

## Information Systems User Access – USFPG Steps

1. Download the appropriate forms for Moffitt Access from the USF Health IS Knowledge Base under downloadable forms. <https://documents.health.usf.edu/display/UHID/Downloadable+Forms>
2. Fill out the appropriate Role/Responsibilities for the person requesting access to match the functional access to business/clinical system requirements.
3. The direct supervisor or higher level person in the management structure will need to approve and validate the request (there is a section on the form for this) to confirm that the requested access is needed.
4. Please forward the request form and supporting documentation to [support@health.usf.edu](mailto:support@health.usf.edu) (One email per request for please) with the subject of the email being Moffitt Remote Access Request – (Persons first and last name). If you do not have the ability to scan in the forms then please fax them over to USF Health IS at 813-974-5198 ATTN: USF Health IS Support.
5. USFPG Director of IT or representative will then take the ticket and verify it is filled out completely, then email it to the Moffitt Helpdesk ([istar@moffitt.org](mailto:istar@moffitt.org)), include in subject area -- “[USFPG IT Request](#)”, and ONLY the following content in the email body “[Please see attachment for USFPG user access account detail requirements](#)”.
6. The following documents **must** be attached:
  - Information Systems User Access Template – USFPG
  - Information Systems Confidentiality Agreement for HSC-USFPG
  - Vendor Remote Access Support Request
7. Remedy will auto generate an Incident which will auto-assign to HIM group.
8. HIM representative will send an email from within the parent Remedy Incident to the following people for approval: Daphne Chandler.
9. HIM will create the required Remedy Tasks for:
  - Application – Soarian (based on user access request)
  - Application – Powerchart (based on user access request)
  - Helpdesk - Lan ID, Citrix permissions
  - Info Sec – secure remote access
10. Application support will email USF Health Director of Support Services and email the USF Health Support Desk at [support@health.usf.edu](mailto:support@health.usf.edu) when access is granted.
11. Info Sec dept will contact USF Health Director of Support Services and email the USF Health Support Desk at [support@health.usf.edu](mailto:support@health.usf.edu) with DUO instructions.
12. USFPG IT Director or representative will contact the requestor and notify them their DUO account has been created. .
13. Upon employees being terminated or leaving the organization the supervisor will be responsible for notifying Moffitt by emailing [istar@moffitt.org](mailto:istar@moffitt.org).



**Information Systems User Access Template – USFPG**

To: support@health.usf.edu  
 Subject: USFPG IT Request

**To be completed by USFPG**

Requester:

Name \_\_\_\_\_

Email/Phone:

Department/Cost Center USFPG

Building

Recipient

**Access Requested for:**

Name: First \_\_\_\_\_ MI \_\_\_\_ Last Name \_\_\_\_\_

Indicate MI is unavailable (Y/N):

Manager/MCC Sponsor: \_\_\_\_\_

Department/Cost Center: \_\_\_\_\_ Building: \_\_\_\_\_

**Application access:**

- Soarian Billing System\*
- Powerchart Clinical System \*

Remote Access:

Yes  No Will the user work at Moffitt 100% of the time for Moffitt?

Yes  No Will the user work 100% of the time away from Moffitt?

**USFPG Approval:**

Approved by \_\_\_\_\_

Approval Date \_\_\_\_\_

Approver Email \_\_\_\_\_

Date Needed \_\_\_\_\_

**Moffitt Cancer Center**

**Help Desk Instructions:**

1. Create LAN account without email
2. LAN Manager = Daphne Chandler
3. Add to the following AD Groups:
  - Domain Users
  - Non\_Employee\_Accounts
  - HSC\_USFPG
  - CTX-Soarian
  - CTX-PowerChart (add only if access requested)
4. Email LAN information to Health IS Support at [support@health.usf.edu](mailto:support@health.usf.edu)
5. USFPG Director of IT or representative will then take the ticket and verify it is filled out completely, then IS support will email it to the Moffitt Helpdesk ([istar@moffitt.org](mailto:istar@moffitt.org)), include in subject area -- “USFPG IT Request”, and ONLY the following content in the email body “Please see attachment for USFPG user access account detail requirements”.

