Memorial Sloan Kettering
Cancer Center™

MSKCC GME Technology Guide for Rotating Trainees

Contents

OneMSK Anywhere

The OneMSK Anywhere webpage (https://mskoffice.mskcc.org) has links to various MSK resources and is accessible from anywhere. Please note PingID authentication is required for login.

Contacting the Help Desk

All systems access is requested through the GME Office.
For assistance with technical issues involving systems access, please contact the Help Desk:
- Call 646-227-3337, or
- Go to The Spot (https://thespot.mskcc.org) if you are onsite, or via the The Spot icon via the OneMSK Anywhere page if you are offsite, or
- Use the MSKAssist icon in Microsoft Teams on all available MSK computers.

Account Claiming

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.
- Account claiming can be done on any device with an internet connection.
- An email will be sent from Identity and Access Management (sailpoint@mskcc.org) to your personal email on record.
- The email will contain instructions and a time sensitive link to complete the account claiming process.
- If the account claim link has expired (after 72 hours), please contact the GME Office during regular business hours. The Help Desk (646-227-3337) is also available 24 hours.

MSK On-Site Account Claiming
- Please ask your coordinator about workstation availability.
- Login to a MSK workstation with the following credentials:
  Username: dmsteam
  Password: dmsteam
- Follow the same instructions as shown above.

PingID

MSK uses PingID for its Multi-Factor Authentication (MFA). PingID is an enhanced authentication solution that enables you to verify your identity from anywhere using a smart device or personal Yubikey.

To use the Mobile app, please download the PingID app from either the Apple AppStore (iPhone) or Google Play Store (Android). The app icon will look like this:
A Yubikey can be purchased from the Yubico Store or other online reseller.

MSK On-Site PingID Enrollment
1. Go to the PingID Enrollment website. This link will not work outside MSK.
2. Log in using your MSK credentials.
3. Click on Add Device. You will be prompted to Select the Enrollment Method, either Mobile App or YubiKey
    a. Selecting Mobile App will display instructions with a QR Code or 10-digit pairing key. Open the PingID app and use your device's camera to scan the QR code or manually enter the 10-digit pairing key.
    b. Selecting YubiKey will display instructions. First insert the Yubikey into a USB port. Move the cursor over the entry field and press the button on the Yubikey.

Off-Site PingID Enrollment
1. Call the Help Desk at 646-227-3337
2. Request to speak to an agent. Follow the voice prompts.
3. An agent will request an identity verification via call back to the personal number on file.
4. Once verified, the agent will walk you through pairing a device.

Using PingID after Enrollment
After you have enrolled in PingID, you are ready to procced with authentication from an offsite location.
1. To access MSK applications remotely, visit the OneMSK Anywhere page (https://mskoffice.mskcc.org).
2. Clicking on one of the MSK app logos direct you to the Secure Login page.
3. Enter your MSK username and password to proceed.
4. The page will transition to the image shown below and you will receive a notification on your phone. Open the notification and confirm the authentication.
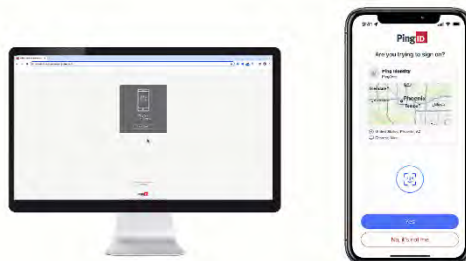
5. Once authentication is complete, please wait until your desktop transitions to the application you intended to access.

For more information, please visit the Multi Factor Authentication at MSK page.

MSK Mobile Enrollment

MSK Mobile is MSK's MDM solution which allows you to access MSK resources and applications on your personal device. Android and iOS are supported.

