Quick Guide – Creating a Connect@UPMC Account

Subject: Connect@UPMC Account Utility
Intent: Instructions for creating a Connect@UPMC account.

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Overview

The Identity Management System (IMS) online Account Request form enables UPMC managers to submit online user account requests to the Information Security Group for specific UPMC computer applications. Online Account Requests use a series of Web-based forms available on the IMS Web site.

One of the accounts for which requests can be made is a Connect@UPMC account. With a Connect@UPMC account, you can log into your UPMC network account from a computer that is not your primary UPMC workstation. This will let you perform work-related functions remotely such as checking e-mail or accessing data and applications.

In this Quick Guide, you will learn how to:

- Register a New Connect@UPMC account
- Log in to a Connect@UPMC Account after Initial Registration
- Log in to Connect@UPMC from a Different PC

Registering a New Connect@UPMC Account

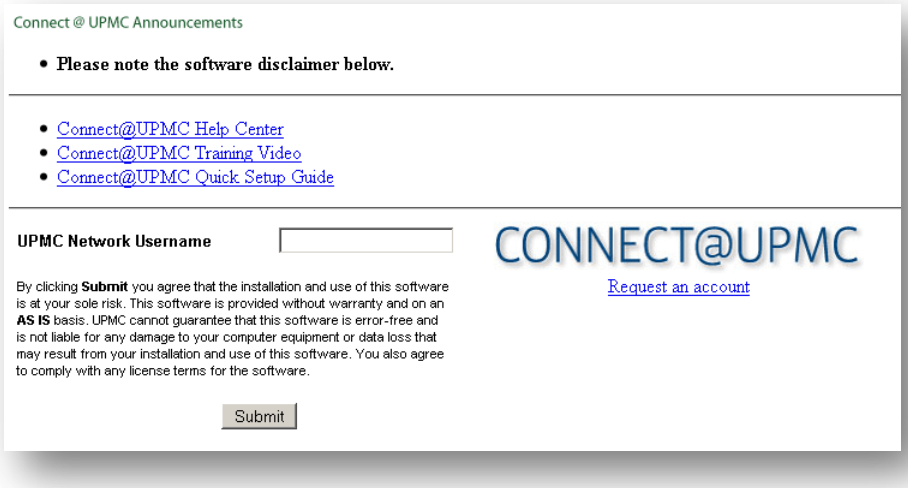
If you do not have a Connect@UPMC account, you must register for a new account. To register a new Connect@UPMC account, perform the following:

1. Go to the Connect@UPMC Web site (http://connect.upmc.com), and apply for Connect@UPMC access.

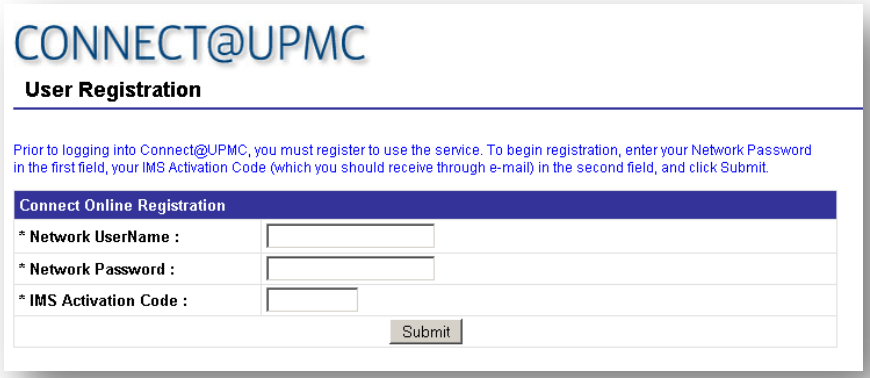
    a. To apply for an account, click the **Request an account** link and follow the application instructions.

    b. After successful application, you will receive an **IMS Activation Code** via e-mail. When you receive the IMS Activation Code, return to http://connect.upmc.com to complete the registration process.

