

Genesis Health System Non-Employee Workforce Computer, Badge, Physical Access Request & Termination Process

Genesis Health System is changing the way you request computer, badge & physical access for your staff.

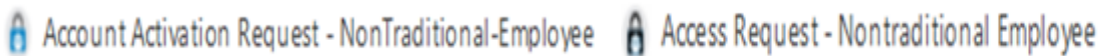
Purpose:

1. Streamline access request process for delegated staff.
2. Completion by security administration in a timely manner.
3. Emails are sent with closed ticket information of user name and password for each application back to requestor.
4. One email confirmation of closed ticket.

Requirement:

Requirements:

1. Submit all access requests online at www.ghsconnect.com.
2. To log in, everyone must have:
 - a. a Genesis login with user name and password and
 - b. completed the Multi-Factor Authorization (MFA) enrollment so that a text is sent to their phone every time they attempt to log in.
3. Before submitting access requests, you must:
 - a. be designated as a Delegated Access Coordinator – this is the office manager or designated person in your office who is authorized to request the access (computer, badge, physical)
 - b. have these two icons on your GHS Connect screen:



4. To submit access requests, follow the steps below, which must include Multi-Factor Authorization enrollment for each person. After each person is authorized for the enrollment process, the process will automatically start the first time the person attempts to log in.

Non-Employee Name Changes:

Please have the employee of your organization contact the Genesis IT Help Desk 563-421-4357 and note their name has changed. The Help Desk will need former name, physician practice name and/or organization. Your name will then be changed on the Lawson Non-Employee record. You will receive a new logins to computer applications noted as assigned to the non-employee.

Non-Employee Badge Issues

Procedure to replace Lost/Damage Badge for Non-Employee

Inform the user that there is a \$20 fee to replace Lost Badge. Instruct the Non-Employee/DAC/Manager to request a Badge Replacement by contacting Karen Shull by email at shullk@genesishhealth.com

STEP 1 – Account Activation Request – Non Traditional-Employee

A Non-Employee record identifier number is **required** for the person you are requesting. You **MUST** complete The Account Activation Request-Non Traditional Employee.

Non-Employee indicator is required by placing a period in the correct field, Student/Instructor, Volunteer, Other. Complete each field in the form; Click the **Submit** button. **DIRECTIONS:** A PDF document will be sent to your email upon request.

Account Activation Request version date: 4/16/2018 8:50:54 AM Rosie O'Haver 1001396 563-421-4868 Ohaver.

Non-Employee
 Student/Instructor Volunteer Other

Vendors, Contracted employee, Physician, Physician office staff etc...

Directions

If known enter the Infor Lawson #

Needs Genesis Badge
 No Yes

First Name: Test
Last Name: Test2
Middle Initial:
Date of Birth: 6/11/1977

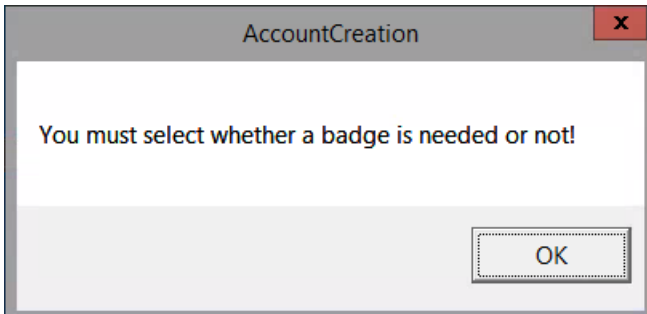
Position\Title: Non Clinical Office Staff

Start Date: 4/18/2018
End Date:
School \Company:
Access Like: Test 3

Comments:
Please do not add applications in the comment field, when this person is approved and given a Lawson number then you must use the 'Access Request' tool to add access to applications.

