

AIT Self Service

Overview

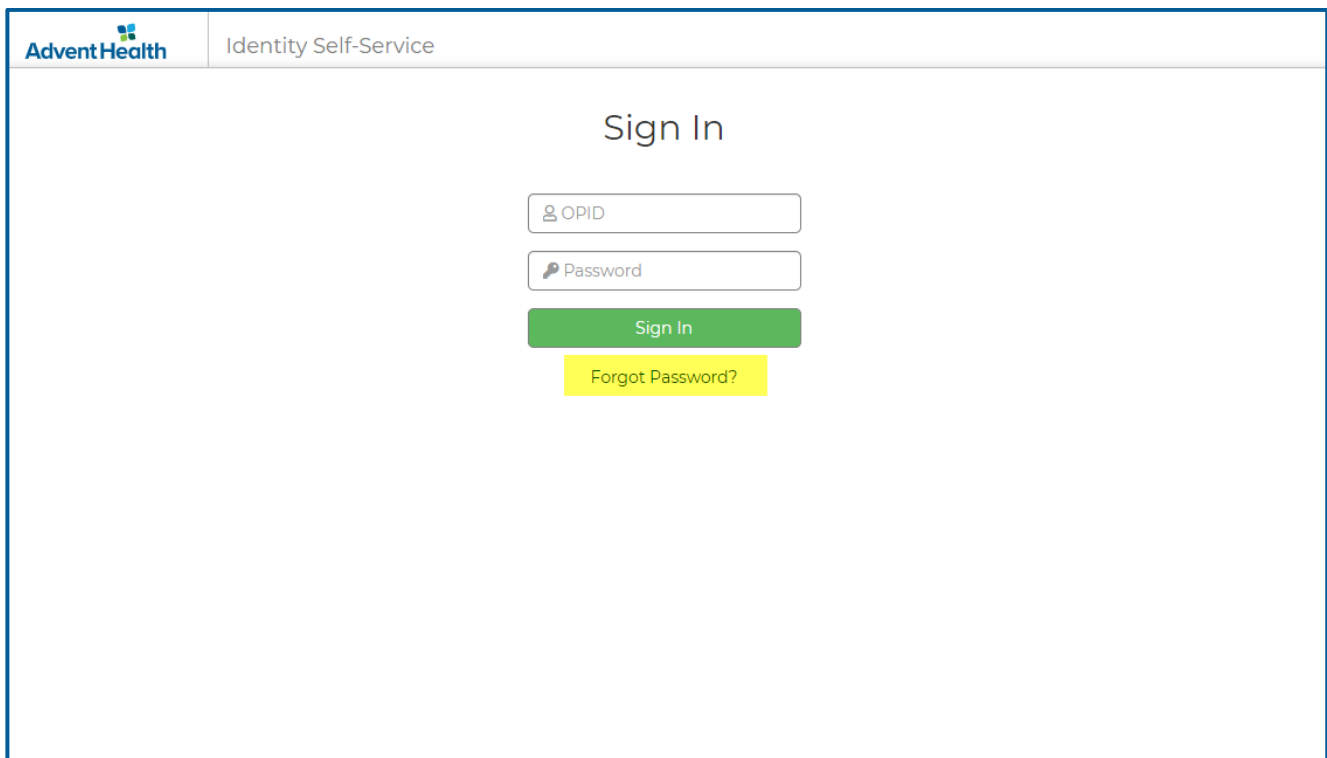
Our AIT Self Service site has improved features and a better look to make our user experience more enjoyable. Please take a moment to review these new changes.