2. Type your **UPMC Network Username** and click **Submit**.

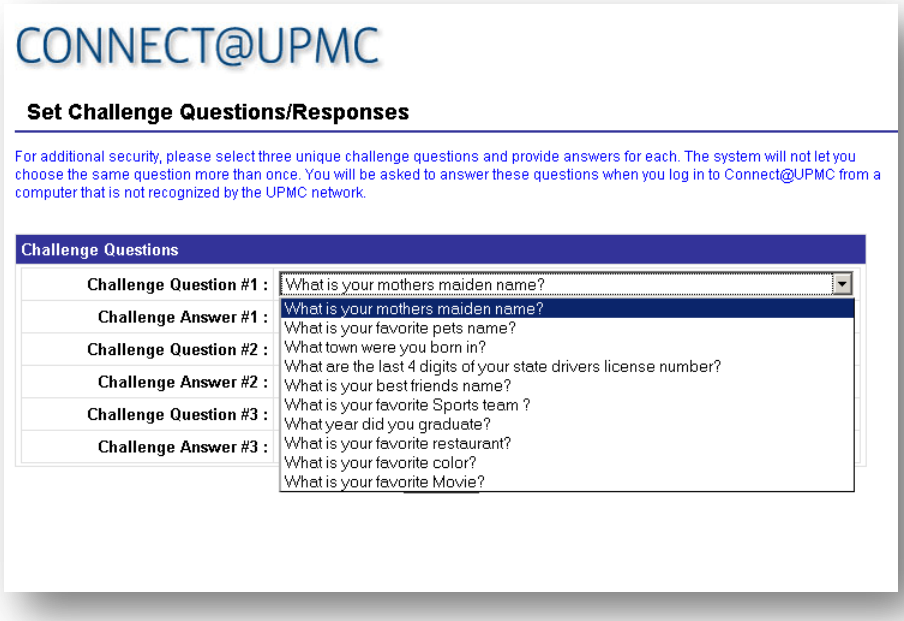


3. Type your **UPMC Network Username, UPMC Network Password**, and **IMS Activation Code** in the corresponding fields and click **Submit**.



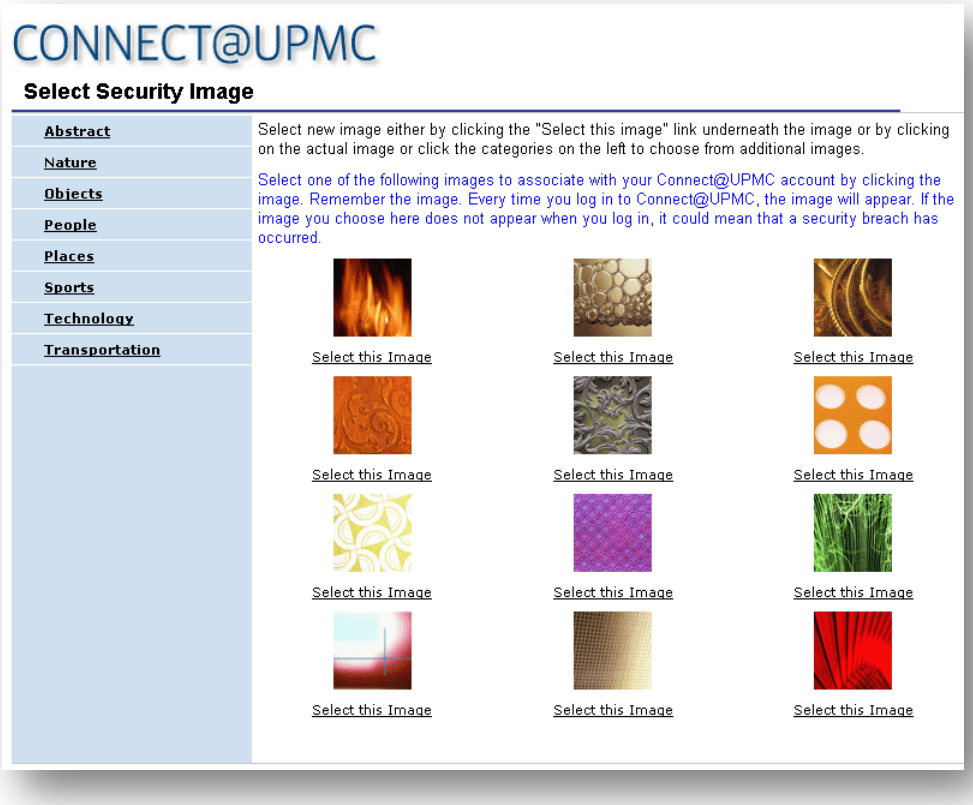
4. Upon your initial login to Connect@UPMC, you must choose **three Challenge Questions** and **Responses**. Remember your questions/responses. As an added security measure, you will be asked to provide them when you attempt to log in to Connect@UPMC from a computer the system does not recognize.

