

YOUR CONNECTION

Department of Information Systems
Orientation



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Compliance Training

- Laws, regulations and UMMC policies.
- **Completion – within two weeks from hire date.**
- Yearly refresher.
- **Mandatory!**
- Available on campus and off.
- Questions? Contact: Office of Integrity & Compliance @ 601-815-3944 (8 AM – 4 PM)



What is Compliance Training?

- It's the process of educating employees on the laws, regulations and UMMC policies that apply to your day-to-day job responsibilities

New Employees have 2 weeks to complete Compliance Training.

Off campus access : <https://www.healthstream.com/hlc/login/dir.aspx?umchealthstream>

Contractor site : <https://apps.umc.edu/compliance/secure/login.action>

- An online course must be taken every year to keep you up-to-date on any pertinent changes

Failure to complete will result in disciplinary action.

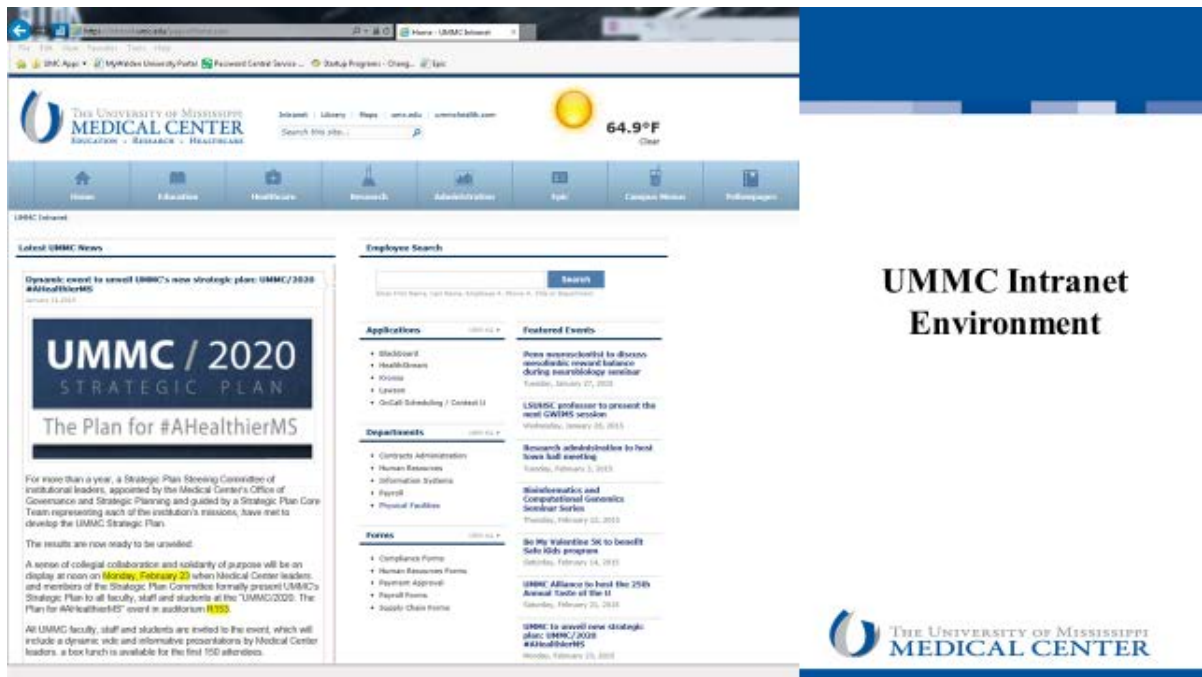
DIS Role in HIPAA Compliance

- Screen Lockout
- Password Policy
- Laptop Encryption
- Application Access
- Spam Filtering
- E-mail Security



The University of Mississippi Medical Center is responsible for ensuring the security of its patients' health information as well as its operational data. To ensure security, DIS has implemented the following:

- Screen Lockout – All UMMC screens will timeout after 10 minutes of non-activity.
- Password Policy – All UMMC new hires will be provided a login and temporary password. The temporary password must be changed based on criteria and updated every 90 days. Passwords are **NOT TO BE SHARED** with **ANYONE!!**
- Laptop Encryption – To ensure the security of PHI and compliance with UMMC standards, all UMMC laptops will have encryption software installed.
- Application Access – End users will be granted access to applications based on job requirements.
- Spam Filtering and Email Security - The Proofpoint Messaging Security Gateway enforces anti-spam, anti-virus, and content policies for our organization's email accounts.
 - All incoming email is inspected by the Proofpoint Messaging Security Gateway as soon as it arrives at our organization.
 - Messages that contain a virus, spam, or inappropriate content are sent to a Quarantine area. All quarantine email will send a notification called a Digest to user's inbox where you will be given the option to View, Release (to your inbox) or add the sender's email address to a Safelist. Depending on how many suspicious emails are caught in the filter, you can be alerted as many as four times in a 24-hr period.



