Your New NM Device Is Ready

Please continue reading to ensure you can find your applications, files and are able to print. If you have any questions or need support, please call **1-815-759-4357** to reach the Service Desk

Overview of Changes

- **Accessing your Device / Applications**: Accessing device and applications between now and the Epic implementation will require using both your NM and your Northwest Region (Centegra) application credentials
- **Finding Northwest Region (NWR) Applications**: NMI will be your home page on Internet Explorer. NWR Citrix Applications can be found by clicking **Applications** Tab > **Northwest Region** > **Citrix Apps**
- **Accessing Your Email:** Your legacy NWR email will now be integrated into your new NM Microsoft Email (O365)
- **Accessing Your Files:** Files are stored on the network drives. You will be able to save to both shared folders and a personal folder on the network drive. You will be able to access network drives on other NM devices
- **Installing Your Printer**: Printer Logic is used to setup printers

Available Help Resources

- **Call**: For support dial 1-815-759-4357 to reach the Service Desk
- **Email**: Email questions to serviceDesk@nm.org OR helpdesk@centegra.com
- **Ticketing Service:** Visit **NMI** → Scroll down to **Service Desk** ⮕ to submit your own tickets and access the NMIS self-service forms
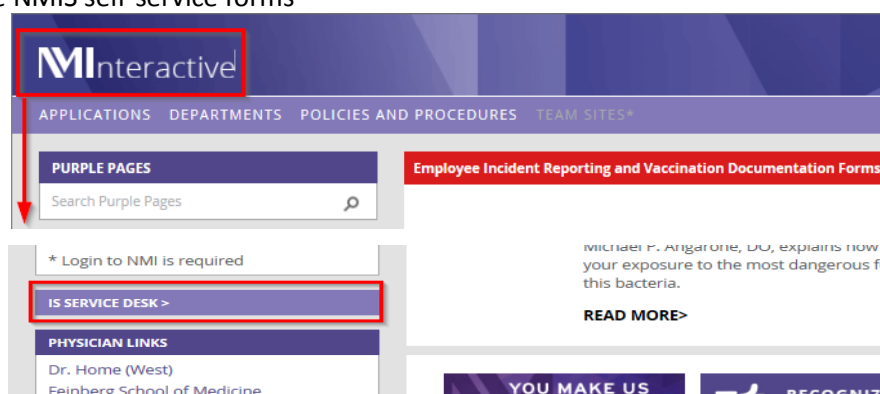
Accessing Your Device / Applications

Login To Device

Before the Epic implementation you will access applications using both your NM and your NWR application credentials.

- Use your **Northwestern Medicine username** and **password** to login to the computer
  - *It is the same username and password that you use for **Benefits enrollment** (i.e. **nm123456**)*
  - *If you can't recall your username and password please call the help desk for assistance*