Branded URL

- Our URL has changed to <https://selfservice.adventhealth.com>

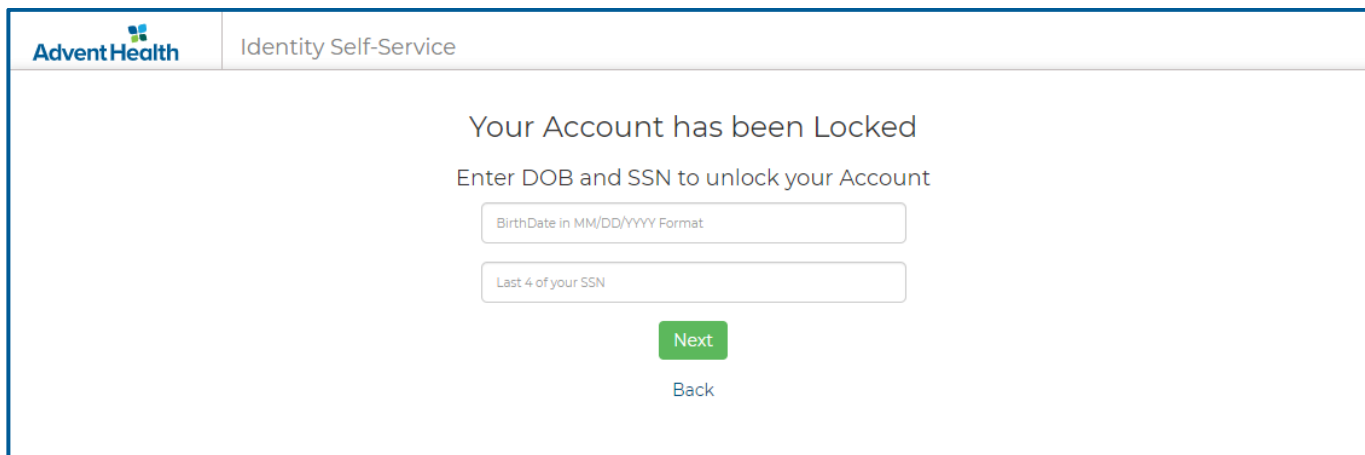
Login Screen

- Simplified login screen with an option to directly reset a password if our user has forgotten it



Unlock Account

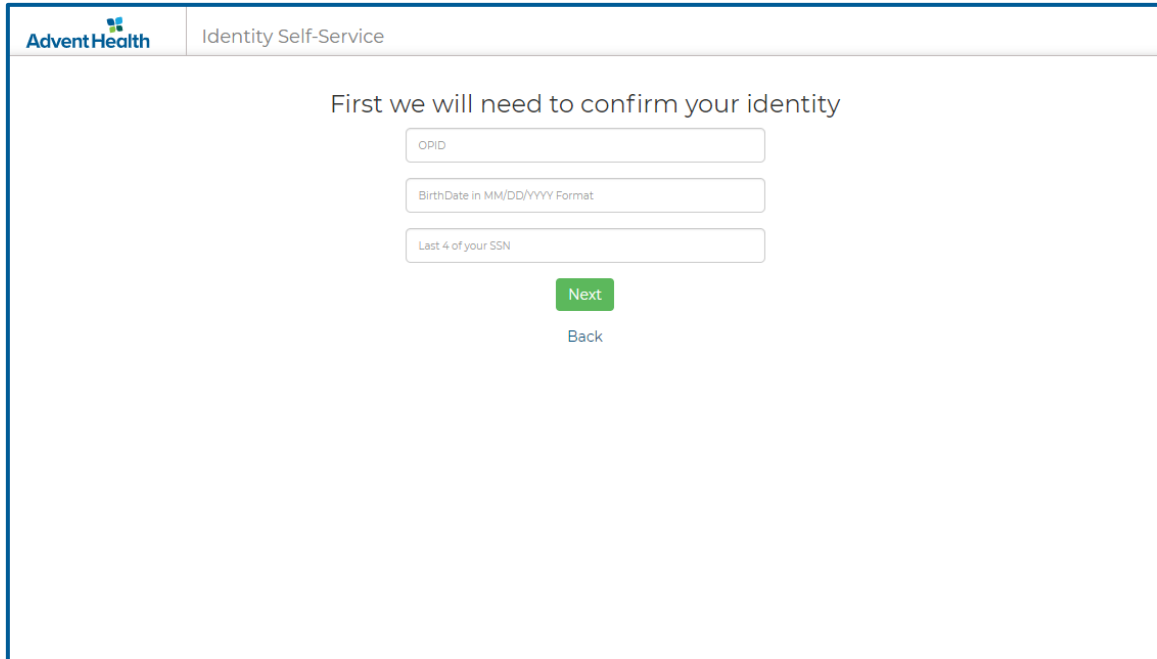
- This feature is available internally and externally
- If a user attempts to login to the self-service site and the account is locked out, the user will be notified of account being locked out and walked through the verification process to unlock the account
- Once the correct information is entered, a confirmation page is displayed stating that the account has been unlocked



The screenshot shows a web page titled "Advent Health Identity Self-Service". The main heading is "Your Account has been Locked". Below this, it says "Enter DOB and SSN to unlock your Account". There are two input fields: "BirthDate in MM/DD/YYYY Format" and "Last 4 of your SSN". A green "Next" button is positioned below the input fields, and a "Back" link is located below the "Next" button.