   To select your three questions, click the drop-down boxes for the **Challenge Question** fields and select a question for each. The choices are the same for all three fields, but you may not select the same question multiple times. Type your answers to the questions in the **Challenge Answer** fields, and click **Submit**.



5. Select a **Security Image** to associate with your Connect@UPMC account by clicking the image. To browse for additional images, click a category link at the left of the page. Each category contains 12 images to choose from.

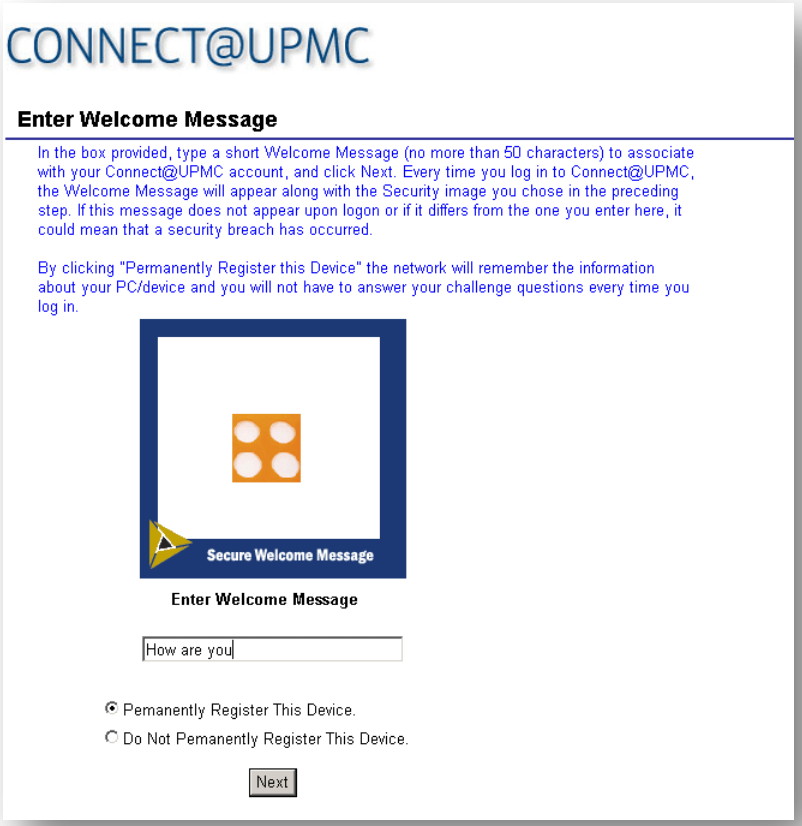
   The Security Image you select here will appear every time you log in to Connect@UPMC. If the image does not appear, it could be the result of a security breach.



6. Type a unique **Welcome Message** to associate with your Connect@UPMC account in the **Enter Welcome Message** field.

   The Welcome Message you type here will appear just below your Security Image every time you log in. If the message does not appear, it could be the result of a security breach.

   Note: The Welcome Message cannot be longer than 50 characters. It cannot contain any special characters (e.g. @, #, !, &) either.