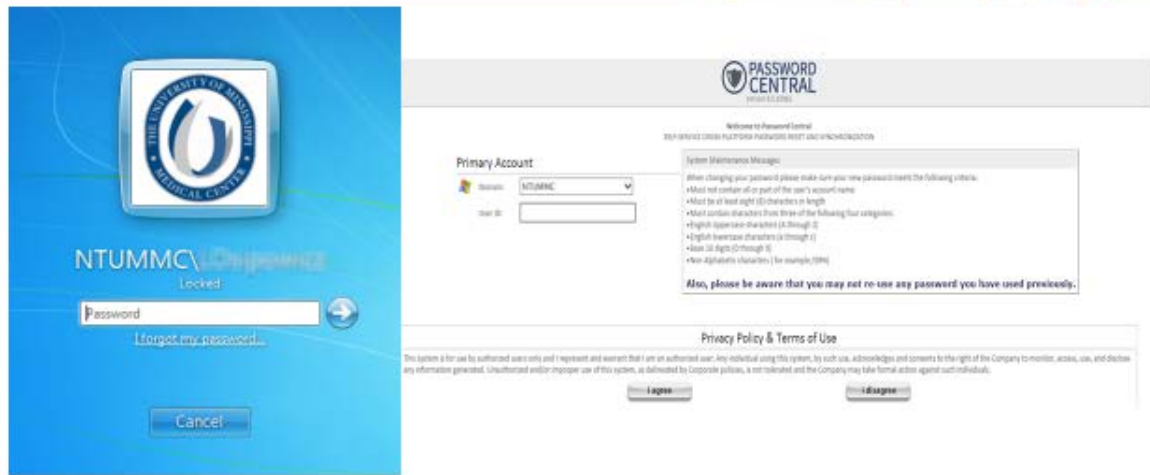
UMMC Intranet Environment



Intranet is the highway to access to mostly used applications for UMMC.

- Ribbon (Home, Education, Healthcare, Research, Administration, EPIC, etc.)
 - each tab is a different avenue to access applications based on role
- Intranet Search – allows you to search a topic within the entire UMMC network
- UMMC News – gives updated information about what’s going on at UMMC
- Current Events – upcoming Events at UMMC
- Employee Search – directory listing all UMMC employees contact information
- Applications – list of frequently accessed applications with the most frequently used on top
- Departments – list of frequently accessed departments with the most frequently used on top
- Forms – list of frequently accessed forms with the most frequently used on top
 - NOTE – Applications, Departments, and Forms listings are subject to change based on most commonly selected items

Password Central



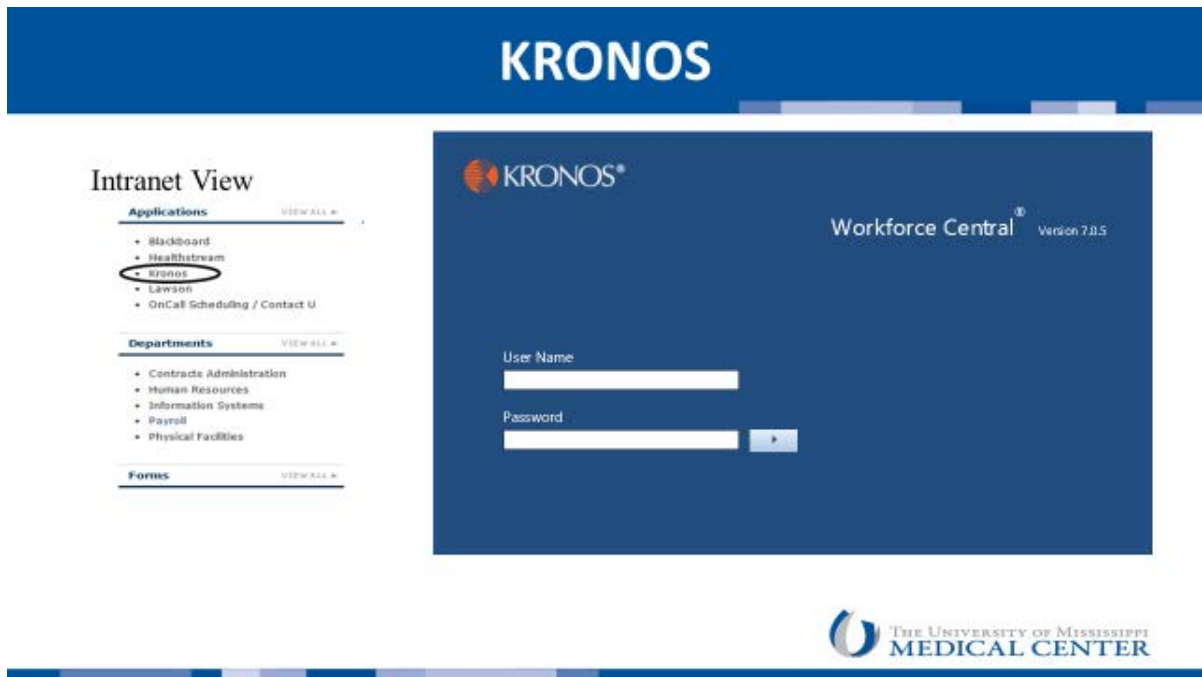
Provides subscription-based self-service access to network password changes, resets, and account unlocks.