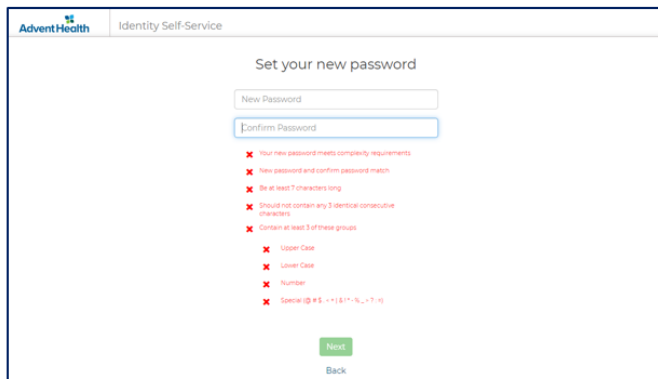
Forgot Password (only available in-network)

- If a user forgets his/her password, clicking “Forgot Password” will walk the user through an identity verification process to then create a new password



The screenshot shows the 'Identity Self-Service' page with the Advent Health logo. The main heading is 'First we will need to confirm your identity'. Below this are three input fields: 'OPID', 'BirthDate in MM/DD/YYYY Format', and 'Last 4 of your SSN'. At the bottom of the form are two buttons: a green 'Next' button and a 'Back' link.

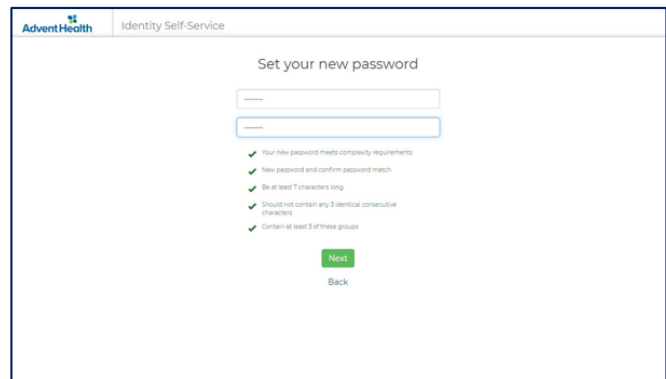
- Once the Identity has been confirmed, the user will be prompted to create and confirm the new password. When a requirement has been met, that requirement line will turn green.



The screenshot shows the 'Set your new password' page with two input fields: 'New Password' and 'Confirm Password'. Below the fields is a list of requirements, all of which are marked with a red 'X' indicating they are not met:

- ✗ Your new password meets complexity requirements
- ✗ New password and confirm password match
- ✗ Be at least 7 characters long
- ✗ Should not contain any 3 identical consecutive characters
- ✗ Contain at least 3 of these groups
 - ✗ Upper Case
 - ✗ Lower Case
 - ✗ Number
 - ✗ Special (0-9, !@#\$%^&*~`~!@#\$%^&*~`~)

At the bottom are 'Next' and 'Back' buttons.