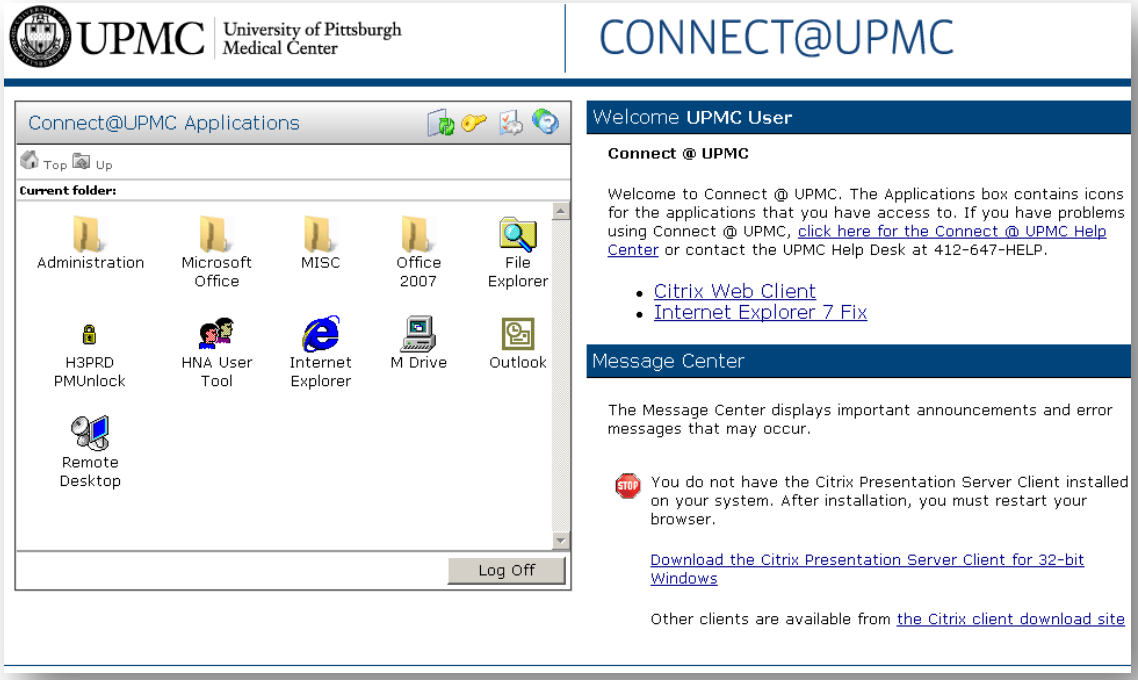


7. Choose whether or not you want to register your PC/device with the Connect@UPMC system and click **Next**.

   Choosing **Permanently Register This Device** lets the system recognize your machine so that future attempts to access Connect@UPMC from the machine will require only your network password.

   Choosing **Do Not Permanently Register This Device** will require that you answer your Security Questions for future access requests from the machine.

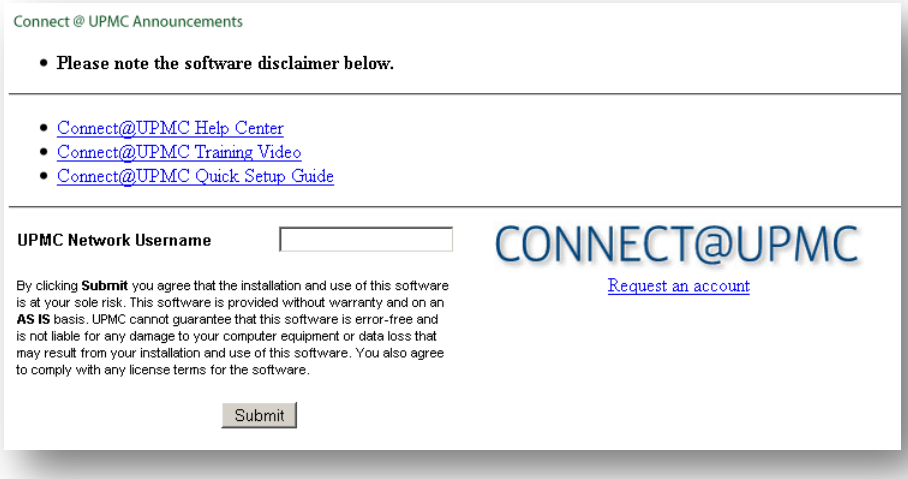
8. You will be delivered to the Connect@UPMC applications page. The applications you have access to will be located in the **Applications box** in the left window of the screen.



