



Memorial Sloan Kettering
Cancer Center™

MSK GME Account Claiming: Getting Started

For assistance, please contact the Help Desk 646-677-7220 or 646-227-3337

I. Need to reset a password?

If you've previously set a Password with MSK, you can reset your access at the following site:
<https://sailpoint.mskcc.org/IAMSelfService/accountassistance/forgotPassword.xhtml>
(internally or externally with PingID). If you have issues, please call the Help Desk.

II. Setting Up your MSK Password and Enrolling in PingID (Multi-Factor Authentication)

New trainees and students will need to establish an MSK password and enroll in PingID before accessing MSK applications (e.g., Microsoft Outlook, Workday, etc.).

You must claim your MSK account within 72 hours of your enrollment date/hire date. This must be completed remotely on your personal device (PC, Mac, or mobile). In the event you require additional assistance please contact the MSK help desk at 646-677-7220 or 646-227-3337.

Account Claiming while off-site WITHIN 72 hours of your hire date (all messaging goes to your personal email on record):

1. You will receive a message from Identity and Access Management (will come from sailpoint@mskcc.org) with instructions to claim your account on your hire date. This message will contain a link that is time sensitive (72 hours) to complete the account claiming process.
2. For account claiming after 72 hours call the GME Office at 212-639-6788 or the Help Desk to have the window reset for an additional 24 hours.

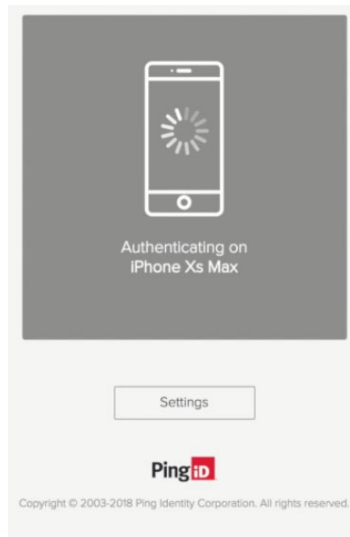
Account Claiming while on-site at MSK WITHIN 72 hours of your hire date:

1. Login to a MSK workstation with the following credentials:
Username: mskpwdmgr Password: mskpwdmgr
2. Log into your personal email via a browser.
3. Open the message from Identity and Access Management (sailpoint@mskcc.org) with instructions to claim your account and follow the instructions onscreen.
4. For account claiming after 72 hours call the GME Office at 212-639-6788 or the Help Desk to have the window reset for an additional 24 hours.

IF you're having trouble with Account Claiming / Resetting your password Please call GME Password Hotline: 646-677-7220

III. Using PingID After Enrolling a Mobile Phone

1. After you have enrolled in PingID, you are ready to proceed with authentication from an offsite location. To access MSK applications remotely, visit this page <http://mskoffice.mskcc.org/>.
2. Click on one of the MSK app logos. You will be directed to the Secure Login page. Input your MSK username and password to proceed.
3. After entering your username and password from an offsite location, the page will transition to the page shown below where you can either confirm with the swipe interaction on your mobile phone.



4. After completing authentication by using the swipe interaction, please wait until your desktop transitions from the transitional page to the application you intended to access.

For more information about PingID visit OneMSK: <https://mskcc.sharepoint.com/sites/pub-InfoSec/SitePages/MFA.aspx>

IV. Accessing MSK Clinical Applications Remotely

Remote access to clinical systems at MSK is restricted. You will receive separate instructions from your Program Coordinator if you are authorized to request remote access via a Virtual Desktop. If approved, access is granted on the first business day of your rotation.



Required Regulatory Training for GME

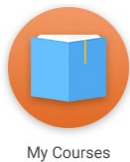
All GME must complete their training within their first week at MSK. After a one-time setup with PingID, courses can be completed remotely, including from a mobile device.

Set Up Access and Complete Courses:

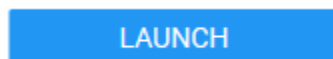
- 1) The following must be completed on the first day of your rotation:
 - a) Set up your password
 - b) Register for PingID to complete your courses remotely
- 2) Log in to Learning Hub:
 - a) If at an MSK location, go to [Learning Hub](#).
 - b) For remote access, visit MSK Office (<https://mskoffice.mskcc.org>), select **MSK Learning Hub**, and log in using PingID.
- 3) Select **“Saba (formerly My Learning)”** under "Useful Links."



- 4) Select **“My Courses”** to access the courses assigned to you.



- 5) Select the **title** of the course you would like to complete.
- 6) Select **“Launch”** to begin the course.*



*For **“MRI Safety: Level 1,”** select **“View Summary”** and then **“Launch”** for each of the activities listed. You must complete the first activity before the second can be launched.