Submit

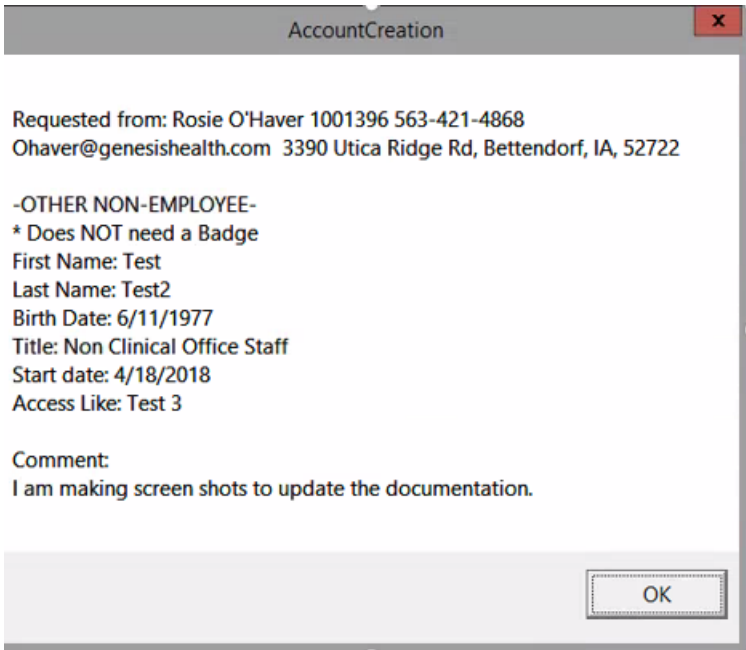
Revised: January 16, 2018; July 20, 2017
Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
Revised: 4/19/2018, 11/1/2018



If a Genesis ID badge is required, you must select YES, if a badge is not needed, please select NO

NOTE: Cardiovascular Medicine PC will select YES – their badges have a unique logo on the badge and Bettendorf Pediatric Family Practice Group will select YES for Genesis ID badge

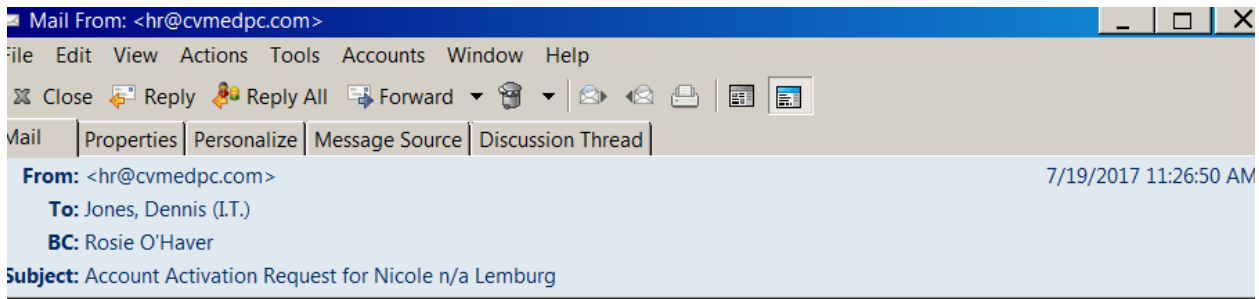
The Account Creation Screen will appear with the same information you entered in the form.
Click OK



STEP 2- Sample of E mail to Genesis IT to Process Lawson Number

Your request comes to Genesis IT for processing to create a Lawson Non Employee record number – you **MUST** have a record number for the person you are requesting to continue the access process.

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Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
Revised: 4/19/2018, 11/1/2018



Requested from: Ellyn Peterson 99012503 hr@cvmedpc.com

-OTHER NON-EMPLOYEE-

* Does NOT need a Badge

First Name: Nicole

Last Name: Lemburg

Middle Initial: n/a

Birth Date: 08/23/1991

Title: Non Clinical Office Staff

Start date: 1/27/2014

End date: n/a

School/Company: Cardiovascular Medicine, P.C.

