

# New Caregiver “Day One” Access & Actions to Take

## Welcome to Providence!

Dear Caregiver,

Welcome to our team! We are grateful for you and your dedication to care for our cherished community. This guide will help you ensure your onboarding success and will ease the way on your first day.

*Note: We call all our employees ‘Caregivers’ and all our leaders, including hiring managers, ‘Core Leaders.’*

## New Caregiver Orientation

**You must participate in New Caregiver Orientation on your first day.** This may include **mandatory online or virtual training** modules; it **may also include in-person** elements. If your location requires in-person orientation, you will receive an email with specific instructions. If your location does not require in-person orientation, you will be expected to start your online/virtual modules from home (see Step 2). **Do not begin training prior to your First Day.**

## Before your first day, please complete the following tasks:

### Complete important pre-boarding tasks.

- ☐ **Attend your health screen if one has been scheduled for you. To start on your scheduled start date, you must attend and clear your health screening appointment as scheduled.** Download the Providence OnboardMe mobile app for [iPhone](#) or [Android](#) to see if you have a health screening appointment. Please bring all **COVID vaccination records** to your appointment.
- ☐ **Connect with your manager** (Core Leader) to **review your work schedule** for your first week, including how to obtain a badge. If you do not know who your manager is, email your recruiter (contact information is listed in your offer letter and in OnboardMe).
- ☐ **Submit your I-9 documents in HireRight**  
This is a critical step to employment. Section 2 should be completed before your first day **by your authorized representative**. Review page 2 of the [I-9 FAQ](#) for help with Section 2.
- ☐ **COVID-19 Advisory**  
Where permitted by state law and facility policy, you will be expected to provide proof of up-to-date vaccination against COVID-19 or submit a written declination form for a medical or religious reason. Those who are unable or unwilling to be vaccinated will be required to comply with masking, testing, and other infection prevention requirements in accordance with facility policy, CDC or public health recommendations.
- ☐ **Optional** – Review the benefits guide for your organization: [Providence](#) - [Swedish](#) - [Kadlec](#) - [PacMed](#) - [SJH](#) - [Covenant/Grace Health](#)

## On your first day, please complete the following:

### Step 1: Access your Providence account and configure Multi-Factor Authentication (MFA).

Obtaining access to your Providence account by claiming your account and setting up Multi-Factor Authentication (MFA) **must be completed promptly on your first day** and usually takes about 15-20 minutes. You may use a smartphone or computer to claim your account.

"Claiming your account" allows you to connect to the Providence network and applications.

"MFA" ensures Providence system security by requiring users to authenticate themselves when logging in remotely.

#### Important notes:

- **You will NOT be able to claim your account prior to your start date.**
- If you have **worked for Providence in the past** (e.g., you are transferring to a new role, department, or ministry) and already have a Providence email and username – you do not need to reclaim your account – just sign in with your existing Providence username and password.

#### If you are new to Providence, select one of these options for completing these tasks:

##### Option A: Self Service

Download Providence OnboardMe for [iPhone](#) or [Android](#) on your smartphone, navigate to "First Day," and select "Claim Your Account." Follow the prompts to complete the process.

**OR**

1. Use a computer, tablet, or smartphone to visit <https://access.providence.org/>
2. Watch the video, review the presentation, and/or read the FAQ.
3. Select **"Claim Your Account and Configure Multi-Factor Authentication (MFA)."**
4. Claim your account and set up your MFA as directed by the prompts.  
Note: use the phone / texting option to set up your MFA.



##### Option B: Attend the main "Providence New Caregiver Day 1 Account Claiming" Teams Meeting

- Use your computer (preferred) or mobile device.
- Join the meeting on Monday morning at 8:00am Pacific Time\* for 'live', classroom-style instruction on account claiming and multi-factor authentication set-up:

[Click here to join the meeting](#)

*\* Caregivers in the Texas / New Mexico region will be invited to a separate call at 9:30 Central / 7:30 Pacific Time for account claiming, MFA set up, and to begin New Caregiver Orientation (NCO).*

#### Need help?

If you are experiencing issues with account claiming or setting up MFA?

- Join a [NEO Account Claiming Support Bridge Teams meeting](#) (or 503-863-8266, Conference ID 597 009 167#)  
Mondays between 9:00am – 11:00am or 1:00pm – 3:00pm Pacific Time  
Wednesdays 9:00am – 11:00am Pacific Time
- Call the Help Desk:
  - **AskIT** (Providence IS Help Desk) **844-922-7548** – Identify yourself as new caregiver.
  - **Providence Health Plan (PHP)** caregivers should call PHP Help Desk (503) 574-7316.

#### Laptop Setup

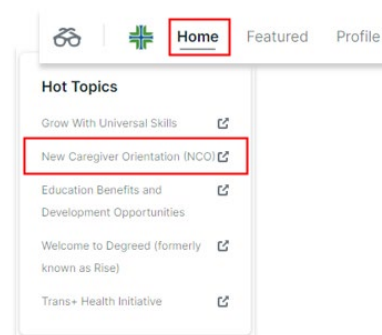
If you are a caregiver working remotely, and a laptop was shipped to you, visit [bit.ly/setuphelp](http://bit.ly/setuphelp) for laptop setup instructions.

## Step 2: Complete the online New Caregiver Orientation (NCO).

New Caregiver Orientation (NCO) is a self-study set of modules that introduce you to Providence. NCO includes **required** HealthStream training modules that must be completed by the due date HealthStream indicates. You will learn more about HealthStream in NCO.

### To complete the New Caregiver Orientation (NCO):

1. Go to <https://myapps.microsoft.com> and click on the **Degreed** application icon.
2. Advance past the **Welcome** screen.
3. Select the **role** that best matches your new position – don't worry about finding a perfect match, your profile and skills can be adjusted later.
4. Continue clicking **Next Step** until you reach your **Profile** page.
5. Select **Home** at the top of the page.
6. Click on **New Caregiver Orientation (NCO)** in the "Hot Topics" section.
7. Complete all required **HealthStream** modules in New Caregiver Orientation (NCO).



### Trouble accessing HealthStream?

- If you are unable to access HealthStream for required training after claiming your account, please contact AskIT (Providence IS Help Desk) at **844-922-7548**
- In the meantime, use the [HealthStream Bypass Link](#), to begin orientation. Your login and password will be your Employee ID number

## Step 3: Review core leader's instructions about your schedule for the rest of your first week.

### ☐ **Clinical Orientation:**

Provider, Nursing, and Clinical caregivers, who support or provide direct patient care may participate in Clinical Orientation. Clinical Education will provide a detailed schedule and facilitate these days during your orientation week.

### ☐ **Badge:**

- If **reporting in person**, your manager or team member will provide instructions on where to obtain your badge. Bring your offer letter on your first day, you may be asked to show it to security.
- If you are **working remotely**, you will pick up your badge when you first report onsite to work.

### ☐ **Caregiver Well-Being:**

For our caregivers' safety, we ask that you **do not come onsite if you develop any signs of illness**, or a fever equal to or greater than 100°F. Please reach out to your recruiter (contact information is listed in your offer letter) if you are showing signs of illness. We will have a team member reach out to you to reschedule your start date.

**We are excited for you to begin your journey with our organization,  
and we look forward to working with you to extend our Mission each day.**