



Use new steps to access some computer applications, beginning Monday, Dec. 2

As we continue on our journey to becoming one Prisma Health, we are moving to a new Prisma Health domain beginning Monday, Dec. 2. All network login accounts will eventually be in the new Prisma Health domain. The move will be phased, with different groups of users moving to the new domain weekly throughout December and January.

The first step begins Monday, Dec. 2, when some users will have to select their current domain to access some applications. When logging in to one of the applications listed below, some users may see a gray screen (see example below). Please refer to these instructions if you see a gray screen.

How to access applications before everyone moves to the new Prisma Health domain

The first step toward using the new domain is how some users will access the applications listed below.

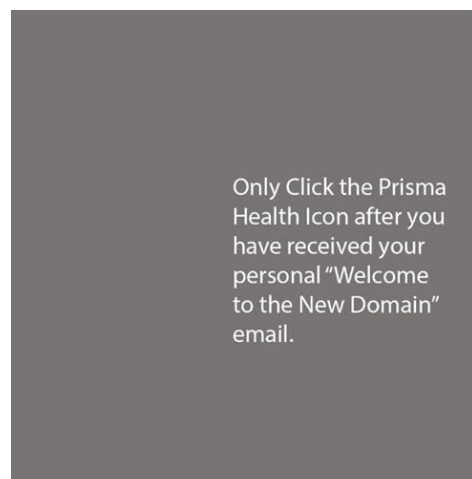
- **From a personal device (BYOD), iOS and Android device, or device used OFF the network** – When logging in to one of the applications listed below, you may see a gray screen (see example below). Follow the steps below to access applications.
- **When using myAccess.PalmettoHealth.org, remote.PalmettoHealth.org or apps.GHS.org from a personal device (BYOD), iOS and Android device, or company device ON the network** – Most users will not need to use these instructions right away.
- **From a Prisma Health network computer** – Most users will not need to use these instructions right away.
- **Once you are moved to the new Prisma Health domain** – You will see a gray screen (see example below). Follow the steps below to access applications. This will continue until all users are moved to the new Prisma Health domain in early 2020.

For users in the Midlands domain (Columbia and Sumter users)

1. If your network login account is in the Midlands domain (Columbia and Sumter), select the Midlands login authentication.
2. You must choose this when you see the gray screen for each application and on every device you use.
3. **If you choose the incorrect icon**, you will lock your ability to access that application. Choose an option below to reset your browser to access the application:

- Option 1: Call the ITS Service Desk at 1-803-434-4357 for assistance in resetting your browser.
- Option 2: Reset your browser yourself following these steps:
 - Clear your browser cache in Internet Explorer...
 - Click on the Tools icon located in the top right corner of the browser window
 - Click on "Internet Options"
 - Under "Browsing History" click Delete
 - Select all options listed and click Delete
 - Close all Internet Options windows. Then close and re-open the browser.
 - Clear your browser cache in Google Chrome....
 - Click on the "Customize and Control Google Chrome" button in the top right corner of the browser page
 - In the drop down menu, click on "Settings"
 - On the left side of the screen, click on "Advanced"
 - Select "Privacy and Security"
 - In the middle of the screen, under "Privacy and Security", select "Clear browsing data" and click "Clear data"
 - Close and re-open your browser to complete the process.

Gray Screen – Midlands



PRISMA HEALTH.

Select Prisma Health only after receipt of "Welcome to the New Domain" email.

Sign in with one of these accounts



Midlands Login Authentication



Prisma Health Login Authentication

For users in the Upstate domain (all Upstate users)

1. If your network login account is in the Upstate domain, select the Upstate login authentication.
2. You must choose your domain when you see the gray screen for each application and on every device you use.
3. **If you choose the incorrect icon**, you will lock your ability to access that application. Choose an option below to reset your browser to access the application:
 - Option 1: Call the ITS Support Center at 1-864-455-8000 for assistance in resetting your browser.
 - Option 2: Reset your browser yourself following these steps:
 - Clear your browser cache in Internet Explorer...
 - Click on the Tools icon located in the top right corner of the browser window
 - Click on "Internet Options"
 - Under "Browsing History" click Delete
 - Select all options listed and click Delete
 - Close all Internet Options windows. Then close and re-open the browser.
 - Clear your browser cache in Google Chrome...
 - Click on the "Customize and Control Google Chrome" button in the top right corner of the browser page
 - In the drop down menu, click on "Settings"
 - On the left side of the screen, click on "Advanced"
 - Select "Privacy and Security"
 - In the middle of the screen, under "Privacy and Security", select "Clear browsing data" and click "Clear data"
 - Close and re-open your browser to complete the process.

Gray Screen – Upstate



PRISMA HEALTH.

Select **Prisma Health** only after receipt of "Welcome to the New Domain" email.

Sign in with one of these accounts:



"Upstate" Login Authentication



Prisma Health Login Authentication

Applications affected by move to new Prisma Health domain

Application	Midlands	Upstate
Binary Fountain		
Box		
Butterfly		
Cisco Call Center		
Clinical Conductor		
Complion		
Cornerstone		
eIRB		
Epic UserWeb		
Everbridge		
iRound		
Maintenance Connection		
Nextgate		
Omnicell		
Perceptyx		
Qgenda		
ServiceNow		
Skillsoft		
Smartben (Benefits)		
Splunk		
Strata		
Success Factors (aka Perks)		
Syncplicity		
Teletracking		
YardiOne		