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Credentials

Different applications require your username in different formats. This section explains the most common uses.

Microsoft Active Directory

All employees will have their own, named, [Microsoft Active Directory](#) account that may be used to logon to Windows and many of our applications (credentials were provided during new employee orientation).

Some of our applications, however, are not compatible with Active Directory and require a separate set of credentials.

Credentials (SAM username)

AD provides two types of usernames (passwords are the same). Most systems prefer the SAM format.

Common ([Security Account Manager](#))

- o u: RIVERVIEW\username
- o example: RIVERVIEW\lastf

[LEARN ABOUT PASSWORDS](#)

Credentials (UPN username)

Some systems prefer the UPN username, which will be the same as your @riverview.org email address.

Less Common ([User Principal Name](#))

- o u: username@riverview.org
- o example: flast@riverview.org

[LEARN ABOUT PASSWORDS](#)

Microsoft Windows

Most computers will be running a [Microsoft Windows operating system](#) (either [Windows 7](#) or [Windows 10](#)).

Most employees have access to both physical and virtual desktops.

VMware Horizon virtual desktops may be accessed from any Internet-connected device.

Credentials (AD, SAM or UPN)

If you are assigned a computer for which you are the primary user, logon using your named/unique [Microsoft Active Directory](#) account (both SAM and UPN are accepted).

Some shared computers, however, are configured to automatically logon. Reboot them to trigger an automatic logon.

- SAM: RIVERVIEW\lastf
- UPN: flast@riverview.org

Examples

Use either your SAM or UPN username. We recommend using the SAM.

The image shows two examples of Windows login screens. The top screen displays the SAM username 'RIVERVIEW\lastf' in the username field, a masked password field with a right-pointing arrow, and a 'Sign in to: RIVERVIEW' button. The bottom screen displays the UPN username 'flast@riverview.org' in the username field, a masked password field with a right-pointing arrow, and a 'Sign in to: riverview.org' button.

Citrix StoreFront

After logging onto Windows, many users will next use Mercy's Citrix StoreFront to remotely access OneView's Epic Hyperspace.

Credentials (AD, SAM only)

Most shared computers are configured to automatically logon to Citrix StoreFront.

Example

Use your SAM username and the **riverview** domain.

URL:

<https://riverviewconnect.mercytechnology.net/>

LOGON TO STOREFRONT

If StoreFront prompts you to logon, use your named [Microsoft Active Directory](#) account (only SAM is accepted).

- o u: username
- o example: lastf
- o domain: RIVERVIEW

OneView

In May 2017, OneView will be Riverview's [EHR](#) system. The primary application is [Epic Hyperspace](#). It is accessed remotely via [Citrix StoreFront](#). This solution resides on [Mercy Hospital St. Louis](#) servers.

URL:

<https://riverviewconnect.mercytechnology.net/>

LOGON TO ONEVIEW

Credentials (AD, SAM + prefix)

Log into Epic Hyperspace using your named [Microsoft Active Directory](#) account (only SAM is accepted). You must, however, add a **RVH** prefix to your username.

- o u: **RVH**username
- o example: **RVH**lastf

Example

Use your SAM username with a **RVH** prefix for the User ID.

Kronos Workforce Central

Our Human Resources system for managing payroll and timekeeping (clock in/out). Requires Java and Internet Explorer 11.

URL:

<https://kronos.riverview.org/wfc/>

LOGON TO KRONOS WFC

Credentials (AD, SAM only)

Use your named [Microsoft Active Directory](#) account (only SAM is accepted).

- o u: username
- o example: lastf

Example

Use your SAM username. Do not add the "RIVERVIEW\" domain name.

LOG ON

User Name

Password



Email & Office 365

We are migrating email accounts from our datacenter to [Microsoft Office 365](#).

Accounts that have not moved will use Outlook Web App (OWA). Accounts that have moved will use Office 365 (O365).

Credentials (AD, UPN only)

Logon using your named [Microsoft Active Directory](#) account (only UPN is accepted).

- o u: username@riverview.org
- o example: flast@riverview.org

Example

Use your UPN username (e.g. email).

URLs:<https://owa.riverview.org/owa/><https://office.riverview.org/>

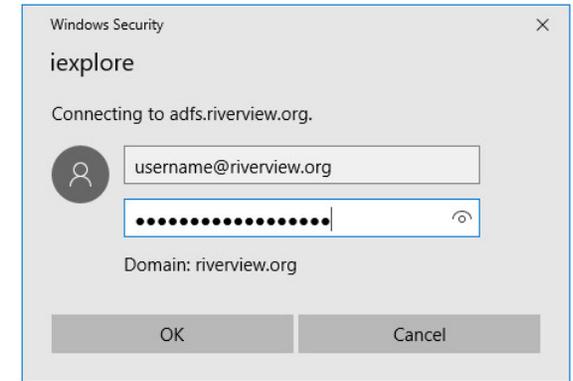
LOGON TO OWA

LOGON TO O365

LEARN MORE ABOUT OFFICE 365

O365 ON ANDROID

O365 ON IOS



VMware Horizon (VDI)

You may logon to a virtual desktop from any Internet-connected device.

