## 2018 Introduction to IT at MUSC

<table>
<thead>
<tr>
<th>Application Name</th>
<th>How To Access</th>
<th>Summary</th>
</tr>
</thead>
</table>
| MUSC Homepage    | http://my.musc.edu/?default=hospital | Link to:  
• MyQuest  
• SIMON Messaging  
• Clinician Order Forms  
• MUSC Medical Intranet  
• Human Resources |
| E* Value         | http://evaluate.musc.edu | Recording of resident hours/evaluations |
| Webapps          | https://webapps.musc.edu/ | Website to access clinical applications when offsite/remote.  
Note: 2factor is required when you are off-campus |
| Xero             | Icon on your desktop | Radiology Images & Reports |
| Outlook          | Icon on your desktop  
Outlook can also be accessed through the web at https://exchange.musc.edu or mail.musc.edu | MUSC email system  
Note: 2factor is required when you are off-campus |
| Mobile Devices   | https://sp.musc.edu/ocio-is/email/mobiledevices/Pages/default.aspx | Please call Helpdesk at 792-9700 for assistance with setup |

If you cannot access any of the above, please call the Helpdesk at 792.9700 or email at helpdesk@musc.edu for assistance.
IT Reference Sheet

**Computer Use Policy**

- Do not share your NetID password with anyone, regardless of the reason
- Do not ask or allow co-workers to log into MUSC applications using your log in information
- Do not use MUSC email for personal communications

<table>
<thead>
<tr>
<th>NetID Password</th>
<th>netid.musc.edu</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How to reset your password:</td>
</tr>
<tr>
<td></td>
<td>Online – go to netid.musc.edu, enter your NetID and click &quot;Forgot Password&quot;. You will have two options:</td>
</tr>
<tr>
<td></td>
<td>1. Answer three of your security questions in order to reset your password</td>
</tr>
<tr>
<td></td>
<td>2. Reset your Password using the Reset Portal, <a href="https://netid-sspr.musc.edu/">https://netid-sspr.musc.edu/</a></td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong>: You must register your external email at <a href="https://mainweb-v.musc.edu/infoservices/reg-externail">https://mainweb-v.musc.edu/infoservices/reg-externail</a>. (You must be on the MUSC secure Wi-Fi/Network)</td>
</tr>
<tr>
<td></td>
<td><strong>In person</strong> – Take your MUSC ID badge and go to one of the locations listed below. They will provide you with a temporary password that you can use to reset your password.</td>
</tr>
</tbody>
</table>

**Locations to obtain a temporary password:**

- Medical Center Security Desk 1st floor lobby North Tower (Sun-Sat, 24 hrs)
- Library Systems Office 4th floor Education Center/Library (Mon-Fri, 8am-5pm)
- Information Services 2nd floor Harborview Office Tower (Mon-Fri, 8:30am-5pm)

**Getting Help**

- Help Desk 792-9700
- Support is available 24X7, but primary hours are Monday through Friday, 6:30AM to 6:30PM
- MUHA Intranet – musc.edu/medcenter
- IT Information – musc.edu/infoservices

