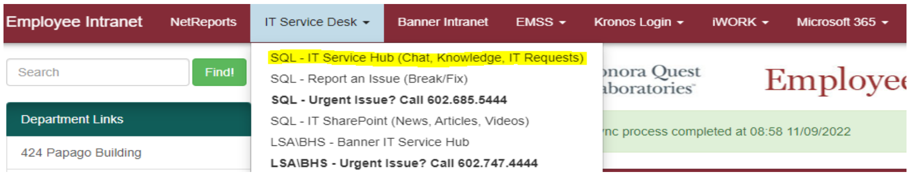
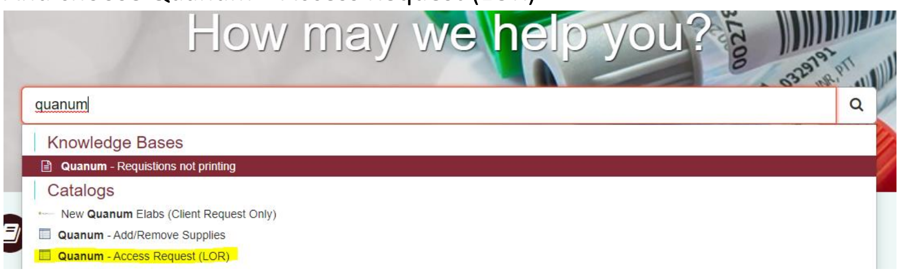
How to process New Users for TSO with Ref labs

Quanum

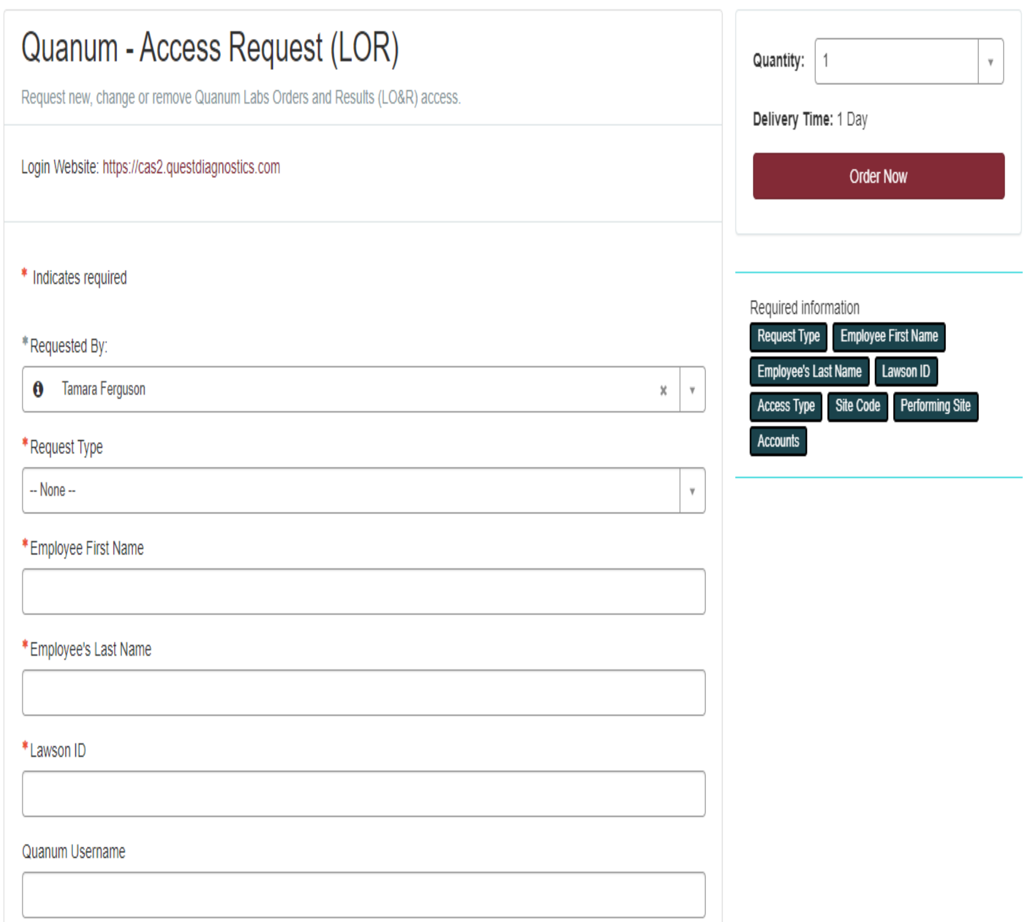
- Requests must be processed from Service Now
    - From the SQL intranet home page click on IT Service Hub (Chat, Knowledge, IT Requests) SQL



    - This screen will then appear and in the search box you will type out Quanum
    - And choose Quanum – Access Request (LOR)



- You will then fill out the information requested and once the form is complete you will click on the Order Now icon and request is complete.



