Novant Health – PT Solutions Partnership

**Employee Day 1 Toolkit**

On Friday, January 31, 2025, you will be asked to activate and test your PT Solutions & Novant Health IT applications which you will use on a day-to-day basis.

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## Day 1 IT Checklist

**Employee Day 1 IT Checklist**

*Note that detailed instructions for these steps are provided on the following pages of this document*

|  |  |
| --- | --- |
| **Day 1 IT Checklist** | |
| 1. Pickup/locate new workstation at your clinic 2. Log in to workstation 3. Confirm Citrix Workspace Application is installed on your workstation (*note, if you do not see the app on your desk, use the search feature to find it*) 4. Log on to Citrix / NHCC | 1. Review apps within Citrix workstation    * Epic (Dimensions)    * iConnect (including Document Manager)    * iLearn 2. Review apps outside of Citrix    * Microsoft apps (Teams, Office, etc.)    * Workstation can access WiFi (PT Secure Network) |
| For issues resulting from #1, 2, 3, or 6, please contact the PT Solutions Help Desk via MDTask at (908) 988-1986  For issues resulting from #4 or 5, please join the Novant Health Office Hours Teams ([Microsoft Teams meeting](https://protect.checkpoint.com/v2/___https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTE3MDgyY2ItZjIzNi00YTg3LWE0ODktMDdmM2I0M2U2YmVl*40thread.v2/0?context=%7b%22Tid%22%3a%225b973f99-77df-4beb-b27d-aa0c70b8482c%22%2c%22Oid%22%3a%226ec1f6ec-db12-4bd3-90e9-156b3ea7d201%22%7d___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OjdhMjk6ZTAzOWFlYWQ0OTYyMDY5ZWYxZjI0NzFmMzFlODc4MjdmOTEzZmE2ZjJhNmIwMzQyYzFiNmUxMTI2ZTJiYjY4ZTpwOlQ6Tg)) line on Friday 1/31 from 7AM – 6PM ET; if you are having trouble accessing the meeting please contact [michael.militello@parthenon.ey.com](mailto:michael.militello@parthenon.ey.com) and [kathleen.heneghan@parthenon.ey.com](mailto:kathleen.heneghan@parthenon.ey.com)) | |

## Day 1 Activation Requirements to Access Novant Health Network

**Prior to 1/31/25:**

1. You will have already received an email with your Novant Health Username (Corporate ID)
2. You will have already set your Novant Health Password within [Novant Health Password Manager](https://protect.checkpoint.com/v2/___https://secure.novanthealth.org/PMSelfService/login___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OmU4Mjk6MzQ2MGVkMWU1NmZlNDAyNWIzNjY1M2E3NTNmY2E2NDlmZDFhMmU3OTQ5YTFjOGI2MGVkYzYyMDcxZDk3MWU1OTpwOlQ6Tg)

* [Novant Health Password Set-up Instructions](https://protect.checkpoint.com/v2/___https://vimeo.com/906717850/4b07313ce7___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OmZkZjU6ZTIzNzJjMTc5ODIyZDQ1YTY3ODIzNDY1ZjA1ZTk0NmUwN2Q1MDEzYzNkMTQzZTdjNmE1YmQ3YjY4OTZkMWY2ZjpwOlQ6Tg)
* *You will need your Novant Health Corporate ID & Password to access Novant Health*

If you do not have your Novant Health Username (Corporate ID) and password, please contact the Novant Health ServiceNow IT/DPS Service Desk at **(866) 966-8268.**

**On 1/31/2025:**

1. **Step 1 – You will receive an email containing your Novant Health Email address** 
   1. Email Title: "Start Date"
   2. From: [oneim\_noreply@novanthealth.org](mailto:oneim_noreply@novanthealth.org)
   3. Please Note:
      1. Look for the most recent email - it may have gone into an inbox other than your primary one
      2. Do not attempt to use your Novant Health Outlook Web email for business correspondence until 1/31/25
   4. If you can not find the email, please contact the Novant Health ServiceNow at **(866) 966-8268**. Call help center if they cannot find email
2. **Step 2 – Accessing Novant Health Applications** (these steps will require your Novant Health Corp ID, Password & Email Address)
   1. **Step 2.a Novant Health Access (Citrix)**
      1. Open the Novant Health Citrix Workspace application on your computer to access the Novant Health Community Connect (NHCC) Portal. The NHCC Portal will contain all of your Novant Health Applications
         1. Note that the Citrix Workspace application should be used instead of the Citrix Workspace Web version because the web version has limited applications available.
            1. **Search first**
            2. If you cannot find the Citrix Workspace application on your computer, please contact MDTask at (908) 988-1986
         2. When you first enter the Citrix Workspace application, you will be prompted to add the NHCC portal (see screen shot below). Please enter: [https://nhccportal.mynovant.org](https://protect.checkpoint.com/v2/___https://nhccportal.mynovant.org___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OmJhMDY6MDNhZmU5NGZlYzI2NzFiYmU2MGUyMTM5YTgzZjc1MWU1MTg0MTBlM2MyNTlmZTM1NmEyNDJlYzkwMDJhN2UxNDpwOlQ6Tg) and select continue. Note that this will only be required to be completed once

A person holding a machine

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* + - 1. Once logged in, you can navigate to the ‘Apps’ tab where you will see all the applications you have been provisioned and can save those you will frequently use by selecting the star in the upper left corner. Selected favorites will then show up on your home page when you log in to NHCC