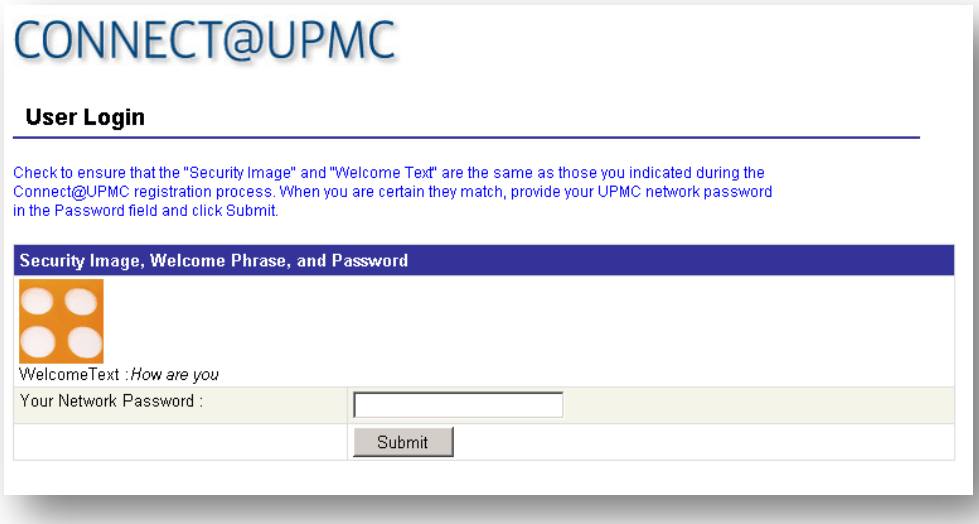
Logging in to a Connect@UPMC Account after Initial Registration

If you already have a Connect@UPMC account and are using a machine that you registered with the system, you can log into your account by performing the following steps:

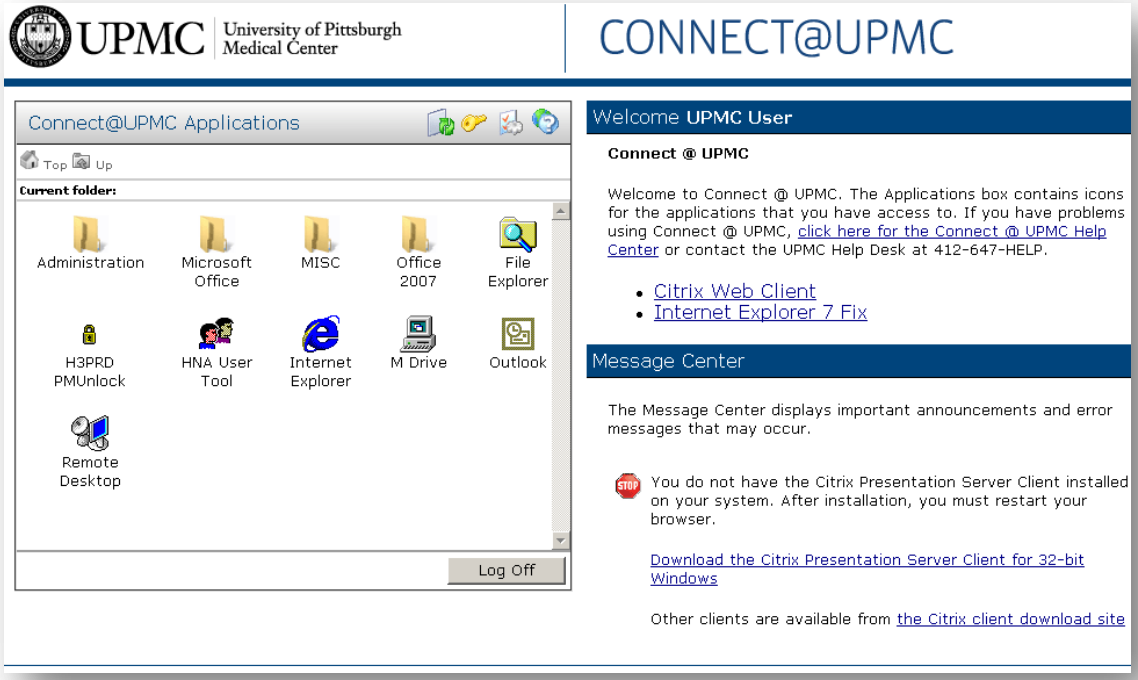
1. Go to the Connect@UPMC Web site (http://connect.upmc.com), type your **UPMC Network Username** and click **Submit**.



