

Requesting a VCU Health Email Account

William Crehore - 2026-02-13 - [Endpoint](#)

Overview

This process should be completed by a supervisor or HR administrator.

As of 09/01/21 this guide is no longer considered production.

Certain portions of the process have changes as VCU Health has migrated to a new HR management system, Workday.

To find out more about Workday: https://vcuhealth.service-now.com/sp?id=workday_hub

We have noticed some SOM administrators do not have the necessary access within Workday to onboard new employees.

- If this is the case, please email HR4U@vcuhealth.org and request access for onboarding SOM employees via Workday
- If you do not receive an update from HR4U after 48 hours - please contact SOMTech and we will follow up ASAP.

Things are changing frequently and we will strive to update this guide as we find out new information.

Entering new SOM employee into VCU Health HR (Workday - Contract Contingent Worker)

Currently, the following screenshot is the best reference guide available for onboarding a new employee into VCU Health HR's Workday.

We're working to confirm that this guide is accurate and up-to-date.

-Will Crehore 9/28/21



Contract Contingent Worker

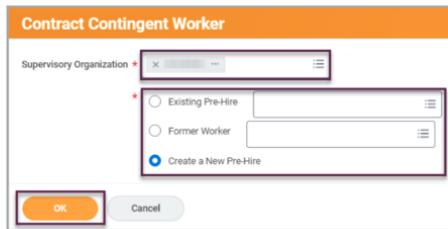
Managers

The following job aid explains how managers can contract a contingent worker to fill a specific position in their organization.

1. In the **Search** bar, enter **Contract Contingent Worker** and select the **Contract Contingent Worker** task.



2. Enter the appropriate supervisory organization this contingent worker will report to and then click the **radio button** to select the appropriate pre-hire option. Select the **OK** button.



In this example, we will select **Create a New Pre-Hire**, as this candidate has not previously worked at VCUHS in the past.

Note: Always search existing pre-hires before creating a new hire to ensure that you are not duplicating records for candidates – even if there is no indication that this is a reengagement.

- **Existing Pre-Hire** – An individual who has previously been added into Workday, typically having already applied to a role in the past.
- **Former Worker** – Returning VCUHS Team Member with a legacy worker profile. **Do Not Use** when contracting Contingent Workers.
- **Create New Hire** – An individual not yet found in Workday, typically a candidate applying for the first time.

3. Under the **Legal Name Information** section, enter the pre-hire's full legal **First Name** and full legal **Last Name**. Do not use the Preferred Name. The **Country** defaults to the United States of America.

Legal Name Information	Contact Information
Country *	United States of America
Prefix	
First Name *	
Middle Name	
Last Name *	
Suffix	

4. Under the **Contact Information** section, supply the contact details to create the worker's profile. Select the **Add** button to enter the Phone and Address information. The **Email Address** and **Type** are required. Personal information should be marked as a Home Type, so it is displayed as private and not displayed on the Team Member's Work Summary Page publicly.

Note: At minimum, an email address must be included to successfully create a pre-hire account and system login. However, the more information you provide, the easier the hiring process becomes further along in the process.

Beyond this point, managers will not be able to update pre-hire records and will need to submit a Keystone ticket to make changes.

After the new employee has been entered into Workday, a ticket can be submitted via Keystone to request the actual email account.

Requesting VCU Health email account from VCU Health IT via Keystone

1. Click [HERE](#) to go directly to the ARF section of VCU Health's new ticketing system, Keystone. (login with VCU Health credentials)

Access Request
Order Guide to Request Access to Multiple Applications

Fulfillment group for this request: **Depends on the requested item.**

* Requested For:

Please utilize this section if an alternate Approving Manager is needed:
 Alternate Approver Needed

Commonly Requested Items:

Options:	<input type="checkbox"/> Center Access	<input type="checkbox"/> Outlook Email
	<input type="checkbox"/> DX Access	<input checked="" type="checkbox"/> Windows User Activation
	<input type="checkbox"/> Kronos Timekeeper Access	<input type="checkbox"/> Windows User Activation for Virginia Premier
	<input type="checkbox"/> Lawson Access	
Options:	<input type="checkbox"/> Access Requests to Cognos or Tableau Servers	<input type="checkbox"/> Options
	<input type="checkbox"/> AGFA	<input type="checkbox"/> PatientKeeper Access Request
	<input type="checkbox"/> Breeze Activation Request	<input type="checkbox"/> PodCat Activation Request
	<input type="checkbox"/> CareLink Activation Request	<input type="checkbox"/> Procision Activation Request
	<input type="checkbox"/> Epic Activation Request	<input type="checkbox"/> Project Health Activation Request
	<input type="checkbox"/> Epicany Access Request	<input type="checkbox"/> Pyramid Activation Request
	<input type="checkbox"/> ePhysician Patient Portal Activation	<input type="checkbox"/> Pyxis Access
	<input type="checkbox"/> ePhysician SPI Activation	<input type="checkbox"/> Redwood Access Request
	<input type="checkbox"/> Hand Hygiene Access Request	<input type="checkbox"/> Remote Access Request Offering
	<input type="checkbox"/> HIS System Access Request	<input type="checkbox"/> Requester 2 Activation Request
	<input type="checkbox"/> DX Access	<input type="checkbox"/> SafetyNet Activation Request
	<input type="checkbox"/> IntelliSpace/3Denter/3Dimage Access Request	<input type="checkbox"/> Shared Folder Activation Request
	<input type="checkbox"/> ISCV Adult	<input type="checkbox"/> SharePoint Activation Request
	<input type="checkbox"/> PatientKeeper Access	<input type="checkbox"/> Strike Connect Access
	<input type="checkbox"/> Kronos Scheduler	<input type="checkbox"/> Symphysis Activation Request
	<input type="checkbox"/> Lawson Access	<input type="checkbox"/> TagMe Activation
	<input type="checkbox"/> Midas Activation Request	<input type="checkbox"/> TagTracing Activation
	<input type="checkbox"/> Morton Q-stress Activation Request	<input type="checkbox"/> WebPlus Activation Request
	<input type="checkbox"/> Music Access Request	<input type="checkbox"/> Windows User Activation
	<input type="checkbox"/> Non-Employee/Traveling Nurse Access Request	<input type="checkbox"/> Windows User Activation for Virginia Premier

2. Under **Requested For**, enter the new employee's name or non-employee number.

(1) IMPORTANT NOTE (!) - Not all administrators will be automatically listed as an eligible approver in the new system.

If you (the requestor) are not listed as the Current Approving Manager, then try checking **Alternate Approver Needed** and search for yourself in the Alternate Approver dropdown menu.

If you are still unable to list yourself as an alternate approver then stop this process and follow up in an email to SOMSecurity@vcuhealth.org (or submit a ticket to us at <https://go.vcu.edu/SOMTicket>).

We will finish processing the request on your behalf and also investigate adding you as an eligible approver for the future.

3. Under **Commonly Requested Items**, check the **Outlook Email & Windows User Activation** options.

4. Click **Next** to continue the process.

5. The next page is a review of what has been chosen. When you are ready to proceed, click **Next**.

Access Request
Order Guide to Request Access to Multiple Applications

Included Items:

<input type="checkbox"/> Outlook Email Request	This is a request to add the user to Outlook.	Options	▼
<input type="checkbox"/> Windows User Activation	Windows User Activation Portal Offering - This offering is to request activation of a previously configured Windows Active Directory entry.	Options	▼

6. When you are ready to submit this request, choose **Order Now**. (ignore pricing)

Access Request
Order Guide to Request Access to Multiple Applications

Order Guide Details

	Quantity	Total Price	Recurring
Outlook Email Request	---	\$0.00	\$0.00
Windows User Activation	---	\$0.00	\$0.00

Total : \$0.00

7. You will eventually (typically within 1 hour) receive an email from Keystone requesting your approval on the ARF.

Subject: Requested Item RITMxxxxxx Approval Request

At the bottom of the email, choose **Click here to approve RITMxxxxxx**

Requested Item RITM Approval Request

K Keystone <vcuhealth@service-now.com>
To: William Crehore

Short description: This is a request to add the user to Outlook.
Requested for (for overall request - this may be overridden in options listed below): [REDACTED]
Requested by: William Crehore
Total Price: \$0.00
Total Recurring Price/Frequency: \$0.00

Summary of Requested Item:
 RITM0012934: 1 X Outlook Email Request at \$0.00 each

Options:
 Requested For: [REDACTED]
 User ID: [REDACTED]
 EID: [REDACTED]
 Badge Number: [REDACTED]
 Employee Number: [REDACTED]
 Alternate Approver Needed: true
 Current Approving Manager: [REDACTED]
 Alternate Approver: [REDACTED]
 Special Instructions: [REDACTED]

Comments:

[Click here to approve RITM](#) (circled in red)
[Click here to reject RITM](#)
[Click here to view Approval Request: LINK](#)
[Click here to view Requested Item: LINK](#)

Ref:MSG0705428

8. After you approve the request, you'll receive a separate email receipt and the request will be sent to the VCU Health Access Management group for further processing.

Your request has been completed

K Keystone <vcuhealth@service-now.com>
To: William Crehore

Requested for: [REDACTED]
Due date (Calculated from longest item due date): 03-04-2020 15:14:52 EST
Opened: 02-28-2020 15:14:53 EST

See below for individual item details. Click the item number(s) to view each item.