MSK On-Site MSK Mobile Enrollment
1. Download the Intelligent Hub app from the Apple AppStore or Google Play Store
2. Go to the MSK Mobile registration website.
3. Enter your MSK Username and password to proceed.
4. Select the Support tab and and click the " + Add a Device" button.
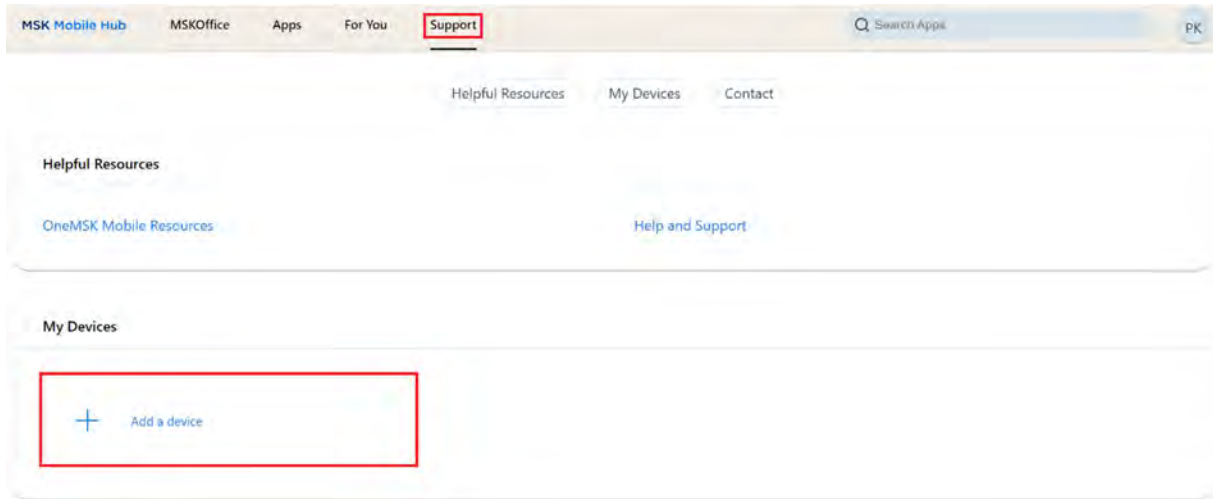
5. In the Windows that pops up, please click "Generate QR code".
6. Open the Intelligent Hub app and scan the QR code received from the MSK Mobile registration and follow the on screen instructions.

Off-Site MSK Mobile Enrollment
1. Please call the Help Desk at 646-227-3337.
2. Say "mobile enrollment" at the prompt.
3. Follow the voice instructions.
4. An email with instructions and the QR code will be sent to your MSK email account.

For more information, please visit the MSK Mobile page.

Reset MSK Password

To reset your MSK password at any time, please visit the MSK Password Reset website. The website is available off-site or on-site at MSK. Please note that PingID enrollment will be required.

ePrescribe ID.Me Device Paring

Step 1: ID.me Login

1. Using **Chrome** navigate to https://id.me --> Click My **Account** >Click **Sign In**
2. Follow the prompts to access your account
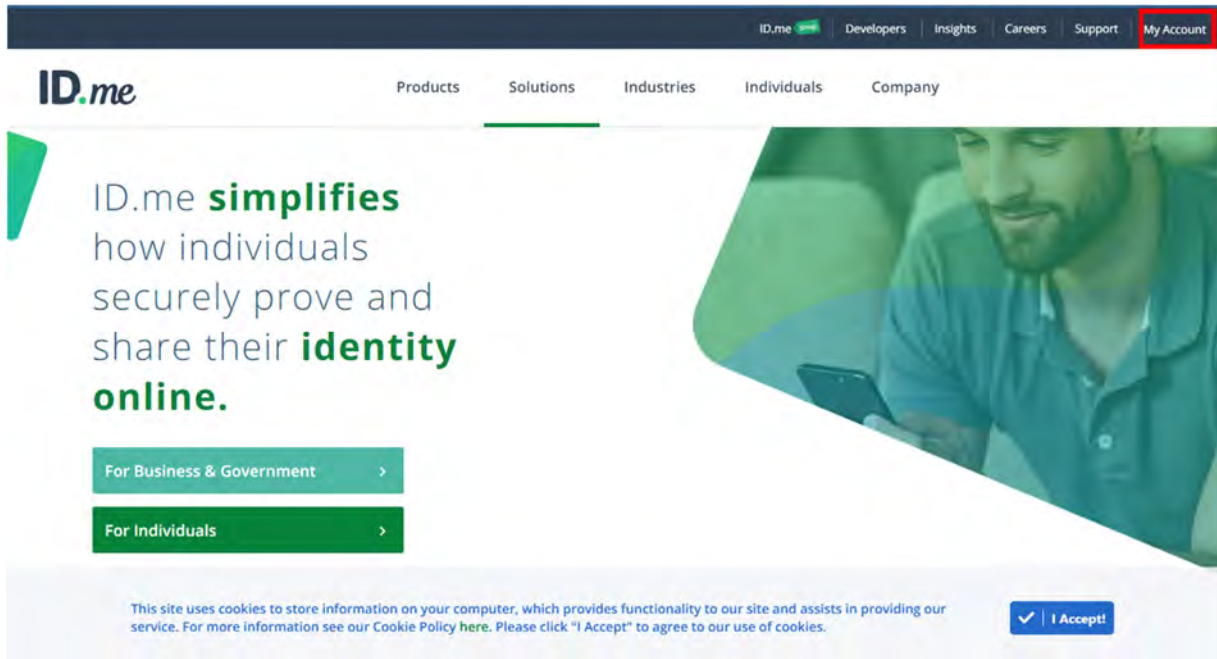
3. If you remember your ID.me password **and** do not have access to the Code Generator Application on your old phone or text message authentication, Click **update your settings here** and follow the prompts

