

# DPH ONBOARDING PROCESS

## Frequently Asked Questions

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<b>Questions:</b>	<b>Answers:</b>
What is the onboarding cycle?	The onboarding cycle is bi-weekly and aligns with DPH New Employee Orientation (NEO) and Epic Training schedule. Review Onboarding Calendar
When will my request be processed?	Please allow 3-5 business days not including weekends to process new requests
How do I know if my request has been processed?	Hiring manager and new employee will receive an email with a welcome letter. This packet will include NEO, Active Directory, Email and Epic Training information if appropriate.
How do DPH staff/providers access Epic?	Epic training is usually assigned to DPH staff/providers upon hire, but there are exceptions.  If the request is for a new hire? Yes: <ul style="list-style-type: none"><li>• The new employee will receive their Epic training &amp; access information with their New Employee Orientation packet via HR.</li><li>• Epic training enrollment information will be sent via email to new employee's "<b>immediate supervisor</b>"</li><li>• Once enrolled, class confirmation email will come from <a href="mailto:CON.SystemSupport@sfgov.org">CON.SystemSupport@sfgov.org</a> –check "Spam" folder.</li><li>• Epic access will be provided once training is complete</li></ul> No: <ul style="list-style-type: none"><li>• Contact the DPH Onboarding Team, <a href="mailto:dph.onboarding@sfdph.org">dph.onboarding@sfdph.org</a> and include the employee's First and Last name, DSW# and reason for requesting Epic access.</li></ul>

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**How do UCSF staff, residents, fellows and students access Epic?**

To gain access to Epic UCSF staff, residents, fellows and students must follow the UCSF DPH Epic Onboarding process.  
<https://tinyurl.com/UCSFEpicOnboarding>

How do I request access to a specific Epic training &/or training date?

In the “comments” section of the Onboarding Request Form, please specify the class title &/or date. Also, please note if the user needs a dual-role template, location/department/clinic, inpatient/outpatient, and specialty.

**How do I request a change in my Epic Access Role/Template?**

Epic Access roles/templates are updated in a few ways.

### DPH Employees

Transfers, reassignments or promotions are processed via HR:

- The new employee will receive their Epic training & access information with their New Employee Orientation packet via HR.
- Epic training enrollment information will be sent via email to new employee **"immediate supervisor"**
- Once enrolled, class confirmation email will come from [CON.SystemSupport@sfgov.org](mailto:CON.SystemSupport@sfgov.org) –check “Spam” folder.
- Epic access will be provided once training is complete

Float staff:

- Submit a ticket to Epic Security to update access/template

### UCSF Staff

- Please complete the DPH Onboarding Request spreadsheet & submit to the DPH Onboarding Team, [dph.onboarding@sfdph.org](mailto:dph.onboarding@sfdph.org).

What if Epic training is complete, but still having access issues?

Epic Access is usually available after completion of training. If still experiencing issues, please contact the help desk for assistance.

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How do I reactivate my account?

### DPH Staff

Contact HR representatives and request re-activation via PeopleSoft.

### UCSF Staff/Providers

Ensure employee has an “active status in the UCSF Hydra database.

<https://wiki.library.ucsf.edu/display/SFGHCNS2/UCSF+Hydra+Onboarding>

### Non-DPH Staff (POIs)

Contact Cherry Tactay, [cherry.tactay@sfdph.org](mailto:cherry.tactay@sfdph.org) and request re-activation.

How do I access my Active Directory and/or Email accounts?

Allow 3-5 business days not including weekends for accounts to be created. If this processing time has already lapsed, please submit a ticket to the DPH Service desk.

How do DPH staff request Active Directory and/or Email accounts?

Active Directory and/Email accounts are usually created for DPH Staff/Providers upon hire, but there are exceptions.

Is this request for a new hire?

Yes:

- The new employee will receive AD & Email account information with their New Hire packet via HR.

No:

Please complete the DPH Onboarding Request spreadsheet & submit to the DPH Onboarding Team, [dph.onboarding@sfdph.org](mailto:dph.onboarding@sfdph.org). Select “Yes” in the DPH AD Account Needed &/or DPH Email Account Needed

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How do UCSF staff, residents, fellows and students request an Active Directory and/or Email accounts?

Active Directory and Email accounts are requested by submitting an UCSF Account Request Form (ARF). <https://tinyurl.com/UCSFARF>

DPH Onboarding Team does not process requests for AD & Email Accounts for UCSF Staff/Residents/Fellows/Students. For technical assistance, please call the UCSF Service Desk at 628-206-5126 and ask the analyst to assign ticket to ITFS\_SFGH team.

How do I request a POI# for non-DPH staff (not UCSF)

Submit a POI Request Form to Cherry Tactay, [cherry.tactay@sfdph.org](mailto:cherry.tactay@sfdph.org)

Can preferred names be used instead of legal names for Active Directory or Email accounts?

Yes, please note your request in the comments section of your Onboarding Request Form.

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