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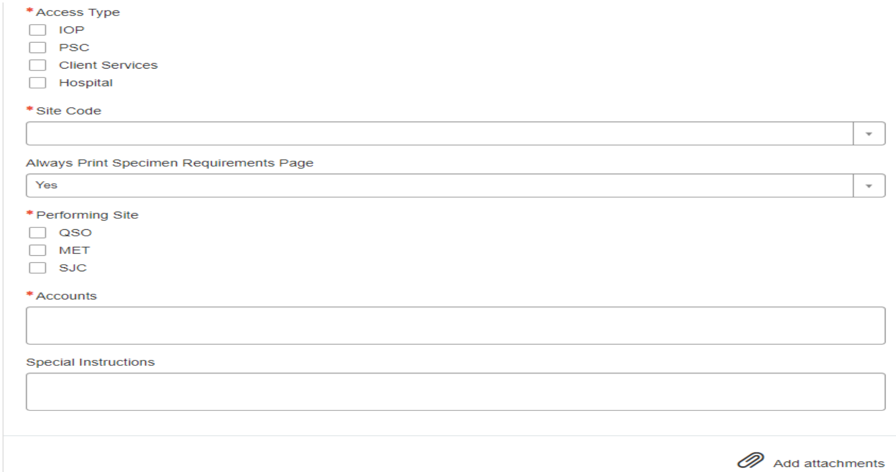
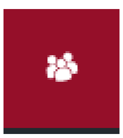
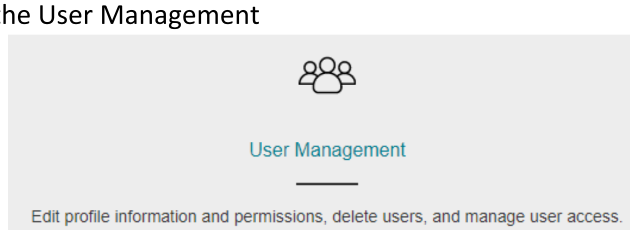
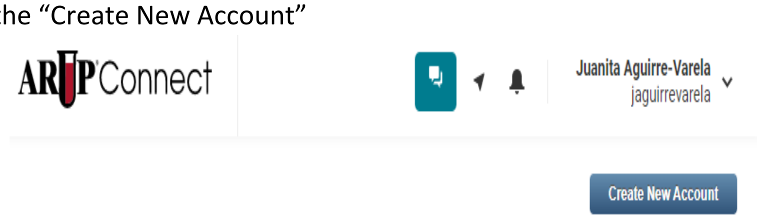
- 

- Be sure to include the correct account numbers for your location.
  - Interface and non-interface SQL account numbers
  - SJC account number

ARUP

- User admin for your location will log into ARUP Connect
  - Do not have new team members contact ARUP for set-up, the permissions are not accurate and the user name does not follow system standard.
- Select “User Management” from the side bar menu
  - 
- Access the User Management
  - 

- Select the “Create New Account”
  - 

- Complete the profile with the team members information
  - First Name
  - Last Name
  - Email (this will be used to reset password if they are locked out)
  - Sign-in Method

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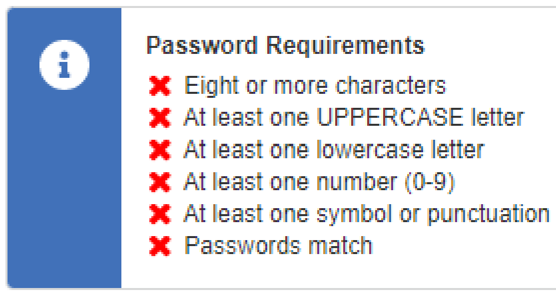
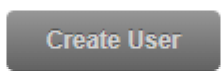
    - User name
    - First initial and last name of the "team member"
        - Ex. TMEMBER
    - If the name was "previously used" add a number to the end of last name
        - Ex. TMEMBER3
    - Password – you are setting up the temporary password and the team member will change it once they have signed in for the first time.
        - 

        - Easy to remember is using the Lawson and initials- don't forget that punctuation
            - 123456Tm@
    - Select "create User" to move to permissions
        - 

  - Permissions – all users require the following as a minimum
    - eExcept
    - Order Entry
    - Order Status and Results
    - Pricing
    - Test delay notifications

MAYO

- Team member to register on the MCL webpage to start the process.
- https://www.mayocliniclabs.com/
  - 

- The User Admin will then follow the instructions provided by MAYO
  - K:\Hospital Sendouts\Tip Sheets and How To Guides
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