Access Like: Brittany Eubanks

Comment:

Nicole was just promoted into our Patient Accounts Department

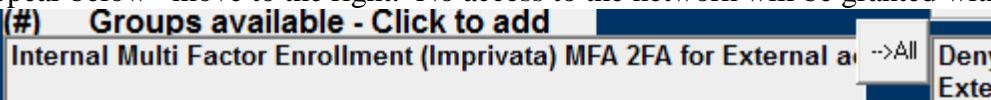
Step 3 – Reply to your Request for Non Employee Lawson Number

Once the Lawson record number is assigned, you will receive a message from the IT Analyst or from accessrequest@genesishhealth.com with the **Lawson Record number and the employee name. You are now authorized to begin requesting access** by using the **Access Request-Nontraditional employee.**

Step 4 – Access Request-NonTraditional Employee

Completion of the Access Request – Nontraditional employee

- 1) Enter the Lawson number in the field Lawson Number
- 2) Select “GET User”
- 3) **Access Like:** enter **First Name (space) and Last Name** like the person you are requesting access.
- 4) **REQUIRED:** Multi Factor Authorization-Enrollment (Keyword Search=Multi) the group available will appear below –move to the right. No access to the network will be granted without this addition.



- 5)
- 6) **Modify-Add Comment:** Click on a specific line of the access being requested to enter a comment.
- 7) **Building Access:** to request **physical access for badge you requested on the Account Activation Request**- click this link – enter the information.
- 8) **View H Drive access:** click this link – enter the information noted in the fields – requesting this access is limited to **only staff working as contracted here at Genesis.**
- 9) Click the **Send Request**
- 10) Confirm the Request is for a New Hire, Transfer. Etc.
- 11) You will receive a confirmation email of the request
- 12) Each Security Administrator will be sending you an email of the user name and password for system(s) you requested.

Revised: January 16, 2018; July 20, 2017

Revised 8/2/17; Revised 9/21/17, Revised 10/2/17

Revised: 4/19/2018, 11/1/2018

Access request: Rosie O'Haver 1/2270/Analyst, Business (NON-Traditional Employee request)

Lawson number: **Get user** TERM

Pre-loaded users: Also to these users

Choose groups based on

Access like Search First Last

Suggested for position-code >= 2

Suggested for 2nd position-code

Keyword search Search

Security

Current Items - If you click in this list it will -

REMOVE item from user MODIFY - add comment

(#) Groups available - Click to add -->All

Step 5 -Building Access (Request Physical Access for Badge)

Building Access

Note: Lost Badges should be reported directly to HR/Security, lost keys/keyfobs should be reported directly to security.

Physical Access

Location(s)

Department(s)

Access Like:

Name badge door access

Brass door key Key Number(s):

Burglar alarm code

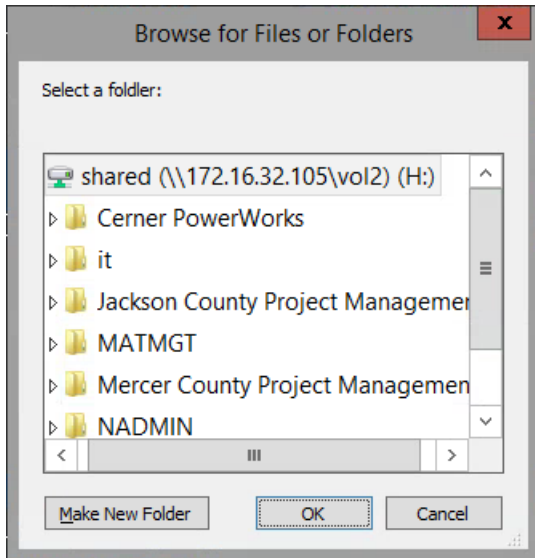
This is additional access

This is a REMOVAL

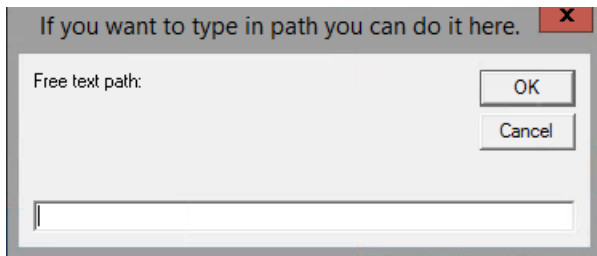
Revised: January 16, 2018; July 20, 2017
 Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
 Revised: 4/19/2018, 11/1/2018

