VUMC BUSINESS EDUCATION

VUMC ID Badge Request

The VUMC ID badge provides access to a variety of organization resources. It is used as an official Medical Center identification document and permits access to buildings. ID badges are required for all staff, temporary employees, faculty, contractors, visitors and volunteers. The Card Services webpage can be found here: https://vumc365.sharepoint.com/sites/human-resources/SitePages/Medical-Center-Card-Services.aspx

New Employees

No request is required if the new employee is attending New Staff Orientation. If the new employee needs a badge and does not attend New Staff Orientation, the manager, HCM business manager, or HCM business assistant will secure the new employee's badge.

VUMC Employees

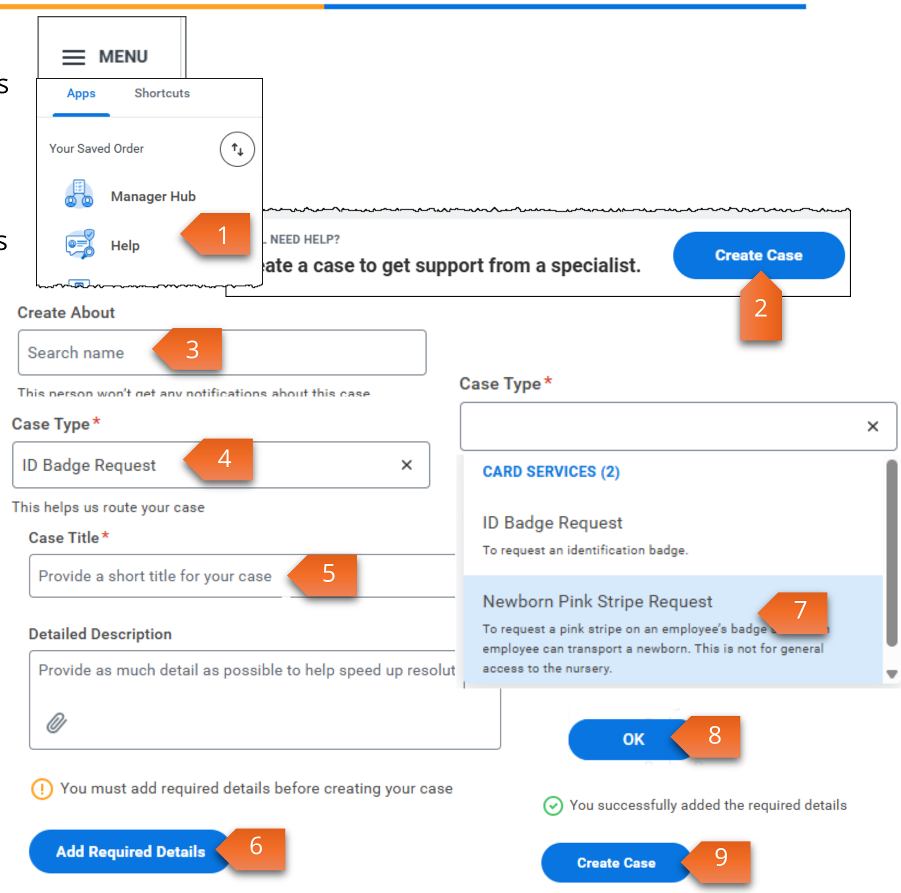
Request a replacement ID badge for yourself for: name change, picture change, title change, departmental transfer, or if your badge is lost/stolen, and/or damaged. The employee should reach out to ID Badge Services at newcard.vumc@vumc.org or 615-936-3350. Note that there may be a charge for the replacement.

Managers and HCM Roles

Secure a badge for your staff by submitting a **Workday Help Case** if any of the following:

- The New employee is not attending New Staff Orientation.
- The employee's class is any of the following non-staff categories: New Faculty, Affiliate, or Contractor, Student – Special Program, Visitor, or Volunteer.
- You have a need for a bulk order of more than 4 badges.
- If the employee needs a replacement badge, see VUMC Employees above.

1. To enter a Workday help case, go to **Menu > Help** within Workday. **Note:** the mobile app is not recommended.
2. Select **Create Case** from the bottom of the Help page.
3. From the Create Case page, if the employee is in Workday, enter their name in the **Create About** field. **Note:** your name should remain in the Create For field.
4. In the **Case Type** field, select ID Badge Request.
5. Provide a **Case Title** & **Detailed Description**.
6. Select **Add Required Details**.
7. Complete all required information and the Acknowledgement at the end of the form. **Note**: if you answer "yes" to the Pink Stripe question, you must also submit an additional Help Case for **Newborn Pink Stripe Request.**
8. Click **OK** to close the Additional Details.
9. Select **Create Case.**



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Check the Status of your Case

1. Go to **Menu > Help** within Workday. **Note:** the mobile app is not recommended.
2. Your **Recent Cases** and their status display on the Help Center Page. If the case is not listed, click **View My Cases** to see the full list of cases you have submitted.
3. Select the **Case Number** from the list.
4. The **Details** of the case display.
5. The **Body** of the case will include the questionnaire answers you provided when you created the case, along with any messages received or sent with this case.
6. Select **Jump to Most Recent** to quickly scroll to the bottom.
7. Use the **Send a Message** to communicate with the case solver assigned or to send any additional attachments.
8. The **Case Overview** section will display who the ticket is currently assigned to.
9. You can view the current **Status** of the ticket. (New, In Progress, On Hold, In Review, or Resolved). **Note:** a ticket can be reopened within 7 days once **Resolved**. After that time period expires, you can open a new case and reference the original case number.