View Your Certification Status:

1. On the home page, select **“My Reports”** to view the status of your training certifications.



My Reports

2. Each training certification will have one of three potential statuses:
 - Assigned: The employee has not yet completed the certification
 - Acquired: The employee has completed the certification and no action is required
 - Overdue: The employee has not yet completed certification and is out of compliance

Self-enrollment for Special Cases Only:

You may be asked to complete additional training outside of the standard requirements for your position. In these situations, follow the instructions outlined below:

1. Log in to Learning Hub.
2. Select **“Saba (formerly My Learning)”** under “Useful Links.”
3. Scroll to the bottom of the home page and select the appropriate course from the table.
4. Select the **“Register”** button under the course title.

REGISTER

5. Select either of the two **“Complete Registration”** buttons and receive a confirmation message.

COMPLETE REGISTRATION

6. Select **“Launch”** to begin the course.*

LAUNCH

*For **“MRI Safety: Level 1,”** select **“View Summary”** and then **“Launch”** for each of the activities listed. You must complete the first activity before the second can be launched.



Precision Training Team DigITs

Healthcare Information System Training

+ Healthcare Information System (**HIS**) is a single-entry dashboard that leads to the following integrated applications used by clinicians:

- CIS - Chart Tabs
- Clinical Documentation
- eHome Medication List
- Electronic Medical Records
- Flowsheets
- Inbox
- Laboratory Results
- Medication Profile
- M*Modal Fluency Direct
- NoteCetera
- ICDx
- Order Entry
- Pathology Results
- Radiology Results
- Voalte
- Telemedicine

+ You will be expected to know how to use these systems on the first day of your rotation. Please view the computer-based training modules below – designed specifically for Fellows and Residents – via SABA/My Learning.

To access SABA, use of an onsite workstation or VCD access is required.

- | | |
|--------------------------------------|-------------------------------------|
| 1. CIS for LIPs- HIS Overview | 12. CIS - Signature Manager |
| 2. CIS for LIPs- Chart Tabs | 13. CIS - Best Practices |
| 3. CIS - Preferences | 14. Electronic Medical Record (EMR) |
| 4. CIS - How to Build Patient Lists | 15. CIS - Clinical Research Tab |
| 5. CIS - Charts Tab | 16. Sunrise Mobile |
| 6. CIS - Basic ClinDoc Functionality | 17. M*Modal Fluency Direct: |
| 7. CIS - Internal & External Faxing | Optimizing Your New Profile |
| 8. CIS - NoteCetera | 18. Medication Reconciliation: |
| 9. CIS - ICDx | Inpatient Admissions |
| 10. CIS - Order Entry | 19. CIS - Enhanced Billing |
| 11. CIS - Inbox Overview | 20. ePrescribe |

ePrescribe Registration

Providers registering for the first time –

Step 1: Create Allscripts Security Account

- CIS -> Tools -> Manage Allscripts Security Account
*If you do not see this option in the dropdown menu, please contact ePrescribe@mskcc.org

Once this account is completed, please email the ePrescribe team to request access to Create ID.ME One Time Password Account.

Step 2: Create ID.ME One-Time Password Account

- Log out of CIS and log back in
CIS -> Tools -> Manage One-Time Password Account

You **MUST** use an **MSK email** address when registering.

Follow the prompts to the confirmation page. If you exit before the confirmation page is displayed, your registration will not show as finalized.

Once this account is completed, please email the ePrescribe team for final approval!

Step 3: Set User Preferences

- The ePrescribe team will email instructions once final approval is granted.

Step by step guide is available by visiting

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/SignUp.aspx>

Returning providers –

Step 1: Set User Preferences

- Users will need to set their user preferences:
<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/SignUp.aspx>

Training & Support

Training:

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/eP-Training.aspx>

ePrescribe Homepage:

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/ePrescribe.aspx>

Support:

Having issues with ePrescribe? Please contact us ePrescribe@mskcc.org

For all other issues: Contact the Help Desk at 646-888-3337 or open an electronic ticket by clicking the following link https://thespot.mskcc.org/esc?id=mskcc_ec_dashboard

Common ePrescribe Issues

'Invalid username/password' error message when creating Allscripts Security Account

- User's MSK password contains a capital letter or special character – must reset password.

<https://mskcc.sharepoint.com/sites/pub-InfoSec/SitePages/Account-Management.aspx>

User already has the ID.me app and uses it at a different institution:

- ID.me supports multiple accounts. The provider should see a One Time Passcode tied to their MSK email address upon completion of registration.

Returning to MSK and still having the same app and mobile device?

- Users will need to set their user preferences:

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/SignUp.aspx>

Returning to MSK and no longer have the app or mobile device changed?

- Users will need to setup ID.me on their new device. If user has an ID.me OTP account and does not remember their password, please reach out to ePrescribe@mskcc.org

- Users will need to set their user preferences:

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/SignUp.aspx>

'Provider telephone number missing' error message when attempting to sign out a prescription:

- User did not set their User Preferences:

<https://mskcc.sharepoint.com/sites/pub-Hi/SitePages/CIS/ePrescribe/SignUp.aspx>



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DiGiTs

DIGITAL, INFORMATICS, TECHNOLOGY