Security External Forms Application
## *Residents/Medical Student-External Coordinator Workflow*

How to Access

The Security External Forms application is a single destination to access many external security forms for Norton Healthcare. An internal coordinator from Norton Healthcare will send an invitation to you to create an account to use this application for managing access for Resident/Medical Students or Fellows.

Upon creation and confirmation of your external coordinator account, you will use the following web link to access the application. Please bookmark this for quick-access:
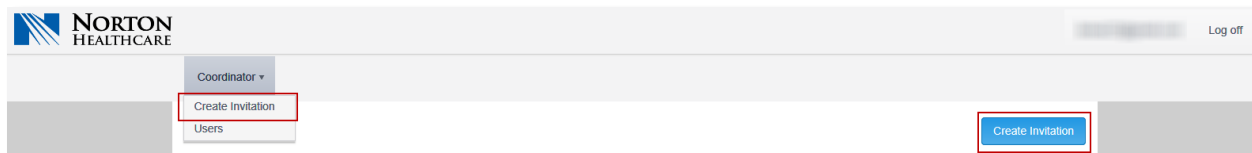
http://securityexternalaccessrequest.nortonhealthcare.org/Account/Login

The dashboard will allow you to manage invitations for new users and quickly check on the status of user requests.
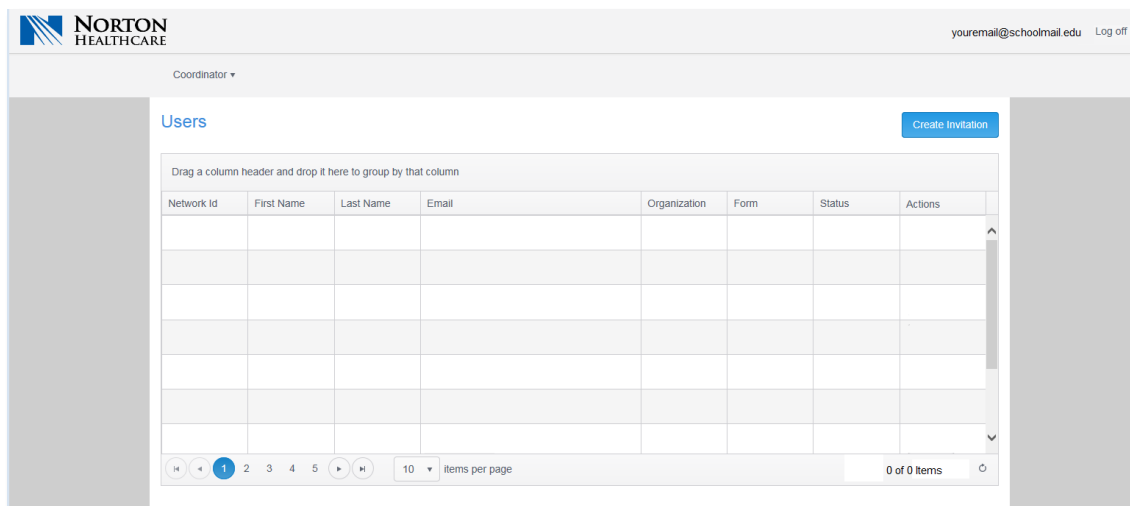
Send User Invitation
To begin, click Create Invitation or click on Coordinator and select Create Invitation:

1. Choose **Residents/Medical Students** from the dropdown list

2. Click the **Create** button

3. Enter the user's First Name, Middle Name (optional), Last Name, and email address where the invitation will be sent (Note: a link to complete the request will be sent to this email address. The link is valid for 30 days.)

4. From the **User Type** dropdown, select the user's role: *Resident*, *Medical Student*, or *Fellow*.

5. Enter the start and end dates that access will be needed.

6. For School Information choose "New School" if this is the first request for this school/program. Otherwise choose "Existing School" to have the school name and address auto-completed.

Please use the full legal name of your school/program.