2. Type your **Network Password** in the corresponding field and click **Submit**.



3. You will be delivered to the Connect@UPMC applications page. The applications you have access to will be located in the **Applications box** in the left window of the screen.

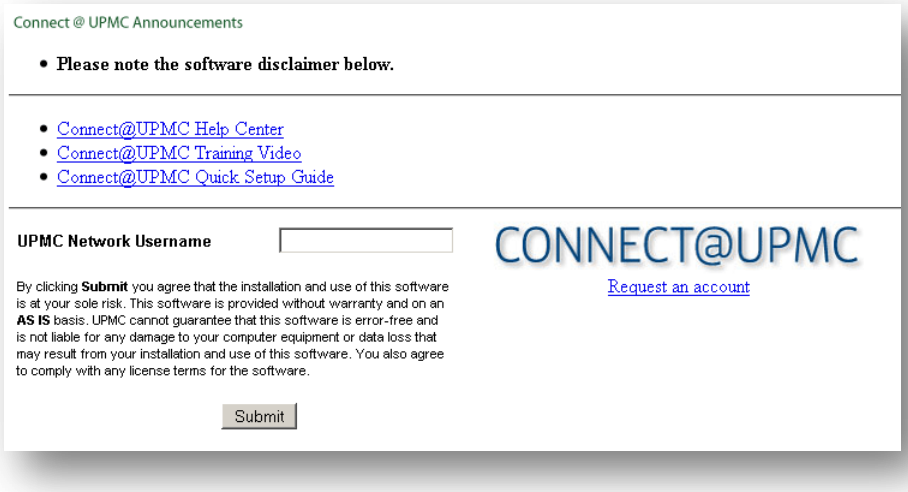


Logging in to Connect@UPMC from a Different PC

If you already have a Connect@UPMC account, but are logging in from a machine that you have never used to access Connect@UPMC, you will be required to answer the Security Questions you chose during registration. This is an added security function performed by the Connect@UPMC system when it receives log in requests from an unrecognized machines.

You will still be able to log in, but two extra steps are added to the process:

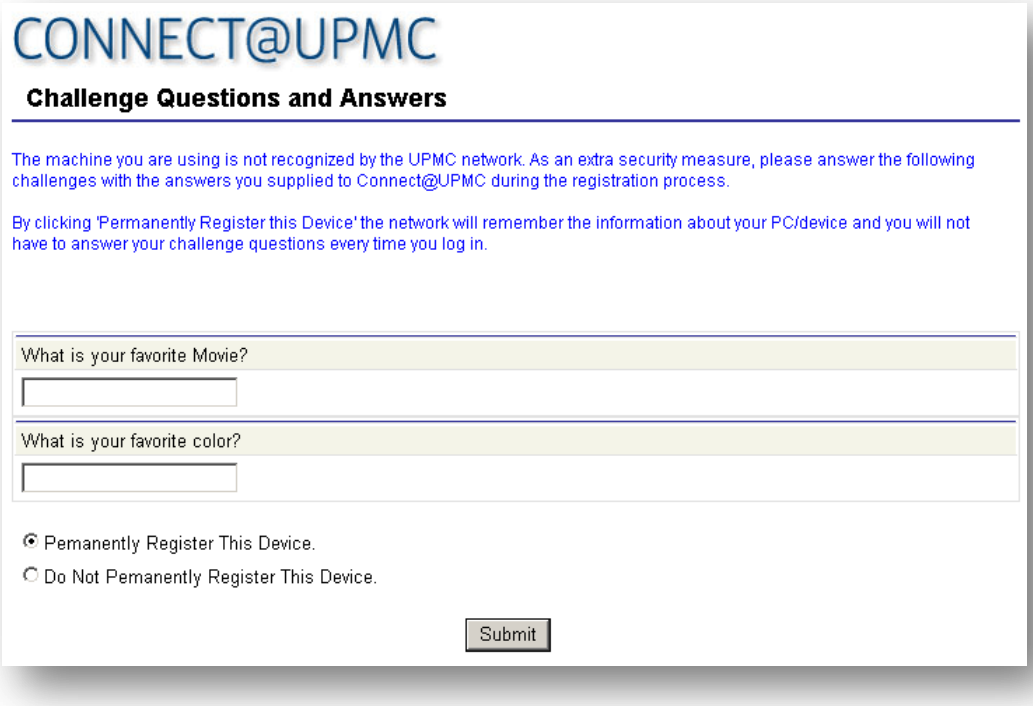
1. Go to the Connect@UPMC Web site (http://connect.upmc.com), type your **UPMC Network Username** and click **Submit**.



