

Reactivating Accounts After Inactivity

Providers, Residents and Medical Students

Anyone that has not logged into their Covenant accounts in the last 90 days will be deactivated.

This does not mean you are terminated, but it does mean that you cannot expect to return and have access.

There are several steps that should be completed ONE week prior to returning.

1. Call the Service Desk at 806.725.5555, Physician Option. Ask the following:

- ✓ Are my accounts still activated? If not, tell them you are returning and need reactivated. They will verify you with DOB, SS# and your security questions before reactivating your accounts.
- ✓ Do I still have Onesign EasyPass? If no, ask them to put in a ticket for the manager to approve.
- ✓ Will you please verify my UPN? This is used to sign in from external source.
- ✓ Is my Multifactor Authentication in place? If not, you will need to log into access.providence.org and click on Configure Multifactor Authentication and follow the instructions.
- ✓ Is my password still current? If not, reset. If you cannot remember your password they can help you re-set.

2. Have you lost your badge? Contact MSO – 806.725.0566 They will make you a new one.

3. To log into Citrix use PSJHApps.providence.org and enter your UPN as your username and your current password

4. If you previously had access to scrubs, contact Mandi Stanley at msanderson@covhs.org or Kelly Flippen at kflippen@covhs.org and make sure your access is still intact and that your User Number and PIN are correct.

*** If you have questions about your reappointment, please contact the Medical Staff Office at (806) 725 – 0566.