Step 6 – H Drive Access (only for Genesis Contracted staff)

Example of a “browse” for folder for Contracted Employee staff

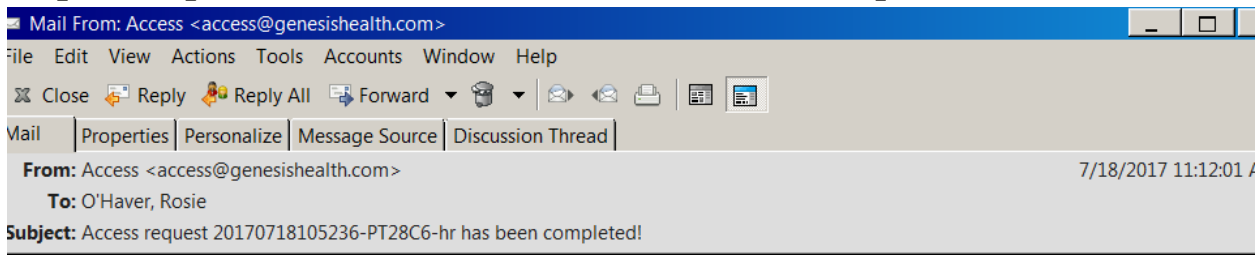


Click Cancel – “Free Text Path” is available



Revised: January 16, 2018; July 20, 2017
Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
Revised: 4/19/2018, 11/1/2018

Step 7 Sample of Closed ticket – in form of email to requestor

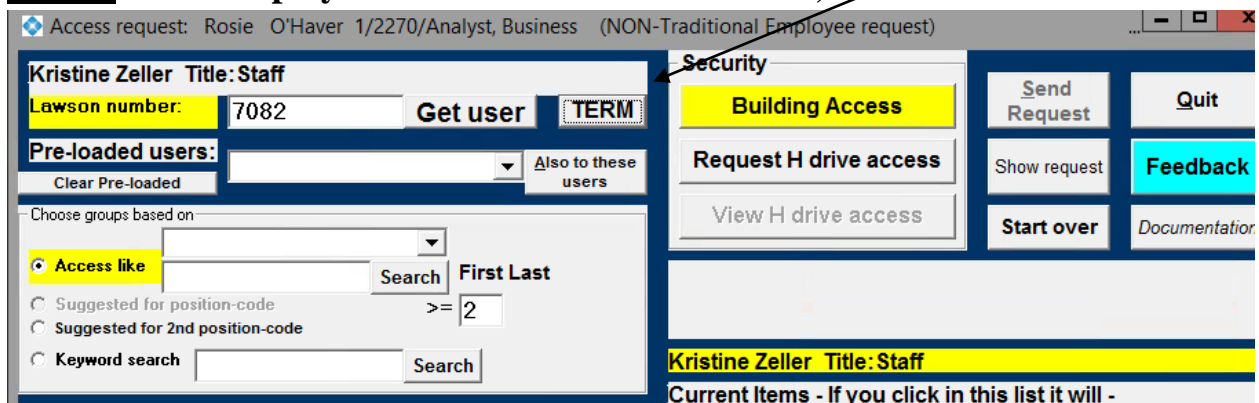


Access request: 20170718105236-PT28C6-hr The ticket has been processed, if anything is marked pending then it will be done shortly.

