



# Master Access Connection Identify (MacID) Application Access Center

<https://macid.advocatehealth.com>



## **AdvocateWorks – Staff Scheduling eForms**

**Electronic Access Requests  
Guide for Associates, Managers and Site  
Administrators**

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## Logging onto eForms

**Description:** The eForm request grants, modifies and removes access to associates and non-associates. All available eForms can be accessed through this sign on screen.

**eForms can be accessed 3 ways:**

- Advocate Online home page → Under divisions, choose Information Systems → I.S Home page → Access forms → Choose one of the applications that uses eForms
- Advocate Online home page → Top Applications, choose eForms Application
- <https://macid.advocatehealth.com> – Can be accessed both inside and outside of Advocate
- Clicking on the link located in the **Advocate MacID Notification** e-mail.

Log onto the eForm request using your AdvocateOne id

The screenshot shows the 'Application Access Center' login page. At the top left is the 'Security Advocate' logo. The page title is 'Application Access Center' and it says 'Welcome to Advocate Health Care Application Access Center.' Below this, it states 'This system is intended for and restricted to Advocate Health Care associates and authorized affiliates' and 'Please sign in using your AdvocateOne ID: AdvocateOnline or ARC (formerly known as "portal") or Lawson ID'. There are input fields for 'AdvocateOne ID:' and 'Password:' with a yellow 'Log On' button. At the bottom, it says 'If you have any trouble logging in please contact Advocate's ITC support at 630.990.7000'.

## Main Page Explained

The screenshot shows the 'Main Page' with several navigation buttons:

- Start here for new request**  
Request Access  
To request a new account, a change in access or remove access please click on "Request Access"
- Update Person Information**  
Update Information  
To update person information please click on "Update Information"
- Pending Requests**  
Portal - 0 forms pending MY completion  
Lawson - 0 forms pending MY I/S Lawson Completion
- Existing Requests**  
[Portal - 1 forms requested by MY team](#)  
Portal - 0 forms requested for MY staff by others  
[Portal - 1 forms requested for ME](#)  
Lawson - 0 forms requested by ME  
Lawson - 0 forms requested for MY staff by others
- Non-Employees Sponsored by Me**  
View Complete List  
To view a list of all non-employees sponsored by me

**\*Start here for new requests** – click to begin the eForm process for access.

**\* Update Person Information** – This is used to change basic information on an individual. Used more for non-associates.

**\*Pending Requests** – eForm requests waiting on your approval.

**\*Existing Requests** – Summary of requests requested by you or your staff. Can find more detail or determine where in the process a request is, by clicking on the link.

**\*Non-employees sponsored by me** – Non-Associates completed by you through eForms.

## Initiating an Access Request



Main Page

Start here for new request

Request Access

To request a new account, a change in access or remove access please click on "Request Access"

Click on "request access" to begin a new request

## Selecting who the request is for

Click on the appropriate radial button



Main Group Selection Page

1) Please select who the request is for by clicking on one of the circles (radio buttons) or selecting a person from the My Staff list. Click Next after making a selection.

Main Page

Myself

This request is for me

My Staff

No managed associates found.

Advocate Associates

This request is for an Advocate Associate

Physicians - this is only available to approved persons

This request is for a Physician

Others

This request is for Others – If you do not find the person in any of the groups above select this group. Others include non Advocate employees, students, Residents, PAs, Agency nurses. If you are looking for a pending Advocate associate please do not use this group. As soon as the associate is entered as an employee in HR you will find him/her in the Advocate Associates group.

Next

\***Myself** – anyone can initiate a request and it will go to the manager for approval.

\***My staff** – If you have staff reporting to you, a list will show in the box. You can select an individual from there.

\* **Advocate Associates** – will allow you to search the Advocate database to initiate a request for any Advocate Associate. The request will go to the associate's manager for approval.

\* **Physicians** – This is only available to specific individuals working with physician access.