Requested items:
 RITM Outlook Email Request, Stage: Completed
 RITM Windows User Activation, Stage: Completed

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG0705970

9. When the new employee's Windows account has been created, you'll receive an email containing access details.

Subject: RITMxxxxxx submitted for has been completed.

IMPORTANT NOTE: This email is pertaining to the employee's login information and **not** their actual email account. The email account creation is a separate process that typically takes between 24-48 hours to complete.

RITM submitted for has been completed. @ Me 
 Monday, March 2, 2020 at 12:51 PM

K Keystone <vcuhealth@service-now.com>
To: William Crehore; [REDACTED]

As an authorized requestor, follow the appropriate step(s) below in order to complete this transaction:
 (*DO NOT FORWARD THIS EMAIL DIRECTLY TO END-USERS, as they may not be able to obtain their own credentials via this process. The Requestor is responsible for printing the username and password information and supplying this to the enduser.)

For NEW Windows or Cerner Accounts:

1. Log on to [Keystone](#) to print [REDACTED] information. Select the correct request (RITM [REDACTED]), and the credentials will appear and be available to provide to your employee.

2. It may take up to 48 hours for Cerner training, if required, to be assigned. If Cerner training is not assigned after this time, contact the Cerner Training Team at (804-827-1266)

For MODIFICATIONS to EXISTING accounts:

1. Notify the employee to log off the network and log back in for the changes to take effect.
 2. VCU Health employees do not need to sign an additional confidentiality form.
 Non-employees must sign a Confidentiality Agreement that will be provided in a separate email.

Ref:MSG0711144

Click the hyperlink to login to Keystone and select the related request from the list.

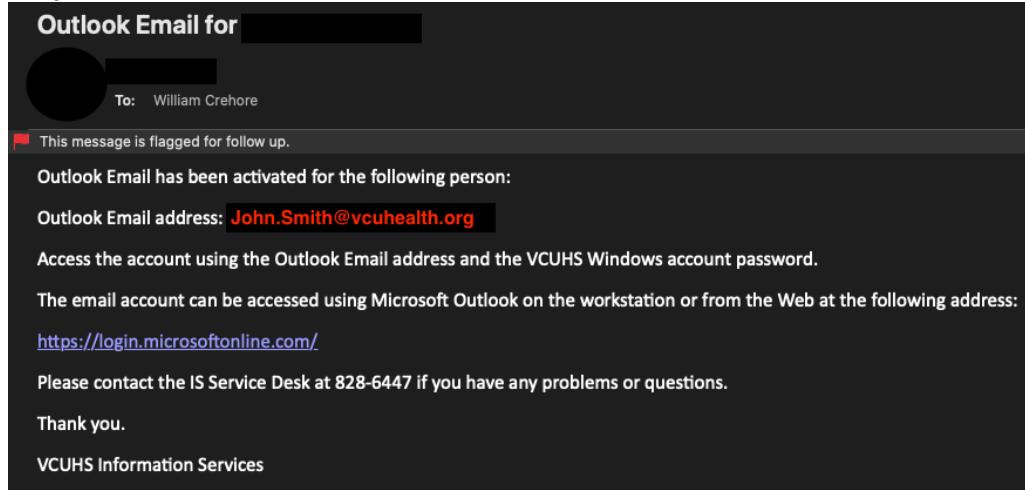
Windows User Activation Portal Offering - This offering is to request activation of a previously configured Windows Active Directory entry. [User Info Retrieval view] 

Requested Item	
Number	* Item
RIT [REDACTED]	 Windows User Activation
Temporary Password	
 TEMPORARY PASSWORD FOUND HERE	
Variables	
Requested For:	
 [REDACTED]	
User ID	
 USER ID FOUND HERE (VCU Health Windows login)	
Please utilize this section if an alternate Approving Manager is needed:	
<input checked="" type="checkbox"/> Alternate Approver Needed	
Current Approving Manager	
 [REDACTED]	
Alternate Approver	
 William Crehore	
Special Instructions	
 [REDACTED]	

Store this information for now as it will be used in a later step.

10. You will receive an email notification from someone in the VCU Health Access Management group once the email account has been created.

SUBJECT: Outlook Email for



11. At this point, the email account has been created and is ready for initial access.
12. The new employee can reset their password by going to <http://outlook.com/vcuhealth.org> and logging in using their email address (Step 13) and temporary password (Step 12).
13. Afterwards, they can setup the account in the Outlook client by following the instructions here:

Additional Resources

VCU Health HR

HR4U@vcuhealth.org

804.628.4748