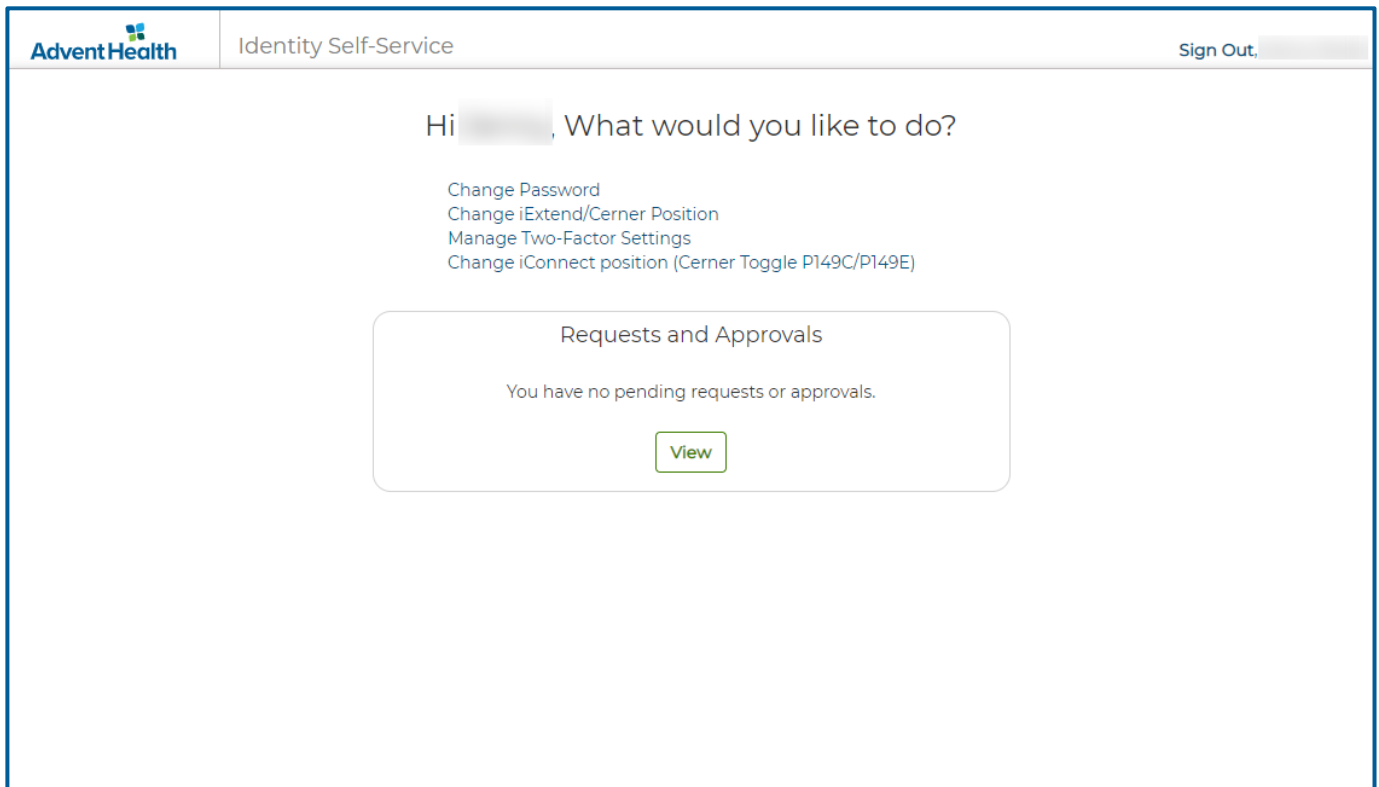
The screenshot shows the 'Set your new password' page with two input fields: 'New Password' and 'Confirm Password'. Below the fields is a list of requirements, all of which are marked with a green checkmark indicating they are met:

- ✓ Your new password meets complexity requirements
- ✓ New password and confirm password match
- ✓ Be at least 7 characters long
- ✓ Should not contain any 3 identical consecutive characters
- ✓ Contain at least 3 of these groups

At the bottom are 'Next' and 'Back' buttons.

Home Screen

- Once the user has logged in with OPID and Password, the following options are available. We will explain each one briefly.



The screenshot shows the 'Identity Self-Service' home screen. At the top left is the 'Advent Health' logo. The page title is 'Identity Self-Service'. At the top right, there is a 'Sign Out' button next to a user profile icon. The main content area starts with a greeting: 'Hi [redacted], What would you like to do?'. Below this, there is a list of menu items: 'Change Password', 'Change iExtend/Cerner Position', 'Manage Two-Factor Settings', and 'Change iConnect position (Cerner Toggle P149C/P149E)'. A central box titled 'Requests and Approvals' contains the text 'You have no pending requests or approvals.' and a green 'View' button.

Change Password

- This option is used when the user already knows what his/her password is and decides to change it (i.e. Password is expiring soon, password is compromised)

Advent Health Identity Self-Service Sign Out

Set your new password

Current Password

New Password

Confirm Password

- ✘ Your new password meets complexity requirements
- ✘ New password and confirm password match
- ✘ Be at least 7 characters long
- ✘ Should not contain any 3 identical consecutive characters
- ✘ Contain at least 3 of these groups
 - ✘ Upper Case
 - ✘ Lower Case
 - ✘ Number
 - ✘ Special (@ # \$. - + | & ! * - % _ > ? : =)

Next

Back

- Remember that once a password requirement has been met, the line for that requirement will turn green. This will make it easier for users to identify which password requirement needs to be met.