4. If you forgot your ID.me password, Click **Forgot password** --> Enter your MSK email --> Click **Continue**
5. You will receive an email from ID.me, Click the link that is provided or enter the 6-digit code that is attached to the email
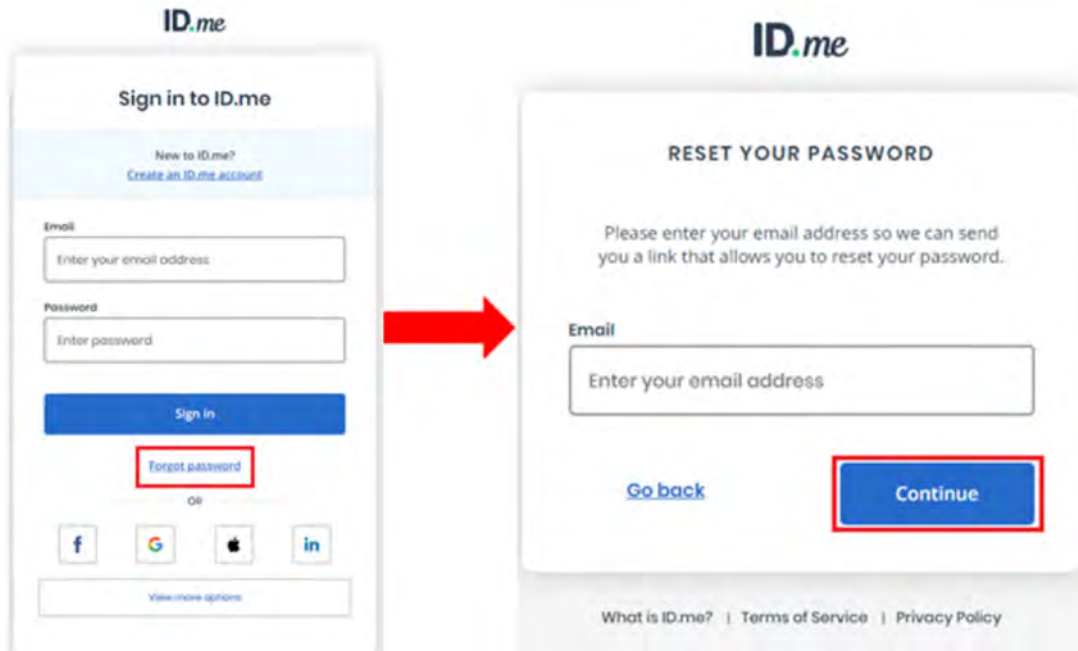