Internet Explorer

Internet Explorer will be accessible from the Start Menu. When you open Internet Explorer, your home page will be NMI: **Steps**: **Start Menu → All Programs → Internet Explorer**
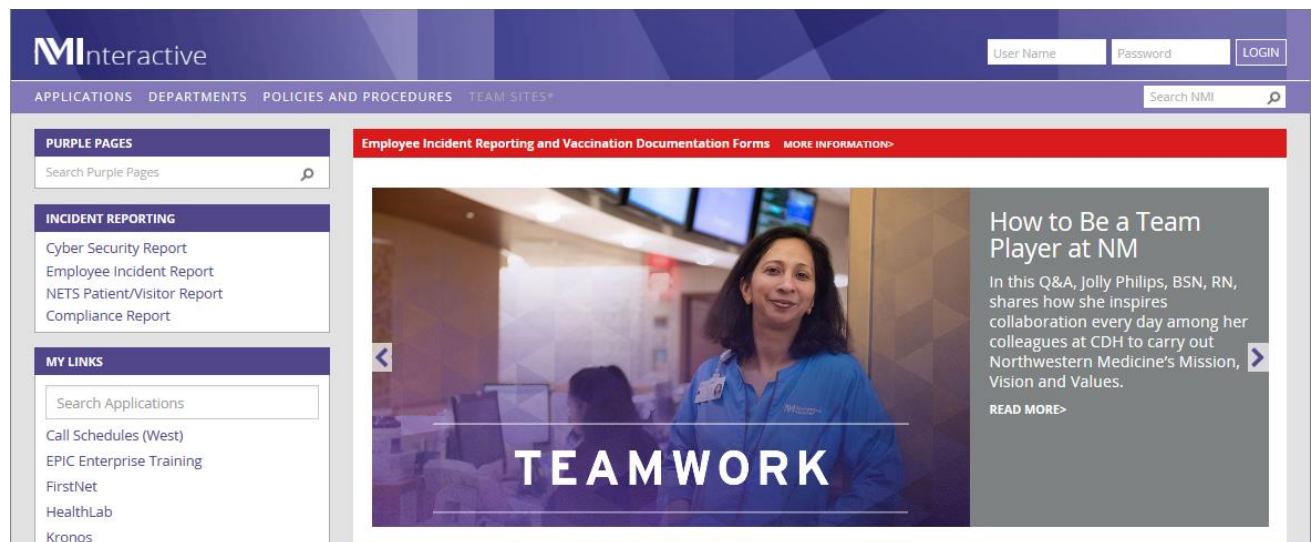
- **Finding Your Northwest Region Citrix Applications**
  Your Northwest Region Citrix Applications can now be accessed using NMI through Citrix.
  Steps: NMI →Applications → Northwest Region → Citrix Applications
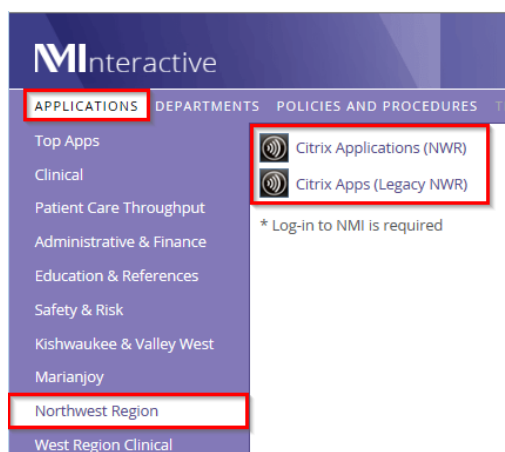
- **Setting Up Your Internet Favorites:** You can continue to use to view, edit and add to your Favorites list
- **Exporting and Importing Favorites** can found on SharePoint

Accessing Your Email

All of Northwestern Medicine will move to single domain and Office 365. To access your email you can:

Click on the **Outlook** icon to launch Outlook OR Click **Start > All Programs > Microsoft Office > Outlook.** Upon launching you will be asked for your username and password, enter your **NM username** and **password**

*If accessing webmail outside of NWR you have to use multifactor authenticator (pin code)
- Please use the Tip sheet: **Multifactor Authenticator (MFA) Only Setup** to set this up

The following are some frequently asked questions:
- Will I have access to my old emails? Yes if they are in your mail box
- Will I have access to my .pst files? Yes .pst files can be uploaded
- Will I have access to my previous and future appointments in my NM email? Yes
- Will is my mailbox size? 100gb

Accessing Legacy Centegra Email
For Users that have not been converted to O365 such as POI's or employees traveling to other locations that don't have NM devices please follow these instructions on how to access your Centegra Email:
- In your web browser enter: https://accessoutside.centegra.com/
- Enter your **Centegra Username** and **Password** to log in
- After logging in, Click on **Outlook Web Mail**

For additional information on Outlook 365 please see the Quick Start tutorials at http://aka.ms/office-2016-training

Accessing Your Files

Files will be stored to a personal or shared network drive only. You will not save files directly to the local drive on your device. These files can be accessed from other NM devices on the network.

The path to your personal drive is **H:**. The path to the shared drive is **L:**. To navigate to your folders follow the steps below:

- On the home screen click on the **Windows Explorer** icon
- Your **(G:)** drive will now become your new NM **(H:).** Click the (H:) on the left under **Computer** or **Network Location** to access your personal drive

- Your **(J:)** drive will now become your new NM **(L:)**. Click the **(L:)** on the left under **Computer** or **Network Location** to access the shared drive

Installing Your Printer

Printer Logic is the tool used to set your default printer or add new printers for printing from Window applications such as Word or PowerPoint.