Change iExtend Cerner Position

This applies to users for the CFD-S Region Cerner PROD Environment - P1751. There is an option to Change a Cerner Position or to Add a New Cerner Position

Advent Health Identity Self-Service Sign Out

Please choose a new position or Add new Position

1 PROD

Your current position is: FH_AMB MLP Cardio

Choose one from the list below

2 FH_CVS Cardiology Clinician
FH_AMB MLP CARDIO
FH_AMB CLINICAL SPECIALIST ADV
FH_NO Cerner Access
FH_AMB MLP 2

3 Use This Position

4 Add New Position

Back

1. Select an Environment (PROD)

Please note the highlight on the screenshot that shows the user's current and active Cerner Position.

2. This area shows a list of all the Cerner Positions assigned to the user that are available to switch to
3. Once 1 and 2 have been selected, click on "Use This Position" to change the Cerner Position
4. If the desired Cerner Position is not listed above, then users can use this option to request to have a new Cerner Position added to their profile

- When Adding a New Position, you can search by position or by user,

The screenshot shows the 'Identity Self-Service' interface. At the top left is the 'Advent Health' logo, and at the top right is a 'Sign Out.' link. The main heading is 'Please select how you would like to search for the new Cerner position'. Below this heading are two radio button options: 'Search by Position' and 'Search by User'. At the bottom center, there are two buttons: a green 'Next' button and a blue 'Back' button.

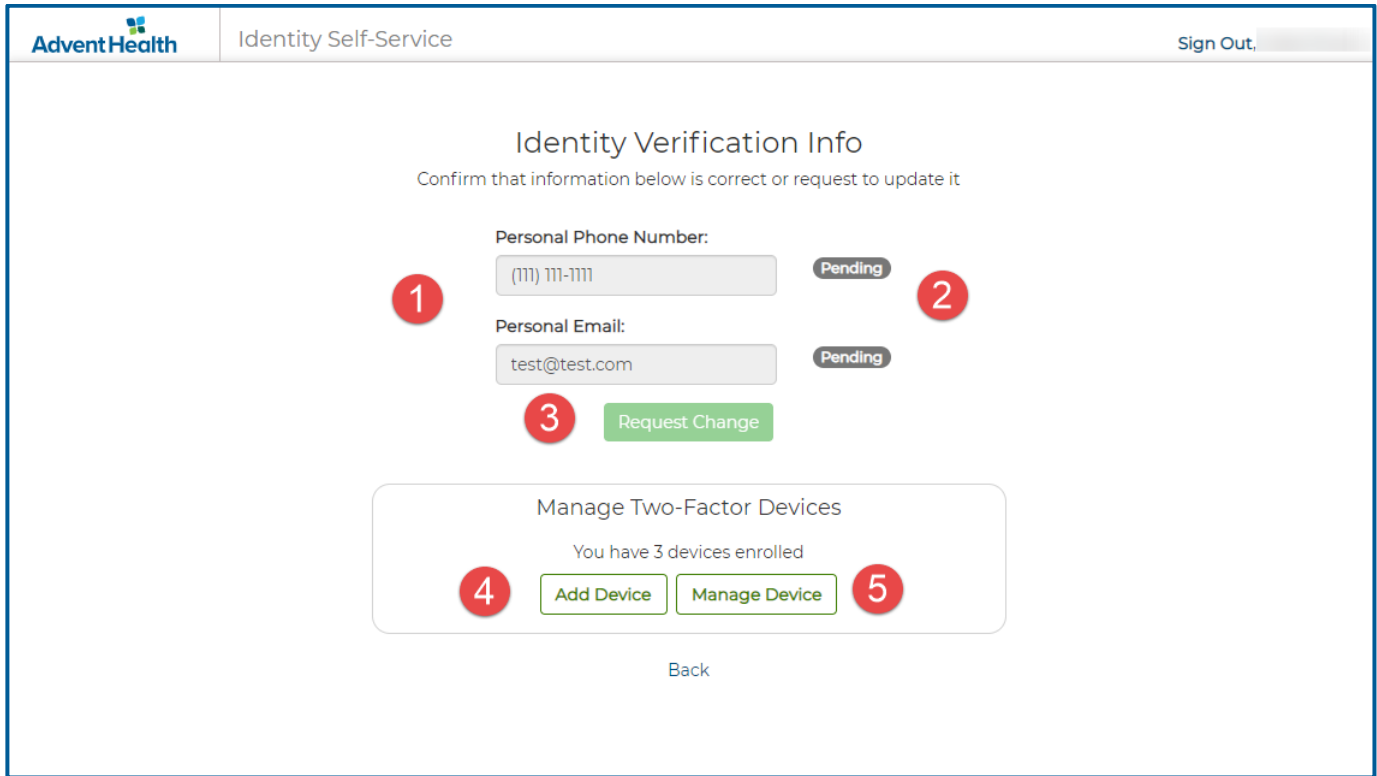
This screenshot shows the 'Select a Position for the PROD domain' form. At the top, it says 'Your current position is: FH_LAMB MLP Cardio'. Below this is a 'Requested Position' section with a search box labeled 'Search by Position Name'. Underneath is an 'Available Positions' dropdown menu. Further down is a 'Contact Phone Number' field with a placeholder '(407) 200-'. At the bottom is a 'Comment' field with the prompt 'Enter your reason for the Request'. There are two buttons at the bottom: a green 'Submit Request' button and a blue 'Back' button.