6. If you have a phone number linked to your account, Click **Select** on *Text Message or Phone Call* and you will receive a code to your phone number.If you have access to your old phone, Click **Select** on *Code Generator Application* and enter the 6-digit code located within the Authenticator application.If you do not have a phone number linked to your account **and** do not have access to your old phone, please email eprescribe@mskcc.org so your ID.me account can be reset.
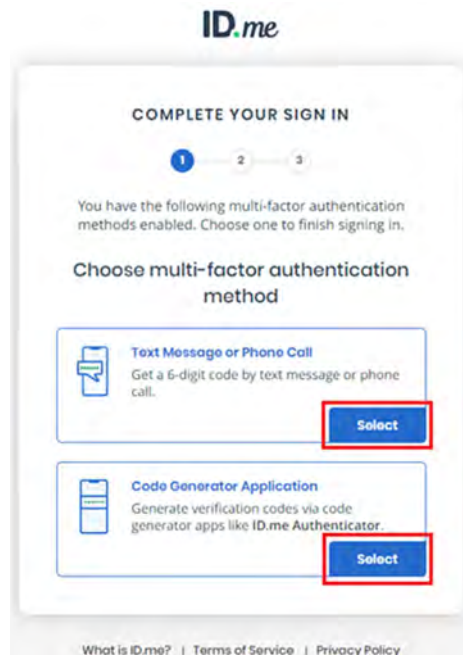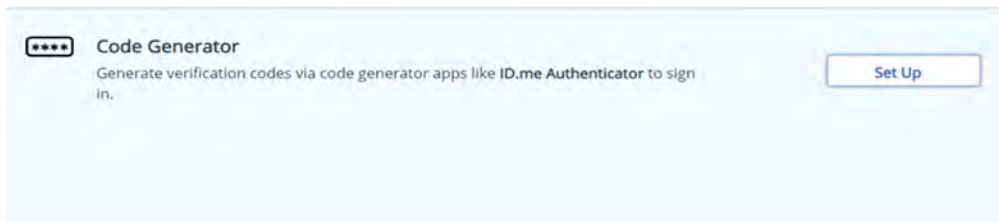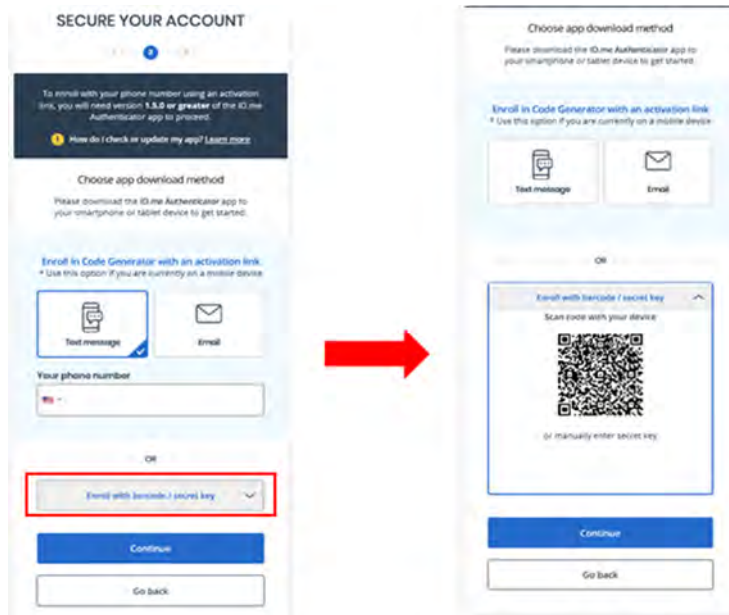
Step 2: Setup Code Generator

1. Once you are in your account, click on **Sign in & Security**
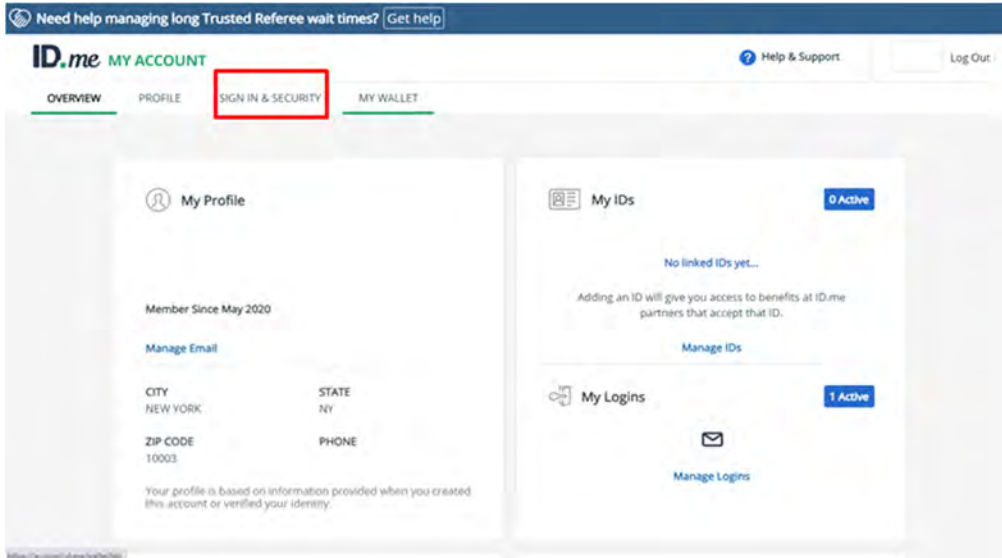
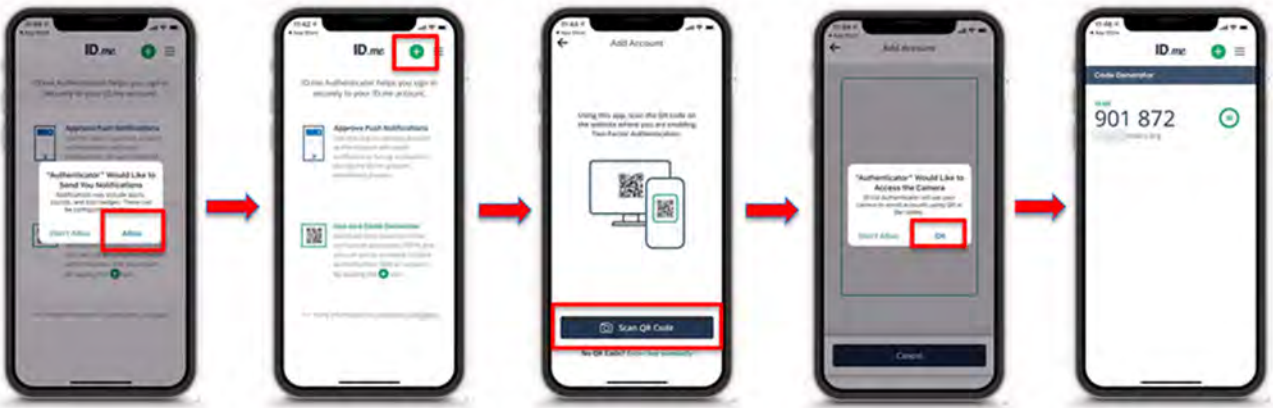2. Scroll down to the **Code Generator** section and click **Set Up**