**What the Help Desk does NOT provide support for:**

<table>
<thead>
<tr>
<th>Home computers/printers</th>
<th>Fax Machines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Machine manufacturer listed on the fax machine</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desk Telephones, network/data circuit requests</th>
<th>Simon paging and pagers</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Communications - 792-9980</td>
<td>Hospital Communications - 792-7992</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical devices</th>
<th>Outlook Address Book, MUSC Directory, (Super User)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biomed - 792-3984</td>
<td>Changes to how your name appears in Outlook and the MUSC Directory (find.musc.edu) are handled by your Super User. To find out who your super user is go to fimportal.musc.edu and log in with your NetID&gt; My Profile &gt; Super Users</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Audio/Visual</th>
<th>Contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom Hotline - 792-9000</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td>Web Access: exchange.musc.edu</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td></td>
<td>Do NOT use MUSC email for personal communications</td>
</tr>
<tr>
<td></td>
<td>Avoid sending large email attachments whenever possible</td>
</tr>
<tr>
<td></td>
<td>Logging into Email: If prompted for a login, type in “clinlan\netid” ex. “clinlan\hjp”</td>
</tr>
<tr>
<td></td>
<td>How long can you keep your mail?</td>
</tr>
<tr>
<td></td>
<td>Inbox, Sent Items and any folder created under Inbox - 180 days (six months)</td>
</tr>
<tr>
<td></td>
<td>Deleted Items – 14 days (2 weeks)</td>
</tr>
<tr>
<td></td>
<td>If you need to keep email longer because of work responsibilities, contact the Helpdesk at 792-9700 to have archives set up for you.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Cloud Storage System</th>
<th>box.musc.edu</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>To ensure that patient data is always protected, it is very important that protected data is only stored on cloud services that have entered into a BAA with MUSC. Currently, the only cloud based storage system that has done this is box.</td>
</tr>
<tr>
<td></td>
<td><strong>Unapproved Cloud Service</strong></td>
</tr>
<tr>
<td></td>
<td>Includes but is not limited to:</td>
</tr>
<tr>
<td></td>
<td>Dropbox</td>
</tr>
<tr>
<td></td>
<td>iCloud</td>
</tr>
<tr>
<td></td>
<td>Egnyte</td>
</tr>
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<table>
<thead>
<tr>
<th>Simon</th>
<th>simonweb.musc.edu (Off campus - simonproxy.musc.edu)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Communications Call Center - mcintranet.musc.edu/ccc</td>
</tr>
<tr>
<td></td>
<td>From the Simon web page, you can send messages, change you own messaging status, view message history and access the MUSC Communications Call Center’s home page.</td>
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<tr>
<td></td>
<td>If the web site is not available, messaging is always available via 792-2123 or dialing “0” from any campus phone.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>MUSC Alerts</th>
<th>musc.edu/muscalert</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Alerts students, faculty, and staff to emergency situations on or near our facilities.</td>
</tr>
</tbody>
</table>
**Workstation Overview**

- If you’re using a SAL or PCI machine, always log off at the end of your shift or when leaving your station for an extended amount of time, such as a meal break.
- If you encounter a workstation that is logged on with someone else’s NetID, log them off before doing any work.

**Phishing**

**Send suspected phishing emails to phishing@musc.edu.**

Phish emails:
- Ask you to click on a link so you can verify, confirm, or otherwise authenticate your NetID and NetID password.
- Ask you to click on a link so you can verify, confirm, or take some other kind of action in order to increase your email quota.
- Contain poor grammar and typos.
- Start with a generic greeting like “Dear User.”
- Contain threats and/or a false sense of urgency.

**Two-factor**

**2fa.musc.edu**

Two-Factor Authentication is required in order to access MUSC email, Webapps or VPN while off campus.

Please visit the Innovation Station and ask for a representative to install Two-Factor Authentication on your mobile device. The Innovation Station will be open from 11 a.m. to 3 p.m., and it is located at the 1st floor of the MUSC library. If you have any questions, please call Helpdesk at 843-792-9700.

Note: It is strongly recommended you choose Mobile App as your method of notification.

When answering your security questions remember:
- You cannot use the same answer for more than one question.
- Answers are not case sensitive.
- There is a minimum character limit of 4.
- Be sure to select questions where the answer will not change.

**IMPORTANT:** If you are not trying to log into a MUSC system, **DO NOT PRESS Authenticate!** Please tap “Deny and Report Fraud.”
Microsoft Office 365

MUSC is offering Microsoft Office 365 as a “free” option to all MUSC residents.

1. Please go to office365.musc.edu and sign in with your active MUSC NetID and password.

2. You will be presented with the option to install the latest version of Microsoft Office 365.

Note: Microsoft Office 365 can be installed up to 5 machines including mobile devices. They are all tied to the MUSC NetID so when residents’ leaves MUSC, the software will go into reduced functionality mode. During the residents’ tenure here at MUSC, the software will be fully functional on those 5 machines including mobile device.
E*Value Instructions for Residents

About E*Value
E*Value, from Advanced Informatics of Minneapolis, Minnesota, is a widely used, web-based system the Graduate Medical Education (GME) Office began using for all MUSC GME programs in 2003 to facilitate managing resident, faculty, and program evaluations, logging of residents’ procedures/diagnoses, managing residents’ procedure privileging, and logging/monitoring resident duty hours in accordance with ACGME requirements. E*Value is used by all of the Colleges at MUSC for similar tasks.

Basic Information
To login to E*Value please go to www.evaluate.musc.edu and login with your MUSC NetID and password.

Program Selection
When you log into E*Value, you will be prompted to choose one of the Selection programs to which your E*Value account has been linked (if your account has been linked to more than one program).

- If logging duty hours or procedures, always select your Home Program. Your Home Program is the specific program that is listed on your employment contract. For residents in combined programs (Medicine/Pediatrics, Medicine/Psychiatry, or Psychiatry/Neurology), the Home Program is the combined program, not either of the component programs.