This screenshot shows the 'Select User to Match Position For PROD' form. At the top, it says 'You are requesting an alternate position' and 'Your current position is: FH_LAMB MLP Cardio'. Below this is a 'Requesting position:' field with a search box and a 'Search Q.' button. Underneath is a table with columns for 'Full Name', 'Title', and 'Position'. The 'Position' column contains the value 'FH_DBA'. Below the table is a 'Contact Phone Number' field with a placeholder '(407) 200-'. At the bottom is a 'Comment' field with the prompt 'Enter your reason for the Request'. There are two buttons at the bottom: a green 'Submit Request' button and a blue 'Back' button.

- Submitting this request will send an email to the user's manager for approval. Once approved, the user will be notified via email and the change will be effective.
- Pending requests could be viewed in the Requests/Approvals area.

Manage Two-Factor Settings

This is the main screen to manage SecureAuth settings



1. Current Identity Verification Information
2. Pending status sign when a request for change has been submitted but has not been approved. Clicking “Pending” will take you to the Request details.
3. Request change and update information when the Personal Phone Number and/or Personal Email has changed. Clicking this option will trigger an approval email to the user’s manager. Request status could be reviewed on the Requests/Approval area
4. Select this option to enroll a new device with a QR Code and instructions provided on the next screen
5. Select this option to view current devices enrolled and remove devices no longer needed or used

Change iConnect Position (Cerner Toggle P149C / P149E)

- This selection will route users to <https://toggle.ahss.org/> where they can toggle their Cerner Position.
- This option is only available for Eastern and Central Cerner Environments – P149C and P149E
- If a user is needing an additional Position Code added to their profile for these environments, an Access Request Form via ServiceNow is required.

Requests and Approvals

- Requests:
 - o List of all requests created by the user via Self Service and their status
 - o Requestors have an option to cancel a request already submitted
- Approvals:
 - o Lists of all requests created via Self Service that are awaiting approval from the user

The screenshot displays the 'Identity Self-Service' interface. At the top left is the 'Advent Health' logo, and at the top right is a 'Sign Out' button. Below the header is a dropdown menu currently set to 'All'. The main content area is divided into two sections: 'Approvals' and 'Requests', each with a yellow header. The 'Approvals' section contains a table with columns for Date, Requestor, Status, Ticket, and Summary. A single row is visible with the date '1/24/2019 3:26:28 PM', requestor 'tstz18', status 'approved', and summary 'Two Factor Token Request'. A 'View' link is present at the end of the row. The 'Requests' section contains a similar table with columns for Date, Status, Ticket, and Summary. A single row is visible with the date '11/29/2017 3:37:30 PM', status 'approved ()', and summary 'Two Factor Token Request'. A 'View' link is present at the end of the row. At the bottom center of the interface is a 'Back' button.

Date	Requestor	Status	Ticket	Summary
1/24/2019 3:26:28 PM	tstz18	approved		Two Factor Token Request View

Date	Status	Ticket	Summary
11/29/2017 3:37:30 PM	approved ()		Two Factor Token Request View