[Completed] 7082 Kristine Zeller Add DENY_Internet (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add X Access Request NonEmployee (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add X Account Activation Request (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add No P Drive (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add SG Access Request NonEmployee (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add SG Account Activation Request (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Add SG DAC Non-Employee (Like:Lindsay Heinrichs) Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Comment Notice: Employee Access Change or Postition Effective: 07/18/2017 Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller Comment Notice: ***** Comment: Kris is back up to Lindsay Heinrichs Ohaver@genesishhealth.com
[Completed] 7082 Kristine Zeller SecurityAdmin -ADD- (SecAdmin:White 2017-07-18) Ohaver@genesishhealth.com

Termination of Computer, Badge and Physical Access

Step 1 Enter Employee number and click Get User; Select TERM



Step 2- If you don't have the Lawson number for termination;

- Use the Pre-loaded users: dropdown – non employee should be in your group and the Lawson Non Employee Number is displayed after the name.
- Complete a Account Activation Request and enter in the comments “Termination of Employee need the Lawson Number”.

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Revised: 4/19/2018, 11/1/2018

Account Activation Request version date: 9/27/2017 1:06:50 PM Rosie O'Haver 1001396 563-421-4868 O...

Non-Employee
 Student/Instructor Volunteer Other

Vendors, Contracted employee, Physician, Physician office staff etc...

Directions

If known enter the Infor Lawson #

Needs Genesis Picture ID Badge
 No Yes

First Name
 Last Name
 Middle Initial
 Date of Birth

Position\Title

Start Date
 End Date

School \Company
 Access Like:

Comments:
 Please do not add applications in the comment field, when this person is approved and given a Lawson number then you must use the 'Access Request' tool to add access to applications.

Submit

Step3- You will receive a email response of the Lawson Number for termination.

Step 4 – Enter date of Termination to remove all computer/badge access>Send Request

TERM

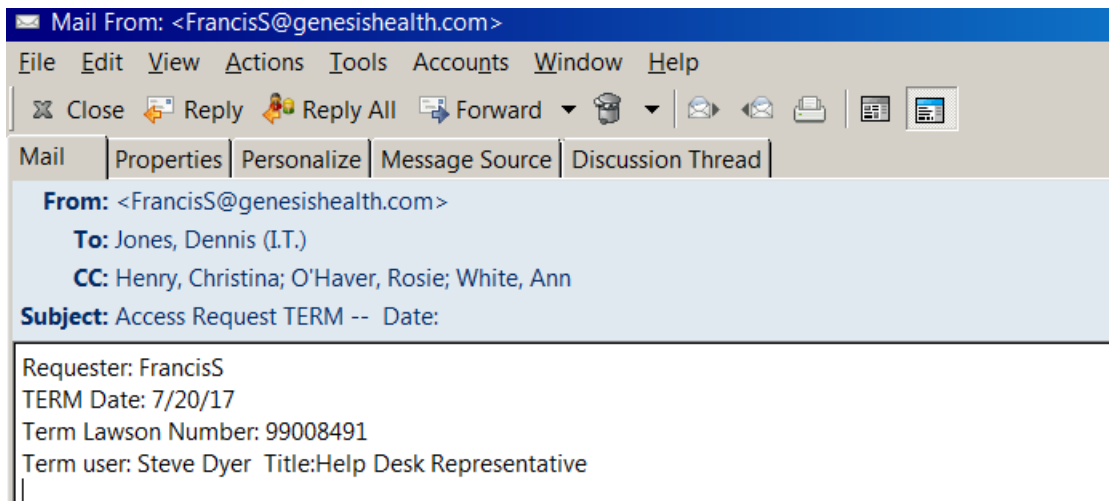
TERM date - this is required:

OK
 Cancel

Notification Email of Termination to Genesis IT System Administrator and HR Partnership.

Genesis IT System Administrator receives your email to process the termination of the Lawson Non Employee

Revised: January 16, 2018; July 20, 2017
 Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
 Revised: 4/19/2018, 11/1/2018



Notification is sent to each Security Administrator (s) to remove computer/physical access the following day of the processed termination.

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Revised 8/2/17; Revised 9/21/17, Revised 10/2/17
Revised: 4/19/2018, 11/1/2018