The 7-digit printer name is needed to add new printers and can be found on the black labels on each printer. Contact the Help Desk if you cannot find your printer name.

Assign Default Printer
1. Confirm the name of your desired printer using the black label on the printer

2. **Right-click** the ⊞ (printer icon) in the lower right of your screen. A menu appears.

3. Click **Set Default Printer** from the menu above. The Select new default printer window appears

4. Highlight the desired printer name in the list

5. Click [Set Default Printer].

6. Click [Close].
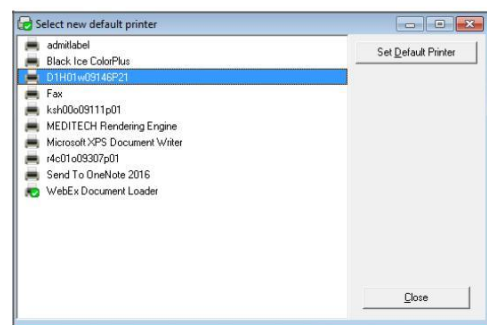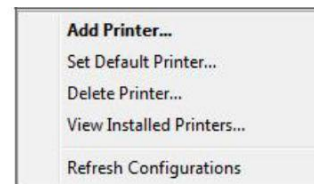
This printer will be used as the default when you print from this device.

Imprivata Badge

To set up Imprivata please following the instructions below. Your Imprivata badge will log you into your NM device, but please note that when using NWR Legacy applications you will have to manually enter your **Centegra username** and **password**

1. First the end user will tap their NM badge on the Imprivata Badge reader:
   a. <u>**First time Imprivata User:**</u> Click the **"Enroll this card now"** > Login with your **NM credentials** > Click **"Done"**
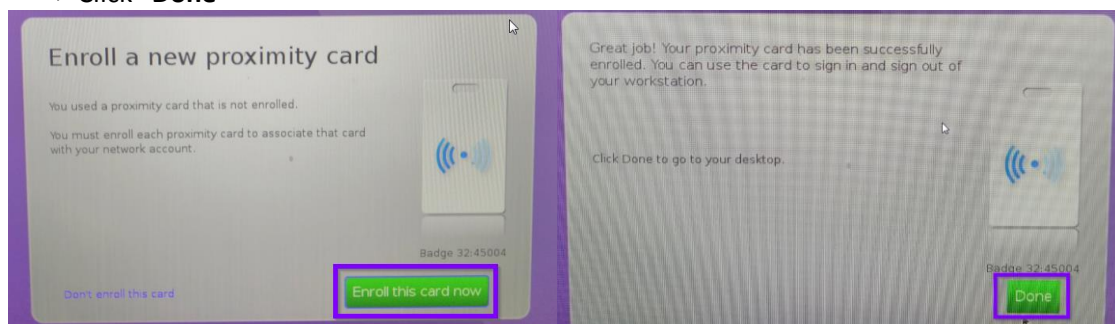
   b. Once your badge has been enrolled you are all set to begin (<u>**Important Note:**</u> The first badge tap of each workday will require you to login with NM credentials.)

2. Your Citrix Storefront will automatically launch. Users will have to click **"Apps"** to add their Favorite Apps
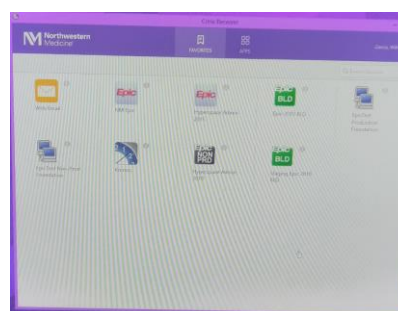
For EPIC GO-LIVE

3. Once the End User has added **"Epic"** to their favorites they will click on **"Epic"** to launch.
   a. <u>If end user has a patient workspace open and badges out of device:</u>
      i. When end user badges into the **same** device the patient workspace is still open.
   b. <u>If end user has a patient workspace open and badges out of the device and badges into a different Thin client:</u>
      i. Epic will remain open but the patient workspace will be closed

Overview of My NMI

My NMI Home Page's Main Features
This page contains information that is customized to you.

