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Requesting a VCU Health Email Account

William Crehore - 2025-08-27 - 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: <u>https://vcuhealth.service-now.com/sp?id=workday_hub</u>

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 <u>HR4U@vcuhealth.org</u> 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

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

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

OVCU Health.	Q contract contingent worker	×
06	Contract Contingent Worker Task	

 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.

Supervisory Organization *	× 📰 🗄	
•	Existing Pre-Hire	
	Former Worker	:=
	Create a New Pre-Hire	

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.

 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.

Country * X United States of America [2] := Prefix := First Name *
Prefix :=
First Name *
Middle Name
Last Name *
Suffix :=

I. 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.

Updated 8/13/2021

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 <u>HERE</u> to go directly to the ARF section of VCU Health's new ticketing system, Keystone. (login with VCU Health credentials)

VCUHealth. workday.

Access Request Order Guide to Request Access to Multiple Applications	
Describe Needs	Cheose Options
Fulfilment group for this request Depends on the requested item.	
* Requested For:	
Please utilize this section if an alternate Approving Manager is needed:	Current Approving Nanager
Atternate Approver Needed	
Commonly Requested Items:	
Options	Options
Cerner Access	Outlook Email
IDX Access	2 Windows User Activation
 Kronos TimeKeeper Access 	 Windows User Activation for Wrginia Premier
Lawson Access	
Options	Options
 Access Requests to Cognos or Tableau Servers 	 Outlook Email
AGFA	 PatientKeeper Access Request
 Breeze Activation Request 	 PedCath Activation Request
Cerner Access	 Precession Activation Request
 Edie Portal Access Request 	 Project Online Access Request
 Epiphany Access Request 	 Provation Access Request
 ePrescribe Patient Portal Activation 	 Pywis Access
 ePrescribe SPLActivation 	 Redwood Access Request
 Hand Hygiene Access Request 	 Remote Access Request Offering
HFSS System Access Request	 Responder 5 Access Request
IDX Access	 Safety Intelligence Access Request
 Intellispace/Stentor/Life Image Access Request 	 Shared Folder Access Request
ISCV-Adult	 SharePoint Access Request
ISCV-PEDS	 Strata Capital Access
 Kronos TimeKeeper Access 	 Synapse Access Request
 Kronos Scheduler 	 TapNGo Activation
Lawson Access	 TeleTracking Access
 Midas Activation Request 	 WebPax Access Request Portal
 Mortara Q-stress Activation Request 	 Windows User Activation
histo Access Request	 Windows User Activation for Medicia Reserver.

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

(!) **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 <u>SOMSecurity@vcuhealth.org</u> (or submit a ticket to us at <u>https://go.vcu.edu/SOMTicket</u>). 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 App	lications		
Describe Needs	Choose Options		Summary
Included Items :			* Mandatory Fields
🔲 Outlook Email Request	This is a request to add the user to Outlook.	Options	~
Windows User Activation	Windows User Activation Portal Offering - This offering is to request activation of a previously configured Windows Active Directory entry.	Options	~
			Previous Next

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

Access Request Order Guide to Request Access to Multiple Applications			
Describe Needs	Choose Options		Summary
Order Guide Details	Quantity	Total Price	Recurring
Outlook Email Request		\$0.00	\$0.00
Windows User Activation		\$0.00	\$0.00
		Total : \$0.00 Ad	d to Cart Edit Options Order Now

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 RITMxxxxxxx

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
Keystone <vcuhealth@service-now.com> To: William Crehore</vcuhealth@service-now.com>
Requested for:
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:
RITN Dutlook Email Request, Stage: Completed
RITA Windows User Activation, Stage: Completed
Unsubscribe Notification Preferences
Pof-MSC0705970

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

Subject: RITMxxxxx 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.



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

revious	y configured Windows Active Directory entry. [User Info Retrieval view]	N
* Item	Windows User Activation	Ŧ
E		
h Winc	ows login)	*
Curre	t Approving Manager	
0	×	*
Altern	ate Approver	
0	William Crehore *	*
	* item • Wind Curren • Alterna •	* Item

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

 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

SUBJECT: OUTOOK EIHan TOT
Outlook Email for
To: William Crehore
This message is flagged for follow up.
Outlook Email has been activated for the following person:
Outlook Email address: John.Smith@vcuhealth.org
Access the account using the Outlook Email address and the VCUHS Windows account password.
The email account can be accessed using Microsoft Outlook on the workstation or from the Web at the following address:
https://login.microsoftonline.com/
Please contact the IS Service Desk at 828-6447 if you have any problems or questions.
Thank you.
VCUHS Information Services
At this point, the small account has been greated and is ready for initial account

- 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