HOW TO USE THIS GUIDE

The University of Illinois Hospital & Health Sciences System is proud to introduce its new and improved employee portal website.

This guide provides an overview on how to access this service as well as provide some frequently asked questions (FAQs).

INFORMATION SERVICES DEPARTMENT
TECHNOLOGY SOLUTIONS

To report connectivity issues with the employee portal, please contact the IS Help Desk:

P 312-413-7717
E ISHelp@uic.edu

November 20, 2013
Document Revision 1.0
HOW TO LOG INTO THE EMPLOYEE PORTAL

Before you begin, you must have a valid Hospital user account.

STEP I  HOW TO ACCESS THE EMPLOYEE PORTAL
The University of Illinois Hospital's Employee Portal can be accessed by visiting the following URL:
https://employee.hospital.uic.edu
You will be presented with the portal login page:

STEP II  ENTER YOUR LOGIN CREDENTIALS
Enter your Username and Password combination. Please select the Security option that best applies to you:

- **Public/Shared Computer** – If using a public or shared computer, please select this option.
- **Private Computer** – If using a private or personal computer, please select this option.

Click Logon.

STEP II  SELECT YOUR PREFERRED DESTINATION
You will then be presented with a destination page (shown below). Click on the destination of your choice. If you do not select a destination, you will automatically be transferred to the **UI Health Application Portal**.

- **UI Health Application Portal** – This is the Citrix Application Portal.
- **SharePoint Intranet Portal** – This is the SharePoint hosted Intranet site.

This completes the Employee Portal logon process.

FREQUENTLY ASKED QUESTIONS

Q: WHAT HAS CHANGED?
The new Employee Portal provides a centralized means to access Hospital resources. This type of implementation allows a seamless and transparent mode of access. Application resources include, but are not limited to, the following:

- SharePoint Intranet Portal
- UI Health Application Portal
- Outlook Web Access

The portal has a new 'Home' tab (shown below) that is displayed on the top left of the page. This tab displays the user that's currently logged on, provides a shortcut to the 'Intranet' site, and allows you to completely Logoff all of your sessions with a single click.

Q: WHAT INTERNET BROWSERS ARE SUPPORTED?
The Employee Portal currently supports ALL browsers with the exception of Mozilla Firefox. The IS Department is currently working with the manufacturer to get this issue resolved. There is currently no ETA.

Q: WHY CAN'T I ACCESS THE EMPLOYEE PORTAL FROM A HOSPITAL WORKSTATION?
Workstations outside of the hospital network are the only devices permitted to access the Employee Portal. The portal has built-in intelligence to determine whether you're coming from an internal system and was exclusively designed to grant users access to internal resources externally.

Q: HOW LONG WILL MY SESSION REMAIN UP?
By default, your session will be logged off after 1 hour of inactivity. However, if you selected the 'This is a private computer' option at the logon page from a workstation on the University Campus network, you will not be logged off between the hours of 8:00am-5:00pm CST.

**NOTE:** If your session approaches the inactivity period, you will be presented with an 'Inactivity' message (shown below) with one of two options: 1) Stay connected or 2) Disconnect.

This message may also appear in the background during an active Citrix session. Don't be alarmed; your connection will NOT disconnect. As long as you have an active Citrix session, the timer will automatically reset itself.

Q: WHY DID I RECEIVE A PASSWORD EXPIRATION MESSAGE?
One of the new features introduced on the new Employee Portal is password management. The portal now has the capabilities to inform you when the following two conditions are met, thus allowing you to change your password:

1. Your password expires within 14 days.
2. Your password has already expired (not disabled).

**NOTE:** Password changes will not work on 'disabled' accounts. Please contact the IS Help Desk if your account has been disabled.

To change your password, enter your new password twice. If you prefer not to change your password at this time, select the 'Do not change password' option and click Logon.

Q: WHAT IS THE PURPOSE OF THE 'LOGOUT' AND 'DISCONNECT' BUTTONS?
These options will completely disconnect you from your Employee Portal session. This includes any Citrix and Intranet portal sessions you are running.

Terminating your Citrix sessions prematurely may corrupt your user profile. Therefore, it is important that you close out ALL your Citrix based sessions prior to logging out of your Employee Portal session.

TO REPORT A PROBLEM
IF YOU ARE HAVING PROBLEMS CONNECTING TO THE EMPLOYEE PORTAL OR NEED TO REPORT AN ISSUE, PLEASE CONTACT:

The IS Help Desk at (312) 413-7717 or send an email to ISHelp@uic.edu with a subject of 'Service'.

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