- If filling out evaluations, you will be able to see how many pending evaluations you have in any particular program listed in parenthesis beside the program name in the program listing. Choose the program of interest, then click on Complete Pending Evaluation to see the list of evaluations pending for your completion within that program.

Duty Hours
All duty hours (hours spent on duty on campus or at an affiliated training site) must be logged in E*Value.

- Residents are contractually required to log duty hours at a minimum of every fifteen days.

- Residents are allowed to log future vacation time or days off. However, they are not allowed to log future work hours/shifts.

- Log all duty hours under the Home Program, selecting the appropriate task for each entry of hours.

Procedures
Log your clinical procedures, after you perform them, in E*Value. Consult with your Program Director or Program Coordinator for whether surgical procedures should be logged in E*Value, ACGME’s national site, your department/program’s specific database, or more than one of these. MUSC nurses can login to E*Value to look up the supervision necessary for any particular resident to perform a specific procedure.

Evaluations
Residents will be requested to complete various evaluations throughout their time in their MUSC residency program. Here are some of the evaluation types you may encounter or use while in residency (note this is not an exhaustive list):

- Supervisor – At the end of a rotation/activity, you likely will be asked to evaluate your supervisor.

- Ad Hoc Evaluations – You (and other staff – attending, nurses, etc.) may spontaneously evaluate residents and faculty with “Praise” or “Concern” cards through this type of evaluation. Click on Evaluations, then Initiate Ad Hoc Evaluations to pull up and submit one of these evaluation forms.

- Procedure – As you log your procedures, depending on the setup within your program, an Attending will evaluate the performance and verify the procedure.

- Rotation – You may be asked to evaluate specific rotations/sites by your program.

- Program – Much like the rotation, your program may wish to evaluate your program overall.

E*Value Login
First navigate your browser to http://evaluate.musc.edu/
Then click on the Log into E*Value button, then login using MUSC NetID/password
IMPORTANT: Note all browser windows must be closed to fully logout.
Log Duty Hours

1. Go to Home  Time Tracking  Log Time
   OR
   Go to Time Tracking  Time Tracking Management  Manage Time  Log Time

2. Select Task then Activity level
   a. If VA, be sure to choose Task level first as VA,

3. The difference between planned duty hours vs. unplanned duty hours (whether at MUSC or the VA) is that planned duty hours are the hours you would be expected to work on campus under ordinary circumstances, while unplanned duty hours are hours where you unexpectedly have to stay late on-campus or hours in which you have had to unexpectedly return to campus. Only on-campus hours are counted as planned or unplanned duty hours; per ACGME, off-campus hours, even if you are on call, do not count as planned or unplanned duty hours. Task types other than planned or unplanned duty hours may be applicable for some residents in some situations; consult your program coordinator or director regarding how they want you to use other task types you may see in your task list.

4. Enter Start and End Time  Tasks/Activities (how were hours spent). You may enter a comment about the shift if desired; comments may particularly help your program director understand your unplanned duty hours.

5. Use the calendar to apply the applicable date(s)
**Case Logs**

1. Go to Home → Case Logs → Log New Case
   OR
   Go to Case Logs → Case Log Management → Manage Case Logs → Log New Case
2. Add New
3. Fill in the information fields on each tab as appropriate
4. Save Record

**Evaluation**

You will get an email telling you to fill out an evaluation for faculty, rotations, activities, etc.

1. **Pending Evaluations** - either Edit them or Suspend them
   - Edit - fill out evaluation
   - Suspend - use this if you should not have received this evaluation. (example: wrong person, not right evaluation, etc.)
   - IMPORTANT: Type the reason why you suspended it
2. **Completed Evaluations**: past evaluations you have completed
3. **Ad Hoc Evaluations**
   - Everyone has access
   - File any time, on any person

![Evaluation Table]

- **Rotation**: ART Clinic
- **Period**: 08/29/2020 - 09/25/2020
- **Site**: Pt Care MUHA PPS ART
- **Time Frame**: 08/29/2020 through 09/25/2020

<table>
<thead>
<tr>
<th>Edit/Status</th>
<th>Suspend</th>
<th>Evaluation Type(s)</th>
<th>Subject</th>
<th>Request Date</th>
<th>View Image</th>
<th>View Printable Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Edit Evaluation</td>
<td>Suspend</td>
<td>Rotation</td>
<td>ART Clinic</td>
<td>09/27/2016</td>
<td>Not available</td>
<td>View/Print</td>
</tr>
<tr>
<td>Edit Evaluation</td>
<td>Suspend</td>
<td>Clinical Educator</td>
<td>John Doe</td>
<td>09/27/2016</td>
<td>View Picture</td>
<td>View/Print</td>
</tr>
<tr>
<td>Edit Evaluation</td>
<td>Suspend</td>
<td>Clinical Educator</td>
<td>John Doe</td>
<td>09/27/2016</td>
<td>View Picture</td>
<td>View/Print</td>
</tr>
<tr>
<td>Edit Evaluation</td>
<td>Suspend</td>
<td>Trainee Self</td>
<td>John Doe</td>
<td>09/27/2016</td>
<td>View Picture</td>
<td>View/Print</td>
</tr>
</tbody>
</table>

