NEW COMPUTER/NETWORK LOGON ID FORMAT – uID STANDARD

- In preparation for implementation of enterprise wide information systems such as the new Learning Management System (LMS) and Epic@UNC, the UNC Health Care IT department is introducing a new logon ID format beginning June 17, 2013. The new format is the letter ‘u’ followed by a 5 digit number, sequentially generated (i.e. u96987). The new format is called the uID.
- This new format is needed to ensure all computer users can be assigned unique identifiers. As we begin to implement integrated systems such as Epic@UNC and the new LMS, we have to ensure that we can have unique identifiers for all users across UNC Health Care.
- The main group affected by this change is NEW colleagues joining UNC Health Care after June 17, 2013. With some exceptions as noted below, we expect to grandfather existing entity user accounts, thereby minimizing the impact to those with a logon ID prior to June 17, 2013.

<table>
<thead>
<tr>
<th>Entity</th>
<th>Changing From</th>
<th>Population Impacted</th>
<th>Timing</th>
<th>User Volume</th>
<th>Existing Applications &amp; Resources Impacted</th>
</tr>
</thead>
</table>
| UNC Hospitals, UNC Faculty Physicians       | FirstInitial + Last name (i.e. jpastor).           | New employees & new providers ONLY.          | June 17, 2013  | Low; ONLY new employees. | UNCH Hospital computer logon, hospital email, hospital Citrix, & hospital Kronos for NEW people.  
NO CHANGE TO WECBIS IDs.                                                                 |
|                                             |                                                    | Existing logon IDs stay intact.              |                |                  |                                                                                 |
| UNC School of Medicine                      | FirstInitial + Last name (i.e. jpastor) (Hospital account, NOT ONYEN) | New faculty, staff and students needing a hospital network ID. Existing faculty, staff and students who currently do not use a hospital network ID. | June 17, 2013  | Low               | UNCH Hospital computer logon, hospital email, and hospital Citrix for new SOM people.  
NO CHANGE TO WECBIS IDs.  
NO CHANGE TO ONYEN IDS                                                                  |
| Chatham Hospital                            | FirstInitial + Last name (i.e. jpastor).           | New employees, new providers & existing users who’s IDs match an existing UNCH logon ID (i.e. csmith). | June 17, 2013  | Low; ONLY new employees & users with non-unique ID | Computer logon, email, Meditech and most other computer resources for new users and duplicate user IDs. |
| Rex Healthcare                              | 3 initials +EIN# (i.e. jlp8787999)                | New employees, new providers & existing users who’s IDs match an existing UNCH logon ID (i.e. csmith). | June 17, 2013  | Low               | Computer logon, email, Cerner, Allscripts and most other computer resources, for new users and duplicate user IDs. |
| UNC Physicians Network                      | Firstname.lastname (i.e. John.Pastor)             | New employees & new providers.               | June 17, 2013  | Low; ONLY new employees & users with non-unique ID | Computer logon, email, Cerner, Allscripts and most other computer resources, for new employees and providers only. |
| High Point Regional                         | 3 initials + last 4 of SSN                        | All employees when they begin to use new LMS and Epic | As needed to access new LMS & Epic | Low early; All users eventually. | No impact to current computing resources.                                                                 |
| Pardee Hospital                             | All new LMS* users                                 | As needed to access new LMS*                | Medium; ~ 1,300 | No impact to current computing resources. |

*New LMS = Being implemented July 2013 – November 2013 to all UNC Health Care entities.*
OTHER FAQs

Q1. Why are we changing the logon ID standard?
Currently, there are at least three different logon ID standards that are being used across Chatham Hospital, UNC Hospitals and UNC Faculty Physicians, UNC Physicians Network, and Rex Healthcare. The strategy is to move to one standard to enable access for all users across the UNC Health Care System to our enterprise-wide systems. We sought one standard that enabled unique identification of our computer users, was impervious to change and would endure the test of time. The new format, ‘u’ + 5 digits, meets those criteria.

Q2. What’s special about the letter ‘u’? What happens after you issue the 99,999th logon ID (u99999)?
The letter ‘u’ serves as a ‘handle’ for the logon ID. When talking to the service desk about an access problem the reference to your ‘u’ number or your ‘uID’ simplifies identification. The letter ‘u’ starts the phrase unique universal user identifier. The next user after we issue uID u99999, will receive uID u100000. At that time, the uID length will increase to ‘u’ plus 6 digits. The UNC Health Care information systems should have no trouble handling this change.