3. Click **Enroll with barcode/secret key** and a QR (Quick response) code is displayed.

Step 3: App Activation

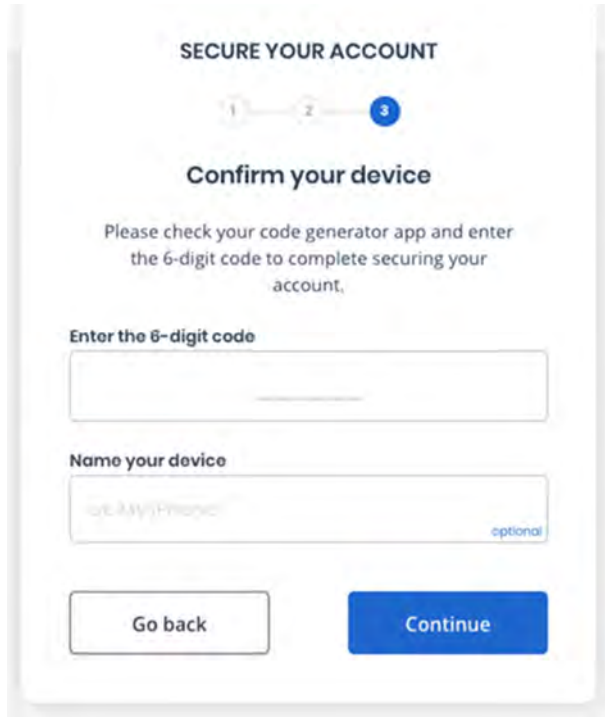1. Open the ID.me **Authenticator app** on your smart device and follow prompts below

2. Click the green + symbol in the top right corner of the app
3. Position your smart device camera on to the QR code on your browser. The ID.me authenticator app automatically scans the code when it is in the proper position
4. A code is generated and is displayed on your smart device
5. Return to your browser to complete device setup
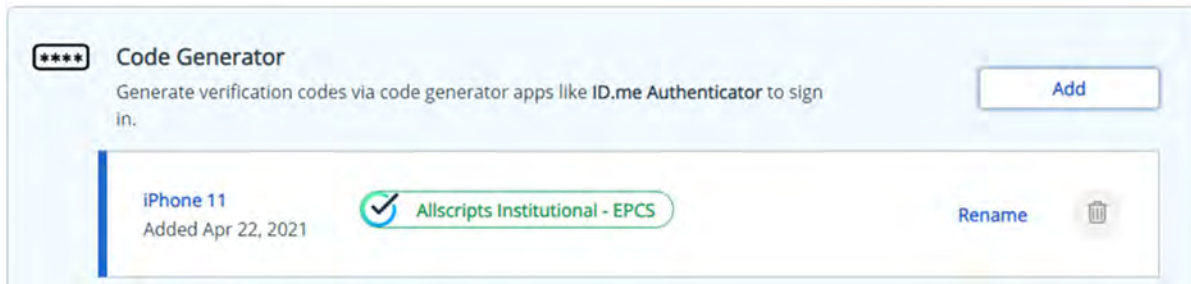
Step 4: Confirm Your Device

1. From your desktop browser, under the QR code that is displayed, click **Continue**.
2. Next, enter the 6-digit code from your smart device into the Secure Your Account window and name your device. Select **Continue** to proceed.

