Sample ULCM instructions for non-PSJH ULCMs

Dear ULCM,

Your PSJH network account has been created. There are two things you need to do in order to begin onboarding students for your school:

1. Claim your account.
2. Download the Citrix Receiver Application to your computer.

To claim your account, please navigate your browser to access.providence.org. Select Claim Your Account and proceed as instructed. Attached is a walk-through document on how to claim your account. You can view video instructions here – How to claim your PSJH account.

Download Citrix Receiver on your computer – please see the attached guide.

Instructions for onboarding new students for ULCMs

If you have completed steps 5 and 6 above, you are now able onboard their students using the student onboarding form.

1. Collect your student's information. You will need the following (* means a required field):
   a. Legal first name*
   b. Legal middle name or initial
   c. Legal last name*
   d. Gender* (Male, Female, Unknown, Other)
   e. Full date of birth* (MM/DD/YYYY)
   f. Full Social Security Number* (###-##-####)
   g. Phone number
   h. Email
   i. Start Date* (MM/DD/YYYY – cannot be before current date). Note that this date will be the earliest date your student will be able to claim their account and access PSJH systems, including Healthstream.

2. Navigate to citrixapps.providence.org and log in with your PSJH ID. You can view video instructions here – How to Access IAM Portal Externally.
3. Choose the IAM Portal icon – this will open IAM Portal/Sailpoint in a new browser window.
4. Enter the Student information above into the student onboarding form. You can view video instructions here – How to Onboard Students Using PSJH IAM Portal
   a. From the "hamburger menu" , choose Manage Non-Employee.
   b. Choose the school organization, Non-Employee type 'Student,' and the school's campus location.
   c. Choose the initial clinical location as the student's primary location.
   d. Click the 'Add User' button and enter the information you collected in step 2 above.
      i. Department is one of the Education departments (type education in the department field to see the departments available) or a specific clinical location.
      ii. Functional role is one of the student roles (type student in the functional role field to see the roles available, e.g. Student Nurse).
      iii. Review your entries for accuracy.
5. Click add users to add more students at once, if desired.
6. Check the box stating 'I have verified that all of the information is correct . . .' and click the submit button.
7. Wait for the account claiming letter to be sent from IAM Operations for each student's completed access.
8. Notify your student that they may claim their account and direct them to access.providence.org.

Terminating a student's or school ULCM's access.

If you have a student that does not start, a ULCM that leaves your school, or you do not wish to wait for the attestation period for any reason, you can manually begin the access termination process in IAM Portal/Sailpoint.

1. Navigate to the IAM Portal, internally or externally, as appropriate.[4,5]

2. From the "hamburger menu" , choose Manage Non-Employee.
3. Choose Terminate Non-Employee.
4. Select Requestor, choose yourself or the ULCM/Sponsor for whom the student or ULCM is a direct report.
5. Select the student/ULCM's organization.
6. Search for the student/ULCM that you are terminating access for by last name, first name.
7. Select the persona that you wish to terminate. (Terminating the persona for your specific organization will not affect any other active personas.)
8. Assign a termination date.
9. Click Submit.

If you encounter any difficulties, please contact the PSJH Service Desk at 800-635-9295, option 2.