

INSTRUCTIONS

For those already logged into the UNC Health Care System Intranet, the Audit, Compliance and Privacy Services Intranet site can be accessed directly at:

<http://intranet.unchealthcare.org/intranet/hospitaldepartments/auditcomplianceprivacy/>

Those who are not logged into the Intranet should follow the steps below:

STEP 1: Citrix Website

Cut and paste the UNC Health Care Citrix web portal link into your browser address bar:

<https://csg.unch.unc.edu/Citrix/XenApp/auth/login.aspx>

STEP 2: Citrix Login

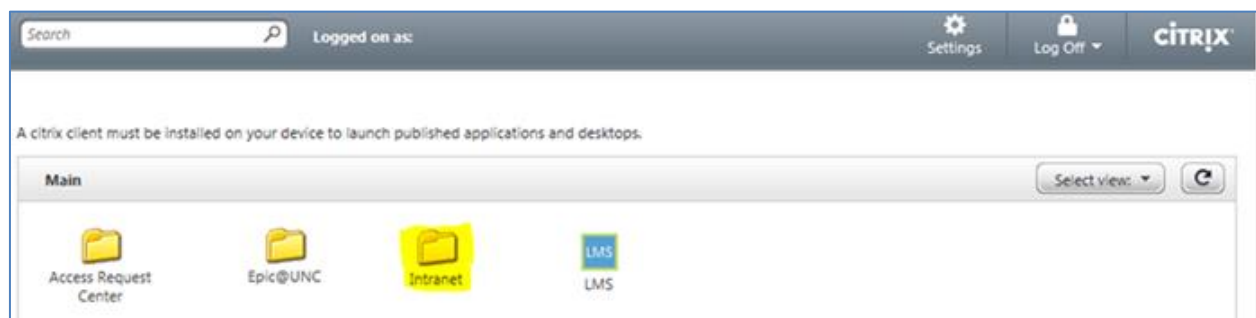
Login with your UNCHCS domain account (often called uID), which is the same login you use for Epic and Learning Made Simple (LMS).

The “domain” field should read “unch”.



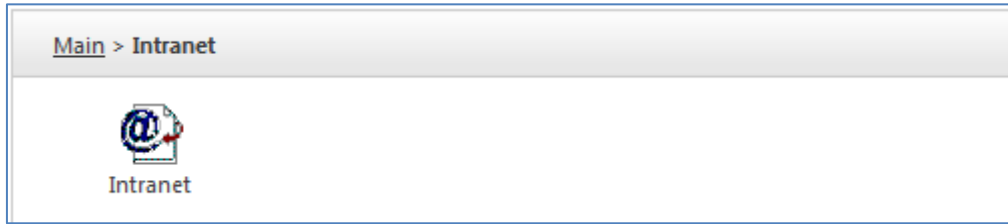
STEP 3: Intranet Folder

Find the “Intranet” folder and click it open.



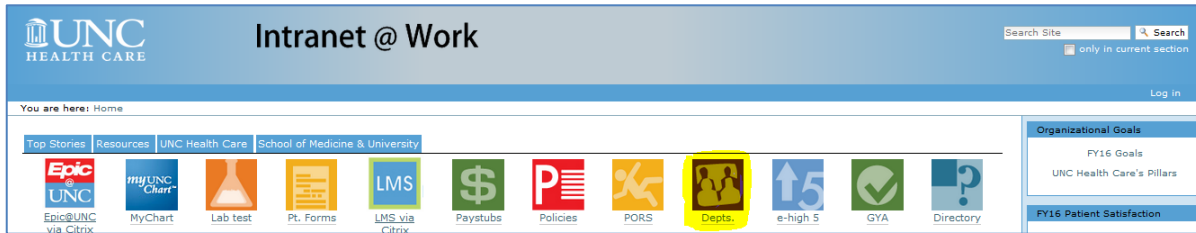
STEP 4: Intranet@Work

Click the “Intranet” icon in the “Intranet” folder. Give Citrix some time to launch the Intranet@Work home page where the “Policies” link is located.



STEP 5: Departments

Click the purple “Depts.” icon in the top center of the home page.



STEP 6: Audit, Compliance & Privacy Services

Once inside the “Departments” page, select “Audit, Compliance & Privacy Services” from the list of Hospital Departments.

TROUBLESHOOTING

My Workplace is Not on the UNC Health Care Network

For hospital and clinic users whose network is not yet on the UNC Health Care data network, ISD has enabled access to the UNC Health Care Intranet@Work home page via the UNC Health Care Citrix web portal. The UNC Health Care Citrix web portal is accessible to anyone at UNC Health Care with a UNCHCS domain account.

I Don't Have a UNCHCS Domain Account

Usually, the UNCHCS domain account is delivered as part of Epic adaption or required LMS training. ISD does not deliver UNCHCS domain accounts to users until they have a need for them. If a user wishes to obtain their UNCHCS domain account early in order to access the UNC Health Care Citrix web portal to get to the Intranet@Work home page, they should contact the local IT support service desk.

QUESTIONS

If, after reading the troubleshooting guidelines, you still have unresolved questions, please contact the ISD service desk at 984-974-4357.