3. You will be brought back to the Sign in & Security System. Your device should now be listed under **Code Generator**

Step 5: Adding Text Message Authentication to your ID.me Profile

Setup Text Message/Phone Call Authentication option as an added layer of security.

1. Navigate to the **Text Message or Phone Call** section and click on **Setup**
2. Select type **Text Message** and enter your phone number, click **Continue**
3. You will receive a text message with a 6-digit code. Verify this code by entering it on the desktop window.

Your telephone number should now display as added.
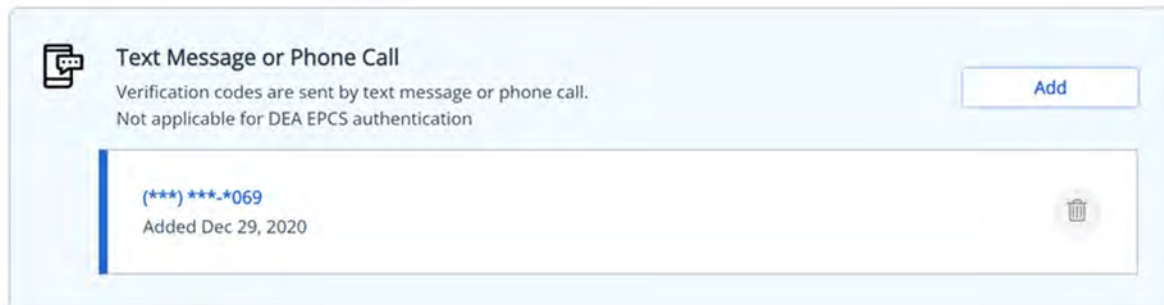
ePrescribe Registration

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. The ePrescribe team is available Monday through Friday, 9am-5pm EST to assist. Emails sent after hours will be addressed the next business day.

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

Memorial Sloan Kettering Cancer Center

DigITs
DIGITAL, INFORMATICS, TECHNOLOGY

Clinical Account Issues

For questions about clinical access including account information, please contact the GME Office.

Once you have received clinical access, please contact the Help Desk if you need assistance with accessing the clinical systems or are experiencing other technical issues.

Remote Access

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.

2024
GME PROGRAM
HEALTH INFORMATION
SYSTEM TRAINNG

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

- **Clinical Information System (CIS)** for tracking patients, managing orders and medications, reviewing results, clinical documentation, & more.
- **Electronic Medical Record (EMR)** to view patient record library.
- **M*Modal Fluency Direct** for voice-to-text application.
- **Telemedicine** to conduct virtual clinic sessions.
- **Visage PACS** to access MSK's Picture Archiving and Communication System.

How to Access Self-Paced Trainings:

1 Visit the **Digital Training Team homepage** on OneMSK.

2 Select "**LIP Learning Paths**".

LIP LEARNING PATHS

3 Review the **recommended learning** list.

4 When you are ready to access each training, select its name to **navigate to the Digital Training Team Library** for Saba modules, How-To videos, & PDF Guides.

The use of an onsite workstation or VCD access is required to access self-paced training.
For questions, reach out to your GME Coordinator.

Additional Information:

Fellows & Residents are expected to use all HIS applications on the first day of rotations proficiently.

Digital Training Team DigITs

HIS and other clinical & non-clinical technology trainings are led by the Digital Training Team.

DIGITAL TRAINING LIBRARY

Optimize how you work by exploring the Digital Training Library for resources beyond instructed self-paced training such as Propio ONE for on demand interpretation.

Connect with a trainer for help navigating resources and to request additional training support via the Chatbot.

For assistance with computer related issues and questions, reach out to the help desk via The Spot, contact them via 646-227-3337, or visit the MSK Tech Bar.

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."

Useful Links

Saba (formerly My Learning) ☑

4) Select "**My Courses**" to access the courses assigned to you.

My Courses

5) Select the **title** of the course you would like to complete.

6) Select "**Launch**" to begin the course.*
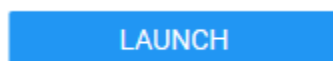
LAUNCH

*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.

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.