Create a new “Complex” password

Should consist of a minimum of 8 characters

- Uppercase
- Lowercase
- Numbers
- Symbols (*%#@)

Expires every 90 days



Kronos is the time clock computer system used institution-wide for collecting non-exempt employee time information used in the completion of payroll activities.

Kronos is accessed by non-exempt employees to enter time worked, request leave, and view leave balances.

LAWSON

Intranet View



Lawson is the application used by employees to access the following information:

- HR Benefits
- Payroll
- Investment Information

Lawson Employee Self-Service (ESS) is accessed by exempt employees to request leave, enter unplanned absences, and view leave balances. All employees can use Lawson to view pay stubs, learn about HR benefits, access HR Forms, modify direct deposit information, retrieve/modify W-2 information, and many other HR functions.

In Lawson, the Employee Self-Service does the following:

Select “**MyUMC**”, to access direct deposit paystubs, W2’s and other information

Select “**Employment**”, to access menus for UMMC job profile & employee handbook

Select “**Pay**”, to access menus concerning payroll & direct deposit information

Select “**Personal Information**”, to access menus concerning personal information

Select “**Exception Time**”, to manage leave balances, enter leave time, request leave or check leave balances – for exempt employees only

HealthStream

Intranet View

Applications VIEW ALL ▶

- Blackboard
- **HealthStream**
- K12000
- Lawson
- OnCall Scheduling / Contact Us

Departments VIEW ALL ▶

- Contracts Administration
- Human Resources
- Information Systems
- Payroll
- Physical Facilities

Forms VIEW ALL ▶



Sign In

User ID

Password

[Password reminder](#) [Forgot your password?](#)

[UMC Home Page](#) [Login Instructions](#)

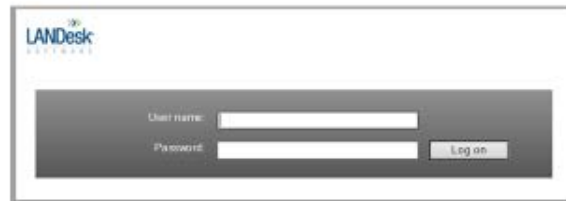
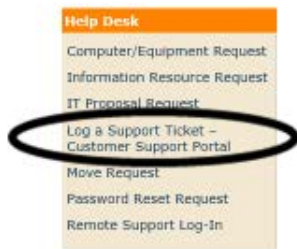
Note: DO NOT login to HealthStream via Citrix. Use the following link to access HealthStream from any internet-accessible computer:
www.healthstream.com/bsi/umc/healthstream

- Your User ID is your Employee Number
- Your Password is your Employee Number
- [View/Change your password](#) from the My Profile tab
- Passwords are Case Sensitive
- If you have trouble logging in, contact the UMMC Service Desk at x4-1145



HealthStream is an internet-based learning management system. At UMMC, it is used for educational record-keeping, class registration, live classroom training, web-based training and reporting. New employees are assigned tasks that must be completed within two weeks of hire date.