7. If "New School" is selected, the name and all address fields are required

8. If "Existing School" is selected, choose the matching company from the drop down to automatically have the organization information added to the request.

9. Click Submit

Completing the Invite

The user you invited will receive an email from NortonHealthcareIS-Security@nortonhealthcare.org with a link to complete the application. The link will be available up to 30 days before it expires. They must submit a valid form of ID, agree to the Norton Healthcare's terms of service, and complete a Captcha at the bottom of the form before it can be submitted.

Upon completion, the form will be routed to a Norton Healthcare Approver for review before being progressed to Norton Security for account provisioning.

View List of your User Invitations
The status of all user invitations that you initiated can be seen on the dashboard. This includes any user request which has been denied.
From the dashboard or from the top menu select "Users List" to bring up the list of users to whom you have sent access request forms.

Resident/Medical Student Form Invitation

User Information

First Name

Resident

Middle Name

Last Name

Documentation

Email

larisar23@gmail.com

User Type

Residents

School Affiliation Name

Univeristy of Louisivlle - School of Pediatrics

School Phone Number

(502) 555-8888

School Fax Number

(502) 555-9999

School Address

3422 Market St Louisville Kentucky 40202

Date Of Birth

MM/dd/yyyy

Phone Number

(999) 999-9999

Have you ever had a Norton Healthcare Computer ID?

-- Select --

SSN

999-99-9999

☐ Check this box if you do not have SSN#

NPI #

9999999999

DEA #

XZ9999999

Specialty

Terms of Service

furthers assigned duties of the individual. While the Internet connectivity and the bandwidth provided by Norton Healthcare Information Systems can be used for simple inquiries to obtain pertinent financial news and current events, the amount of usage is monitored closely and Information Systems at any time can restrict such casual usage to reserve aforementioned bandwidth for critical application uses. Any use of this service that would be deemed unlawful, obscene, threatening, abusive, libelous or encourages conduct that would constitute a criminal offense, give rise to civil liability or otherwise violate any federal, state or local law is also prohibited. Such determination is the sole discretion of Norton Healthcare Administration."

For questions or assistance please call the Norton Service Center @ (502) 629-8911, option 1

☐ Check this box if you agree to the Terms of Service above

VALENCE   Hobson

Type the text

Privacy & Terms

Submit

View Your User Invitations

The status of all user invitations that you initiated can be tracked on the dashboard. This includes any user request which has been denied. The Norton Network ID field will be updated with the user's ID once accounts have been provisioned. *Note: Invites that were processed prior to January 2019 may not have this information available.*

From the dashboard or from the top menu select "Users List" to bring up the list of users to whom you have sent access request forms.

To view the contents of a given request, click the View button. By default, this view is sorted to display the most recent item first. You can change the sort order by clicking on a column header.

Possible Statuses of User Invitations:

- *Sent* – the Coordinator has successfully extended an invite; an email has been sent to the user for completion
- *Signed* – the User has filled out the required fields and has agreed to the terms of service; the Norton Approver has the information they need to Approve or Deny the request
- *Approved* – the Norton Approver has approved the request and sent it on for the Security team to provision
- *Denied* – the Approver has found an issue with the request. You can see the reason for denial by clicking the View button for that User. If updated information is needed within the form, they will need to a new invitation sent to them so they can complete a new form.
- *Network ID Created*—the Norton Healthcare network account has been created. The user may now be enrolled in Epic training classes.
- *Completed* – Provisioning and training have been completed

Common Issues

I am trying to send an invitation but it won't allow me to submit.
Esure all required fields on the form have been filled in appropriately and that there are no stray spaces in the email address you entered

I created an invitation but the user has not received an email to complete their form

Confirm the email address that was entered on their invitation is valid and actively monitored by the user

A user reported a typo in one of the fields on their form
If any details that were included on the initial invitation are inaccurate (spelling of name, phone number, start or end dates etc) and need to be changed, please have the user disregard the current invitation and send a new invite with corrected information.

For all other support issues, please contact the Norton Services Help Desk at (502) 629-8911, press option 3