ORGANIZATIONAL DEVELOPMENT
NEW ASSOCIATE ORIENTATION

New Associate,

Welcome to Erlanger! *New Associate Orientation* is held remotely in your *Erlanger Online Learning* (EOL) portal and will start with an Orientation Zoom Kickoff on your start date at 9:00 am EST. If you are unable to start orientation this week, or if completing your orientation remotely is an issue, notify your recruiter as soon as possible to make alternative arrangements.

Time Keeping [Non-Exempt/Hourly Employees Only]
To keep your time**,** login to your EOL portal (instructions below) and activate your virtual time clock (the start/stop timer red box) on your Current Learning/Home page. This virtual time clock will be how you record your time during orientation while remote. If your time needs editing, please notify your manager directly, as HR does not edit time. **This virtual time clock is available starting your first day and throughout your first week of orientation only.** If you are unable to finish all your EOL assignments within the one-week limit, you must make alternative arrangements directly with your manager and report time to them.

Please note, if you are on site, DO NOT use this virtual time clock. Instead, use a time clock terminal to swipe your ID Badge. Exempt/Salaried Employees DO NOT record their time as it is already accounted for.

Click this link for a quick video tutorial on how to login: **EOL Login Tutorial Video**

Orientation Zoom Kickoff Instructions
On your start date, at 8:55 EST, access the *Orientation Zoom Kickoff*, which starts at 9*AM*:

https://zoom.us/j/93332316210 - Click here to automatically connect to the zoom session
Dial by your location: +1 301 715 8592
Meeting ID: 933 3231 6210

Non-Exempt/Hourly Employees should clock in prior to joining the Zoom Kickoff. Our Zoom standards require you to show video (if a camera is available), be muted until prompted, and have your full name displayed. If you are unable to join the Kickoff, please refer to the recording on the *New Associate Resources* page (link below).

DO NOT
DO ANY EOL ASSIGNMENTS PRIOR TO YOUR EMPLOYMENT START DATE AS YOU ARE NOT YET EMPLOYED

erlanger

<h1 style="text-align:center"><u>AVOID TECHNICAL ISSUES</u></h1>

READ THE FOLLOWING REQUIREMENTS TO USE THE EOL PORTAL REMOTELY

- A PC computer is required (Warning: DO NOT use a smartphone, tablet, Chromebook, or MacBook)

- Use an updated Chrome or Edge Browser (Warning: DO NOT use Internet Explorer, Safari, or FireFox)

- Allow pop-ups within your browser

- All videos must be watched 100% and adequate time spent reading pages or a completion error may occur

- Pass all quizzes to the listed criteria for completion

- Manually plug in headphones if you experience audio issues to activate your computer's audio menu

We cannot assist EOL issues that do not follow the technical requirements.

For EOL assistance, please click on the Chatbot icon 💬 to resolve or report issues. DO NOT call the IT Service Desk for EOL concerns.

If you are unable to meet the technical requirements to do orientation remotely, you may complete your EOL assignments using the computer lab at the HR Building during business hours, M-F, 8am - 4pm EST without an appointment. On your start date, please make sure you are dressed appropriately according to Dress Code Policy and arrive between 8:30AM and 8:45AM to get settled before the 9:00AM Kickoff starts. The HR Building is located at 1516 Riverside Dr. Chattanooga. If joining us from Erlanger Western Carolina, please connect with your recruiter for arrangements at your location if needed.

EOL Login
Your EOL portal credentials are as follows:

> *Username:* Your 5 Digit Employee ID Number (listed on your email for this attachment)
> *Password:* Erlanger24@

Note that the password is case sensitive, the "E" in Erlanger, must be capitalized only, and you must use the *at* symbol (@). Upon initial login, a password change is required, take note for future use. These credentials are different than what was used for accessing Employee Direct Access. Please do not confuse passwords and get locked out. Please click on the Chatbot if you need assistance accessing your EOL portal.

General New Associate Orientation Week Schedule

Pre Orientation	M	T	W	H	F
Empl Direct Access Tasks	**9 AM Kickoff & *New Associate Orientation* EOLs* (8 hrs)**	**In-Person NSO & BLS§ (3 hrs)**			**In-Person eChart§ (3 hrs)**
		Continue *Additional* role specific EOLs			

You may work remotely at any time, except during time clock syncing, 11:55pm-12:05am. However, support is only available during office hours.