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* 1. **Step 2.b – Explore Novant Health-hosted Applications within the NHCC Portal (Citrix Workspace):**
     1. On 1/31/25, you will have access to your Novant Health-hosted applications based on your role (e.g., Novant Health Intranet, I-Learn, Epic and other collaboration tools) by clicking on the Application Icon within the NHCC Portal (Citrix Workspace)
        1. Novant Health Epic Playground, also known as PLY, is a training environment designed to give end users a realistic experience as they practice what they learned in Novant Health Epic (i.e., Dimensions) training
           1. [Playground (PLY) access instructions](https://ptsolutions.com/wp-content/uploads/2025/01/Novant-Health-Accessing-Dimensions-Playground-Environment.pdf)
        2. In Document Manager (located in the i-Connect app), you can find additional training materials. Tip sheets will be accessible including those for CERM, Plan of Care, Care Everywhere, and Bookit
     2. Since your primary email will be your PT Solutions email, it is recommended that you set-up an autoreply for your Novant Health Outlook to let others know your new PTS / preferred email address
  2. **Step 2.c Download & Install PingID on your Mobile Device for Remote Work only**
     1. PingID will be required to access Novant Health VPN when you are outside of the designated PT Solutions clinics (North & South Carolina)
     2. To activate PingID, download the PingID app on your phone via the Apple/Android store to log on to Novant Health’s VPN
        1. [PingID Downloading Instructions](https://ptsolutions.com/wp-content/uploads/2025/01/Novant-Health-Ping-ID-Registration.pdf)
        2. You will need your Novant Health Username (Corporate ID) and Novant Health email address to set this up

## Obtaining Your Novant Health ID Badge

* All on site staff that have completed Green Security will receive a Novant Health branded contractor badge to be worn with their PT Solution badge starting 2/03/25
* Badges will be distributed by your unit director / manager or clinical office on Friday 1/31/25
* Badges are for identification purposes only
* Please contact Kristy Schaeffer ([klschaeffer@novanthealth.org](mailto:klschaeffer@novanthealth.org)) at Novant Health with any badge issues

## Day 1 Support & Contacts

**IT Office Hours**

* Novant Health will hold open ‘office hours’ from 7AM to 6PM on Friday, 1/31/2025
* You can access Novant Health office hours via [Microsoft Teams meeting](https://protect.checkpoint.com/v2/___https://teams.microsoft.com/l/meetup-join/19%3ameeting_NTE3MDgyY2ItZjIzNi00YTg3LWE0ODktMDdmM2I0M2U2YmVl*40thread.v2/0?context=%7b%22Tid%22%3a%225b973f99-77df-4beb-b27d-aa0c70b8482c%22%2c%22Oid%22%3a%226ec1f6ec-db12-4bd3-90e9-156b3ea7d201%22%7d___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OjdhMjk6ZTAzOWFlYWQ0OTYyMDY5ZWYxZjI0NzFmMzFlODc4MjdmOTEzZmE2ZjJhNmIwMzQyYzFiNmUxMTI2ZTJiYjY4ZTpwOlQ6Tg) and can join when convenient throughout the day
  + Receive how-to guidance on using:
    - User Access to Novant Health applications (e.g. VPN, Epic, Ping ID, i-Learn)
    - Portal connectivity programs
    - Account security and authentication
    - Email and password issues
* Note that Novant Health IT Office Hours will cover all issues regarding Novant Health applications only
  + If you are experiencing general IT related concerns with your PT Solutions equipment or PT Solutions applications (e.g., Microsoft Teams, PTS Outlook, UKG, etc.), please contact the PT Solutions Help Desk via MDTask at (908) 988-1986

Starting on Monday 2/03/2025, all operational and Novant Health IT support will be handled by ServiceNow desk. Please see the next page for additional information on how to contact ServiceNow beginning on 2/03/2025.

**Operation Support**

* If you have operational issues outside of IT related to Novant Health, please contact Michael and Katy, from Ernst & Young (EY), who are supporting the Novant Health team with the transaction.
  + Contact: [michael.militello@parthenon.ey.com](mailto:michael.militello@parthenon.ey.com) and [kathleen.heneghan@parthenon.ey.com](mailto:kathleen.heneghan@parthenon.ey.com) with the email subject: **PTS support**
  + EY will help address, triage, track and escalate issues to the relevant Novant Health staff members on:
    - Ordering supplies
    - Preauthorization or insurance verification
* For any HR related questions, please contact PT Solutions directly at [HR@ptsolutions.com](mailto:HR@ptsolutions.com).

Post-Day 1 Support & Contacts

Contacting Novant Health – After January 31, 2025

* For all IT issues occurring after 1/31/2025, please call the Novant Health ServiceNow for any *Novant Health IT* related issues at **(866) 966-8268**.
  + This is the preferred method for the quickest solution
* You can also submit a Novant Health ServiceNow Incident via the NHCC Portal – iConnect - ServiceNow application. Instructions below:

1. Log into Novant Health NHCC Portal (Citrix Workspace) and click on the “I-Connect” icon

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1. Within I-Connect, click on the “Team Member Solutions Center” link

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1. Search for “Get Technology Support” and click on the “Get Technology Support” Request button

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1. Complete & Submit the [Get Technology Support](https://protect.checkpoint.com/v2/___https://novant.service-now.com/sp?id=sc_cat_item&table=sc_cat_item&sys_id=354224ec2bed41009f407e9119da1558&searchTerm=Get%20Technology%20SUpport___.YzJ1OnB0c29sdXRpb25zOmM6bzpmYmMwNmI5ODYzYjNkNjc5MzY2OThhYzA4NjgyODZhYTo2OjBjYjI6Y2QwMzUyOTI0YjBhMDEwMWQ5YTU4NjFiMTVlMjZmYzUxMTE3ZDFlNWY5MzI1OTc4OThhYzgxNzM5YzYyZjAwNjpwOlQ6Tg) Ticket. Please use your Novant Health email address to submit and track the issue

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