**Info Sec instructions:**

1. Agreement Signed?
2. Create DUO
3. \*\*Authorize access based on % of time at Moffitt
4. Maintain confidentiality agreement
5. Email DUO instructions

**\*Application instructions:**

1. Soarian - USFPG user profile (demographics, insurance and notes view only)
2. Cerner Powerchart - USFPG Position (Clinical view only)
3. Email USFPG with userid and password

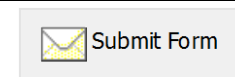


**Moffitt Information Technologies – Service Request Form**

Requestor	Date	Location	Room
Title	Department	Phone #	Cost Center
Detailed Description of Request: (please include full names <b>with middle initials</b> for user IDs)			
<p>In the box to the right, please provide the <b>Last, MI and First Name</b> for the individual requiring Soarian access.</p> <p>Also, please provide the individual's <b>title/role</b> and explain in detail the types of information needed so appropriate functional access can be provided. Attach any additional documentation required for this purpose.</p>			
<p>In the box to the right, please provide the <b>Last, MI and First Name</b> for the individual requiring Cerner PowerChart EMR access.</p> <p>Also, please provide the individual's <b>title/role</b> and explain in detail the types of information needed so appropriate functional access can be provided. Attach any additional documentation for this purpose.</p>			
Network access for:			
<i>Existing Cerner Login (If Applicable):</i>			
<i>Mirror Soarian and/or Cerner access rights of:</i>			
Please send any correspondence regarding this request to SUPPORT@HEALTH.USF.EDU and reference			
Work Order#:			
Date Needed*	Request Approved by / Title / Contact Information (Phone and email)		Approval Date
Please e-mail this request form to: <a href="mailto:incoming@moffitt.onbmc.com">incoming@moffitt.onbmc.com</a> with email Subject = <b>USF Health IT Request</b>			

\*Time Guidelines

- Installs - 15 working days plus order/delivery time for any new hardware, software, or accessories ordered as part of a service request. Furniture/space and cabling issues may also cause additional delay in completing your request.
- Account Creation/Modification (phone #, LAN, system, etc.) - 5 working days.



The timelines above are maximum completion times for each type of service. In most cases requests will be completed before the listed time, but for planning purposes you must always assume the maximum completion time. Please submit your requests such that you allow enough time to get your request completed before the service item you're requested is needed. We try to accommodate rush orders, but because we have fixed resources we cannot guarantee the ability to accommodate rush requests. It's always best to submit requests as early as possible to avoid delays.

**Information Systems Confidentiality and Software Compliance Agreement**

In consideration for the H. Lee Moffitt Cancer Center and Research Institute, Inc. ("Moffitt") permitting the undersigned individual (the "Individual") to access Moffitt's computer information systems ("Information Systems"), Individual acknowledges and agrees to the following conditions:

**1. Information Systems Confidentiality**



BUSINESS PARTNER REMOTE ACCESS REQUEST		
Section I  Business Partner Contact	Date:	
	Company Name	
	(First and Last name):	
	Mailing Address: Phone (work): Email Address:	
Section II  Moffitt Sponsor	Does business partner require 24/7 unrestricted remote access? If no then STOP here and submit an employee remote access form for the Moffitt employee who will hold the Securid token.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	First, MI, Last name:	
	Phone (work): How will business partner connect to support systems?	<input type="checkbox"/> Terminal Services <input type="checkbox"/> SSH <input type="checkbox"/> Telnet <input type="checkbox"/> B2B VPN <b>Only available if 24/7 continuous traffic monitoring is required (Requires B2B VPN document to be filled out)</b>
	Hostnames and IP addresses of systems the business partner will be remotely accessing	
<b>NOTE: A signed Vendor Information Systems Confidentiality Agreement must be completed between authorized representatives of the Center and the supporting vendor prior to granting vendors access to the Centers systems in accordance with ADM-C017. This signed agreement will be attached to this form and maintained by the Information Security &amp; Protection group.</b>		
Section III  Moffitt Sponsor Approval	Remarks:	
Sponsor Signature		

Fax this form along with the signed Information Systems Confidentiality Agreement to 813 745-6518. This will facilitate the creation of a remote access request ticket by the Moffitt IT Helpdesk.

Go to Control Panel.

Click on Java.

In the Java Control Panel, click on the Security tab.

Click on “Edit Site List...”

Add <https://secure.moffitt.org> to the site list.

Click “OK” all the way out.