2. Answer the **Challenge Questions** with the same responses you provided during registration.

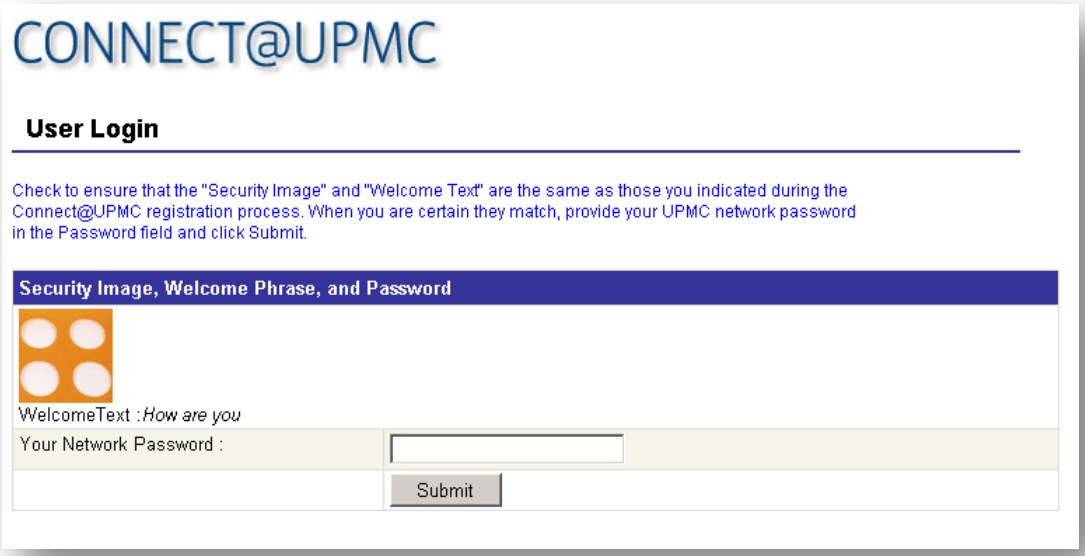
3. Select whether or not you want to **Permanently Register** the new device and click **Submit**.

   Note: Permanently registering a device will prevent you from having to answer the challenges every time you log into Connect@UPMC with that same device.



4. Ensure that the **Security Image** and **Welcome Text** are the same as those you indicated during the Connect@UPMC registration process.

5. Type your **Network Password** in the corresponding field and click **Submit** to be delivered to the Connect@UPMC applications page.



Additional Help

For further help, please e-mail your request to imsreq@upmc.edu. An IMS representative will contact you within one business day.

Document Information

Subject: IMS Account Request Utility

Title: Quick Guide – Creating a Connect@UPMC Account

Date/Revision: 05/03/2010; Rev: 2.0

Audience: Connect@UPMC users.

Intent: Instructions for creating a Connect@UPMC account.