NM Interactive Logo: When this logo is clicked, you are returned to the *NMI home page*.

Menus: Drop down menus for accessing applications, department pages, policies and procedures and team sites (your Sharepoint sites).

MY NMI Logo: If you are logged into your *My NMI* BUT on the *NMI home page*, you can click on the **MY NMI** logo to return to your *My NMI* page.

Features Bar: Shows headlines of broad organizational interest and relevance to NM staff.

Personal Information: Contains your name, photo, work phone number and email address.

Collapsible Menus for Transactional Functions: Contains options (sub menus) for accessing HR self-service functions and your own personalized information, such as your demographic data, compensation, benefits, performance evaluations and learning. You click on a menu to show its options (sub menus) and click on the menu again to collapse (hide) its sub menus.

Take Action Pane: Your list of To Do's, such as training you need to complete.

Employee Goals Pane: Lists the current fiscal year goals for NM employees to achieve.

Northwestern Medicine®

Outlook 2016

Quick Start Guide

New to Outlook 2016? Use this guide to learn the basics.

Microsoft

Office

Quick Access Toolbar
Keep favorite commands permanently visible.

Navigate your mail folders
Click a folder to display its contents. To turn this pane on or off, click View > Folder Pane.

Explore the ribbon
See what Outlook can do by clicking the ribbon tabs and exploring available tools.

Manage Outlook Groups
Communicate with teams and share conversations, messages, calendars, and events.

Display what you need
Ribbon commands are updated automatically depending on what part of Outlook you're looking at.

Find whatever you need
Enter a keyword or phrase to look up Outlook commands, get Help, or search the Web.

Customize the ribbon display
Choose whether Outlook should hide ribbon commands after you use them.

Show or hide the ribbon
Click the pin icon to keep the ribbon displayed, or hide it again by clicking the arrow.

Read emails faster
Dock the reading pane on the side or at the bottom to view messages where you want to.

View connection status
Outlook continuously displays your folder sync status and server connection status here.

The Microsoft Quick Start Guide shown above can be found at http://aka.ms/office-2016-training

Outlook 2016

Office

Set up your account

You can use Outlook 2016 as soon as you enter your account info. On the ribbon, click **File** > **Info** and then click the **Add Account** button. Next, sign in with your preferred email address, or use an account provided by your company or school.
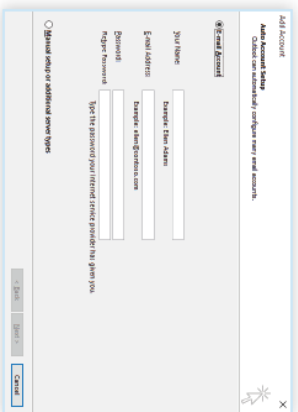
Attach files without searching

Need to attach a picture or a document? Outlook saves you time by keeping a list of your recently used files. Click the **Attach File** button while composing a new message or meeting invitation, and then select the file you want to attach.
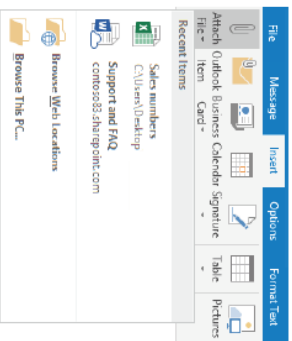
Set up an Outlook group

If you're running Outlook as part of an eligible Office 365 subscription, you can use **Groups** instead of distribution lists to more effectively communicate and collaborate with members of a team or an organization.

To create a new group in Outlook 2016, click the **Home** tab, and then click **New Items** > **Group**.

If you don't see this as an option on this menu, contact the administrator of your Microsoft Office 365 subscription for more information.

From the Inbox of any of your Groups, you and the other members can start or join a conversation, create or confirm team events, see a list of members, and get notifications about interactions on any of your shared posts.

To join an existing group, start by searching for its name. On the **Home** tab of the Outlook application window, enter a keyword or phrase into the **Search People** box, and then click to select the group you want to join.

The Microsoft Quick Start Guide shown above can be found at http://aka.ms/office-2016-training