VUMC application.

| VUMC Application | Name of the Virtual Desktop |
|---|--|
| PMM (Supply Chain) | Remote PMM |
| Human Resources links | eStar |
| eProcurement | eStar, Remote PMM |
| Finance-related applications (General Ledger) | Remote PMM NOTE: The General Ledger application will be accessed via dedicated laptops |
| Epic (Local clinics only) | eStar |

4. IT Help Desk Process - Ticketing

Beginning [January 1, 2021](#), please follow your usual process for reporting IT-related issues at Vanderbilt Bedford Hospital and Vanderbilt Tullahoma-Harton Hospital:

- Report any IT issue to the local IT team as usual
- The local IT team will review each issue and determine next steps based on the below criteria:
 - If the issue is related to a CHS/Tennova legacy application, the ticket will be submitted and managed via ServiceNow (SNOW)
 - If the issue is related to a VUMC application, the ticket will be submitted and managed via Pegasus
- If local VUMC IT support is needed, the local IT team should engage with VUMC IT team members located in the following offices:
 - Tullahoma: Pain Management Office (near data center), Room 1S 101
 - Shelbyville: Server Room area, located just before entering the current server room

The IT support process will remain the same as you are used to. If you have an issue, continue to report them to your local IT as you normally would.

Find out more about VUMC IT's service management platform, Pegasus, at www.vumc.org/it/pegasus.

5. Secure File Transfer

Beginning [January 1, 2021](#), use Sensitivity Labels in Outlook to send secure e-mail.

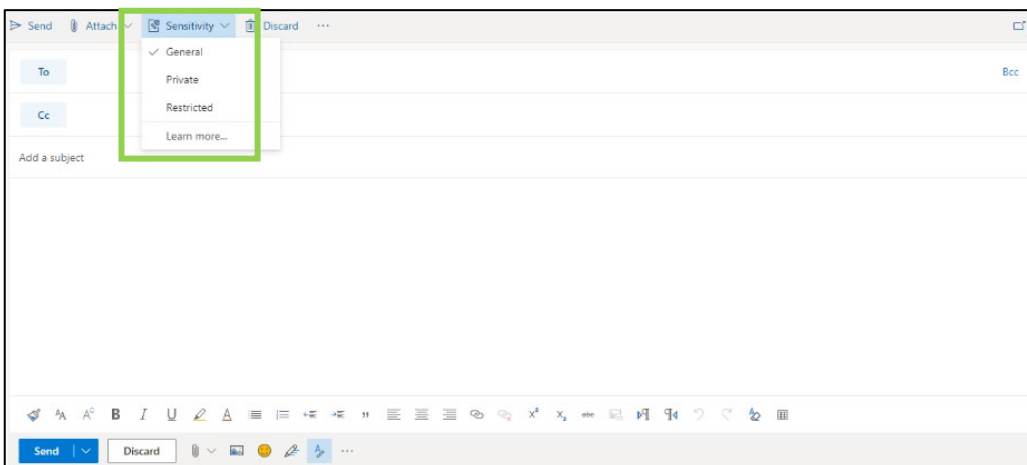
Why is this necessary, and how do I know what to secure?

VUMC policy requires the use of encryption when transmitting several types of data. If you are unsure about how or when to send information via encrypted email, please consult the table below or ask your supervisor for more information.

| Sensitivity Label | Label Control/Restrictions | Use this Choice For |
|-------------------|--|--|
| General | None | Data that is not Restricted or Private - VUMC's default data category |
| Private | <ul style="list-style-type: none">• Encrypts content• External recipients without Outlook receive a link for authentication | Data that includes VUMC business-related and/or internal data (e.g. policies, internal communications, clinical protocols, market research, VUMC financial information). Private Data is not intended to be disclosed outside of the organization without an appropriate business reason. |
| Restricted | <ul style="list-style-type: none">• Encrypts content• Recipients cannot forward or edit content• External recipients without Outlook receive a link for authentication | Data that VUMC has a contractual or legal/regulatory obligation to safeguard in the most stringent manner (e.g. PHI/PII, data covered by non-disclosure agreements, Research Health Information). Unauthorized disclosure or loss of this data may require the organization to notify the affected individual and/or state or federal authorities. |

How can I send a secure e-mail?

As indicated in the below screen shot, after creating a "New Message" find **Sensitivity Labels** and select either **Private** or **Restricted** depending on the level of protection required for your content. From that point, you can compose and send the message as you typically would.



6. OneDrive for Business for Individual File Storage

Beginning [January 1, 2021](#), using your VUMC ID you will have access to store your individual documents on Microsoft OneDrive for Business.

OneDrive for Business is an online file-sharing, cloud storage, and collaboration solution. VUMC IT provides the enterprise version of OneDrive for Business that allows users 1TB storage, secure access, and the ability to share files with other VUMC employees.

Please keep the following in mind when using Microsoft Office 365 applications, including OneDrive:

- Applications such as OneDrive and SharePoint can facilitate teamwork in clinical and non-clinical areas across VUMC, including appropriately sharing restricted data (e.g. PHI, PII, RHI).
- Applications should not be used for clinical care actions when these actions should correctly occur in eStar applications, such as Epic (ex. Patient Care Orders or Clinical Documentation).
- Users who create content, and access content, are fully responsible for the data stored and shared. All applicable VUMC data use policies must be followed.
- Content sharing across applications should be targeted to the intended audience and should not be shared through open (public) links.

Visit [this page](#) for more information about OneDrive and details on accessing the application.

7. IMPORTANT: Migrate Files from Google Drive before January 1, 2021

Effective [January 1, 2021](#), access to your Google Drive will be eliminated. If you have any documents on Google Drive that you will continue to need after January 1st, it is extremely important that you move those documents now to Microsoft OneDrive for Business so that you will still be able to access them after January 1st. **This includes any attachments on inbound e-mail in your Gmail account.**

Find out how to move your files to OneDrive from Google [here](#) or visit:

<https://support.microsoft.com/en-us/office/open-onedrive-and-upload-files-6e90fbe7-6c87-4eba-bc1b-1b91f59936f0>

Please take time before January 1st to migrate the documents you will need from Google Drive to OneDrive for Business.