Note, though orientation usually starts on Mondays, during holidays, Orientation Kickoff may start on Tuesday, pushing other orientation training further along the week, compressing the schedule.

New Associate Orientation program* EOL is listed with the compass icon 🧭 at the top of your Current Learning section. It contains multiple courses and is due at the end of your second day of orientation. **<u>You may not report to your department for training until this program is complete.</u>

<div style="text-align:center">

Erlanger Health | Human Resources | Organizational Development
1516 Riverside Drive, Chattanooga, TN 37406 | 423.778.7969 | Office Hours Mon – Fri, 8AM-4PM

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You may have additional programs containing courses based on your job role. Each of these programs has a posted due date. Please be sure to be mindful of these due dates as you are pacing your course completions.

You will know you are finished with a course or program when it disappears from your Current Learning section. If your New Associate Orientation program is not completed on time, you will receive an email requesting your immediate attention. Your manager will also receive an email regarding the delinquent mandatory New Associate Orientation Program.

§*Nursing Services Orientation* (NSO), *BLS/RQI Onboarding*, and *eChart Training* is <u>in-person and the respective instructions will be emailed separately to applicable participating individuals</u>. In general, NSO is required for all non-provider clinical/nursing staff, BLS is required for all non-provider clinical/nursing staff as well as technologists SORT, PCA/PSA, rehab, and ambassador roles; additional eChart training (non provider) is for in-patient nurses and techs only. If you need to reschedule either training, please reach out to Clinical Education or eChart respectively. NOTE: NSO/BLS and eChart Training is only for TN/GA based employees. EWCH/NC based employees DO NOT receive this training in Chattanooga, but will be contacted separately as needed.

All assignments are expected to be completed. If you do not agree with an assignment, you must ask the assigning office (i.e. eChart or Clinical Education) to review and remove if needed. Organizational Development does not assign these EOLs and will not remove them unless directed from the assigning office.

Post Orientation
Most of your online training assignments will be due by the end of the day on your last day of orientation. However, some associates will have additional assignments to be completed during the first 30 days of employment. This is most common in clinical areas. Some role specific assignments have a 30 day due date, but we encourage you to complete these as early as possible. This is especially important for clinical staff, because it is much easier to get these additional courses completed during the first weeks of a new role while working with a preceptor.

In addition to orientation, the EOL system is used for ongoing training and updates. Please be sure to login regularly while you are working to complete your required assignments. Thank you for your time and commitment in completing this training.

Orientation Help
Please reply to the appropriate emails for assistance. For your orientation questions, we ask that you do not contact your recruiter, manager, or the IT Service Desk for help, as this will delay your orientation progress. For direct assistance, refer to the list of contacts below.

Please find helpful resources on the *New Associate Resources* page here: https://www.ehseol.org/local/pages/?id=27

- **General Orientation Assistance**, contact Organizational Development at develop@erlanger.org
- **General EOL Assistance**, contact EOL Support Desk using the Chatbot on the EOL page
- **Clinical Education (TN/GA) NSO & BLS Onboarding**, contact Clinical.Education@erlanger.org
- **Clinical Education (NC) NSO & BLS Onboarding**, contact Carolyn.Sabine@erlanger.org
     Note: EWCH/NC associates do not participate in NSO in TN; you will be contacted separately to schedule BLS onboarding after orientation
- **eChart/Epic Assistance (EOLs and Training)**, contact eChartTrainingRegistration@erlanger.org
     Note: Providers, please reach out directly to eChart for personalized Epic training
     Note: EWCH/NC associates use CPSI for their EMR; CPSI training is set up by your manager
- **Provider Specific Assistance**, not related to EOLs or eChart, contact Susanna.Edmondson@erlanger.org

Once complete with your orientation, you will continue to use the Erlanger Online Learning (EOL) portal throughout your employment with Erlanger. In the future, you will receive additional assigned EOLs, you can review your transcript of previously completed EOLs, and can find additional training to enroll in as needed. We advise you to bookmark the portal login page so that you can easily access in the future.

EOL PORTAL LINK
https://www.ehseol.org

We look forward to seeing you in the Orientation Zoom Kickoff!