LANDesk



LANDesk Self Service is an end-user application that allows end-users 24/7 access to view the status of their incidents, update standard incidents themselves, and raise new incidents as required. End user can use the Self-Service portal as a replacement for phoning the Help Desk.

Submit a LANDesk Ticket by:

- Accessing Intranet
- Select "Administration" tab
- Select "Help Desk"
- Under Help Desk list, Select "Log a Support Ticket-Customer Support Portal"

LANdesk cont.



To enter a new incident, fill out the fields in the **Incident Details** section (pink shading indicates a required field). Include as much information as you can.

When logging a self-service incident, please include the following:

- Room Location – Where are you located?
- Alternate Phone – What is a contact number to reach you?
- Summary – Give a brief explanation of the issue.
- Details – Give as much detail about the issue as possible.

If you have a screen shot or other documents you wish to include with the incident, click the **Save** button at the top of the screen. If you have no attachments, click **Save and Close**.

To include an attachment:

- After clicking the **Save** button, the incident will appear (now with a reference number assigned) allowing you to click the *Add Attachment* action button in the left pane.
- Give the attachment a title (required) and Browse... to the location of the document. Double-click on the document name to apply it to the window.
- **Save and Close** the window.



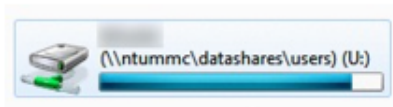
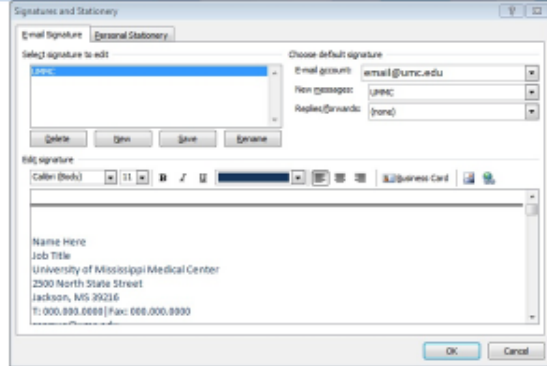
UMMC recognizes that social media is an important and timely means of communication. This policy applies to all employees, students, contractors and volunteers as it relates to their employment, academic, or business relationship with the University of Mississippi Medical Center (UMMC). For the purpose of this policy, “personal use” is defined as social media activity using your own personal or professional social media accounts. However, those who use social media must be aware that posting certain information is illegal and use of social media during working hours as well as related to job functions should be self-moderated.

It is the policy of UMMC that the use of social media will be done in conjunction with the principles of the UMMC Code of Conduct and the UMMC Information Policy. It also must be in compliance with all federal and state rules and regulations.

For additional information and access to the Policy and Guidelines for Personal Use of Social Media please visit the Compliance website <http://www.umc.edu/compliance/>.

Email / File Management

- Signature Line
- Don't send personal emails
 - 23 Year Retention
 - Legally Discoverable
- Personal drive.



Please do not store personal music, pictures or anything that may be deemed inappropriate.



Think before sending personal emails from your UMMC mailbox. All emails sent from UMMC are the property of UMMC, are archived for 23 years, and can be discoverable by a court order.

Personal Drive (U: Drive)

The “U:” drive is for business documents and is not shared. This data is backed up daily, in contrast to your local drive (C: Drive) which has no backup. Please note that you are not to store personal music, pictures, or other inappropriate materials on your “U” or any other assigned drive(s).

Helpful Links

Intranet Homepage: <https://intranet.umc.edu/pages/Home.aspx>
LANDesk: <http://myservicedesk.umc.edu>
Webmail: <http://webmail.umc.edu>
Citrix: <https://ctxgateway.umc.edu>
Internal & External Citrix: <https://mycitrix.umc.edu>
Common Applications - UMMC Intranet / Lawson / Kronos
Password Central: <http://passwordcentral.umc.edu>
HealthStream: <http://www.healthstream.com/hlc/umchealthstream>
Contractor HealthStream: <https://apps.umc.edu/compliance/secure/login.action>
Email Standards: http://www.umc.edu/Administration/Institutional_Advancement/Marketing/Email_Standards.aspx
UMMC Social Media Policy: http://www.umc.edu/Administration/Business_Services/Compliance/Forms_and_Policies.aspx

Questions?? Contact the UMMC Help Desk

Email: HelpDesk@umc.edu | Internet: <http://helpdesk.umc.edu>

Phone: 601-984-1145 | Hotline: 601-815-HELP | Toll Free: 1-877-347-5041