Either install the VMware Horizon Client (best, internal or external) or use a modern HTML5 browser (convenient, external).

URL:<https://desktops.riverview.org/>

START > VMWARE HORIZON CLIENT

Credentials (AD, SAM or UPN)

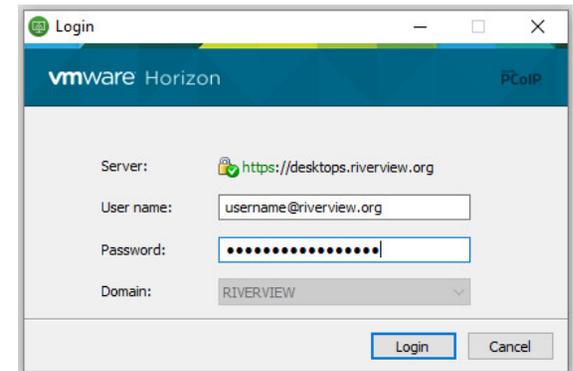
Logon using your named [Microsoft Active Directory](#) account (both SAM and UPN are accepted).

Some shared locations (like exam rooms) use physical [zero clients](#) that are configured to automatically logon to a virtual desktop using a shared, generic account.

- o u: username@riverview.org
- o example: flast@riverview.org

Example

Use either your SAM or UPN username.



Remote Desktop Protocol

In rare circumstances, some users might use Remote Desktop Protocol to remotely access a unique server or application.

You will use the Remote Desktop Connection application and must know the name of the remote server you have permission to access.

START > REMOTE DESKTOP CONNECTION

Credentials (AD, SAM or UPN)

Logon using your named [Microsoft Active Directory](#) account (both SAM and UPN are accepted).

- o u: username@riverview.org
- o example: flast@riverview.org

Example

Use either your SAM or UPN username.



Username Matrix

To better understand which username to use where, please review this username matrix of frequently used applications. SAM most often looks like (lastf), UPN most often looks like (flast@riverview.org). OneView most often looks like (RVHlastf).

Application

SAM (lastf)

UPN (flast@riverview.org)

OneView (RVHlastf)

Citrix StoreFront	yes		
Kronos Workforce Central	yes		
Microsoft Office 365		yes	
Microsoft Windows	recommended	avoid	
Multi-factor Authentication	yes		
OneView (Epic)			yes
VMware Horizon	recommended	avoid	

Additional Information

In addition to better understanding which username to use where, you might also enjoy learning about these options.

Help Desk

The IS Help Desk is open from 7 am to 6 pm Monday through Friday. They are

Electronic Ticket

The preferred means of submitting a non-urgent Help Desk ticket is to use

Phone & Emergency

If your technical issue is urgent or is an after-hours emergency, please call.

also on-call for emergencies after hours and on weekends.

this online form. The team is able to more efficiently monitor and respond to electronically submitted tickets.

<http://helpdesk.riverview.org/>

OPEN A SUPPORT TICKET

After hours, please leave a detailed message (name, phone number, problem) and follow the voice prompts regarding how to flag the message as urgent.

5,4357 (xHELP) from any company phone

Microsoft Office 365

Office 365 provides email and social networking services through hosted versions of Exchange Server, Skype for Business Server, SharePoint, and the Microsoft Office suite.

Employees may access @riverview.org email from any network-connected device from any location via office.riverview.org

LEARN & GET STARTED

Setup O365 on iOS

To configure your personal mobile iOS device to sync with @riverview.org email, calendar, instant messaging, and more; follow these instructions.

OFFICE 365 ON IOS

Setup O365 on Android

To configure your personal mobile Android device to sync with @riverview.org email, calendar, instant messaging, and more; follow these instructions.

OFFICE 365 ON ANDROID

Password Policy

Although [PolicyTech](#) retains the complete and [official password policy](#), the guidelines in our [Password Policy Portal](#) will help you remain compliant.

[LEARN MORE ABOUT PASSWORDS](#)

Requirements

Domain passwords must meet these requirements.

- **8 characters** or more
- Change every **6 months**
- Contain **3 character types** or more:
 - **A-Z** uppercase
 - **a-z** lowercase
 - **0-9** numbers
 - **!-?** punctuation
- May not include **your name**

Good Passwords

Good passwords are long, random, and unique for each service.

- Longer passwords are *much* stronger
- Use a unique password for every website and application
- Use a mix of letters, numbers, and symbols
- Securely store your passwords in a [password manager](#)