Click **Edit Evaluation** to open and edit the evaluation.
If an evaluation was incorrectly assigned, you may click the **Suspend** link to generate an email to your administrator requesting that the evaluation be removed.
If a picture of the evaluation subject is available, you may click the **View Picture** link.
Click the **View/Print** link to view a non-editable version of the evaluation that can be printed.
**Helpful Instructions:**

How to complete pending evaluations?
1. Go to **Home → Evaluation → Complete Pending Evaluation**
   OR
   Go to **Evaluations → Evaluation Management → Manage Evaluations → Complete Pending Evaluations**

How to complete an Adhoc Evaluation (On-the-Fly)?
1. Go to **Home → Evaluations → Initiate Ad hoc Evaluations**
   OR
   Go to **Evaluations → Evaluation Management → Manage Evaluations → Initiate Adhoc Evaluations**
   2. Select the evaluation type you would like to create under Select an evaluation type
   3. Indicate the subject of the evaluation under Who would you like to evaluate?
   4. Select the rotation that this activity is based on under Activity
   5. Select the time period that this evaluation will apply to under Time Frame
   6. Click the **Next →** button to create your evaluation

How to log duty hours?
1. Go to **Home → Time Tracking → Log Time**
   OR
   Go to **Time Tracking → Time Tracking Management → Manage Time → Log Time**

How to log new procedures?
1. Go to **Home → Case Logs → Log New Case**
   OR
   Go to **Case Logs → Case Log Management → Manage Case Logs → Log New Case**

How to view procedure logs?
1. Go to **Reports → Reports → Case Log Reports → Procedure Logs by Trainee**
2. Set the **Start** and **End** dates on the academic year
3. Click **Next →** to view your procedure logs

How to view immunization and certification status?
1. Go to **Reports → Reports → Personal Records → Personal Records Status**

How to view aggregate performance?
1. Go to **Reports → Reports → Trainee Evaluation Reports → Aggregate Performance**
2. Set the **Start** and **End** dates to either the first half, second half, or the academic year
   a. Optional: Change the **Activity** to the specific activity you are looking for
3. Select the resident under **Trainee** and click the **Next →** button to view the attending aggregate data report
4. If this page is not in Expanded view, click **Expanded View** highlighted in either blue or purple
5. To see the comments, scroll down to the bottom of the page and click **Show Comments** highlighted in either blue or purple

How to view aggregate comments?
1. Go to **Reports → Reports → Trainee Evaluation Reports → Aggregate Comments about Trainee**
2. Set the **Start** and **End** dates to either the first half, second half, or the academic year
   a. Optional: Change the **Activity** to the specific activity you are looking for
3. Select the resident under **Trainee** and click the **Next →** button to view the trainee comments report
How to view my performance?
1. Go to Reports → Reports → Trainee Evaluation Reports → My Performance by Activity
2. You can filter the list of reports by selecting a time period from the drop-down list. The time period drop-down options are determined based on the depth of your performance data.
3. To view your performance results for all scheduled activities from the time period you selected, click the link in the last row of the table.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Start</th>
<th>End</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Born Nursery nursery</td>
<td>02/11/2016</td>
<td>03/09/2016</td>
<td>3 of 3</td>
</tr>
<tr>
<td>All Activities for the last 12 months</td>
<td>08/08/2015</td>
<td>08/08/2016</td>
<td>5 of 5</td>
</tr>
</tbody>
</table>

How to view completed evaluations?
1. Go to Reports → Reports → Trainee Evaluation Reports → Completed Evaluations about Trainee
2. Set the Start and End dates to either the first half, second half, or the academic year
   a. Optional: Change the Activity to the specific activity you are looking for
3. Click Next → to view the trainee evaluations summary
4. Click View Evaluation to view the completed evaluations

E*Value Help
For any problems you have with E*Value, please first consult your Program Coordinator. Your Program Coordinator has access to other resources, if necessary.

For questions regarding E*Value, please contact Hung Vo at voh@musc.edu