Q3. Why wasn’t first initial + 7 letters of last name chosen as the standard?
There are a lot of common names. In addition, IT faces continual requests for Logon ID changes due to name changes. When a logon ID changes, it triggers a manual effort that can take up to four hours to find all the systems in which the logon ID exists and change it.

This process is prone to error and also disruptive for the user. Furthermore, when a logon ID changes, it damages the integrity of user activity logs that we are required to keep for regulatory purposes.

Q4. I am getting married in October and plan to change my name. Can I change my logon ID in October to reflect my new married name?
We will only be changing logon IDs to the new standard, not to another name. If you decide to change your logon ID you will be issued a uID (u12345).

Q5. What about employee ID number? That’s unique. Why not use it?
It is very important to have a logon ID standard that associates a computer user with their logon ID for life. There are several reasons that eliminate the use of employee identification number as a standard for logon ID. Not all computer users are employees and therefore are not issued employee ID numbers.

Each entity (Chatham, UNC Hospitals, UNC School of Medicine, etc.) manages its own employees through different HR departments and systems. The possibility exists that a person at Chatham Hospital could have the same employee identifier as a person at Rex or a health care entity we acquire in the future.

It is also possible for a person to leave UNC Health Care, return later, and then be issued a new employee Id number, or to move from a Rex Healthcare position to a UNC Hospitals’ position and receive a new employee ID number. Finally, many employee IDs are 7 digits long, which is longer than the 5 digit number that we are appending to the letter ‘u’ for the new standard.

Q6. When I log in to Rex Healthcare systems, my employee number is part of my logon ID. Is this going to change?
No. Your logon ID will remain the same. Our focus for this change is on new computer users coming into the UNC Health Care System. However, if you still possess a firstinitial+lastname and it is common (i.e. jsmith) you will be issued a new uID (unnnnnn) if another jsmith exists somewhere else in the UNCHCS.
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Q7. What about ‘P’ number or the national provider identifier physicians use for billing? Were these options considered?
Yes, both were evaluated. Individuals assigned a ‘P’ number represent only a small group of computer users, and the ‘P’ numbers change under certain circumstances. Often, computer users who are assigned ‘P’ numbers need access to our systems before they are assigned a ‘P’ number. With respect to the national provider identifier (NPI), these are published on the Internet which is not a good idea for logon IDs.

Q8. I log on to WebCIS with my ‘P’ number and I logon onto my hospital email with my hospital network ID (i.e. ajackson). Are these affected?
No, they are not affected. You will keep your hospital network ID (i.e. ajackson). Only new employees will get the new format. WebCIS IDs are not affected by this change.

Q9. I log on to WebCIS with my ‘P’ number and I do not have a UNC Hospitals hospital network ID. How will this change affect me?
WebCIS IDs are not affected by this change. At some point in the future, if you need a hospital network ID to access UNC Health Care information systems, you will be issued a uID (unnnnn).

Q10. Can I use this new logon ID to access my SOM email and calendar?
No. This change does not include or affect the UNC–Chapel Hill information systems such as SOM email and calendaring. Anything you access using an ONYEN ID is not impacted.

Q11. When will my logon ID change to the new format?
If you already have a logon ID, it will not change unless you are among about 2% of the computer users across Chatham Hospital, UNC Hospitals, UNC Physicians Network, Rex Healthcare and UNC Faculty Physician who have a logon ID that matches someone else’s. If you have a logon ID identical to someone else’s, you will be contacted by email and phone explaining the change and providing you with your new logon ID, between now and July 1, 2013. If you are not contacted between now and July 1, 2013, you can keep your current logon ID.

Q12. If this change will not affect me, why the communication?
Communication is important. You may be a supervisor or a co-worker of someone who will show up in your unit after new employee orientation with a logon ID of u87894. This new colleague will need guidance on accessing the applications he/she needs to do her job. If you are familiar with the new standard, you will not be surprised when you provide your department orientation and training.

Q13. What is the overall strategy?
Across UNC Health Care, we are actively implementing changes to:
1. Reduce the number of logon IDs and passwords you have to remember, and
2. Reduce the number of times you have to enter login ID/passwords to gain access to an application.

We are analyzing every application within UNC Health Care to see if it can be modified to use a central logon ID and password database, thereby reducing the number of UNC Health Care passwords you have to remember.

You will still have multiple logon IDs and passwords for University systems (that require ONYEN), systems enabled by professional organizations and colleagues outside of the UNC Health Care, and systems for personal use like online banking, online travel reservations, and online retail companies.