\***Others** – used for all non-associates. When this option is chosen, an AdvocateOne id will automatically be created through this process if there isn't already an id for the individual.

## Initiating a request for “This is a request for me” or “My Staff”

### “This request if for me”

Click on

**Myself**  
This request is for me

then click next

OR

### “My Staff”

Click on staff member

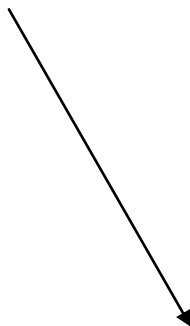
**My Staff**

Found 6 associates reporting to you. Please select one for the request.

Last Name, First Title	User Name	Employee #	Email Address	Phone
Grage, Leanne SECURITY ANALYST II				
Herzog, Donald DISASTER RECOVERY CONSULTANT				
Michelson, SECURITY ANALYST II				
Piano				

then click next

1. Verify the information on the Update the Associate’s info. The only changes that can be made are to the phone number. Click next.
2. Click on the Application access that is needed. If more than one application is needed, the above process will need to be repeated for each application.



Click on an application under “Application Request Forms” to request access for the listed individual.

[Main Page](#)

**Selected Person**

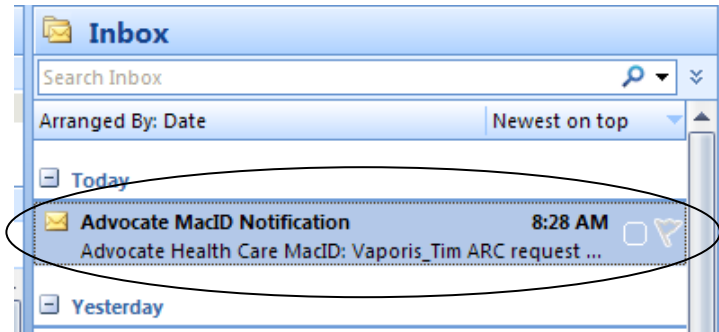
First Name	Middle Name	Last Name	AdvocateOne ID	Employee #
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E-mail Address		Phone #	Extension	
<input type="text"/>		<input type="text"/>	<input type="text"/>	
Title				
<input type="text"/>				
Manager's First Name	Manager's Last Name	Manager's Phone #	Extension	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

**Application Requests**

- [Lawson](#) - Lawson producton
- [Advocate Remote Connection \(ARC\)](#) - formerly Portal
- [Change Control](#) - Lawson Change Control
- [AdvocateWorks - Time & Attendance](#) -
- [Lawson Database](#)
- [AdvocateWorks – Active Staffer](#)

## eForms Communicates Via E-mail

All communication from eForms will be from **Advocate MacID Notification**. It is very important to read these and take action. These notifications will notify individuals of a pending request, completed request and denied requests. Pending request will require an approval by logging onto eForms. You can access eForms by clicking on the link located in the e-mail, or by one of the ways listed on page three.



## Completing the AdvocateWork Staff Scheduling Request

Based on the selections below, different roles will appear.

**Request Type** – choice of Add, remove or change the access of the individual

**Primary Request Authorization Site** – The facility where the individual is requesting access to. This selection will direct the eForm to the proper Site Administrator to approve the request.

**Access Type** – Choice of Nurse Scheduling, Other Scheduling (areas other than nursing using staff scheduling. Example Radiology), Site Administrator (Superusers at the site) or Info Systems Group.

User Access

Request Type: -- select one here --      Primary Request Authorization Site: -- select one here --

Access Type: -- select one here --

## Access Type Options

### Access Type - Nurse Scheduling or Other Scheduling

If “Nurse Scheduling” or “Other Scheduling” is chosen, the list below appears. Choose one **AdvocateWorks Role** and one **Report Role**. Descriptions of each role can be found by hovering over the “?”. The roles are also described below.

Access Type:

- AdvocateWorks Role:   Supervisor w/ Override - AH AS Supervisor  
 Supervisor w/ No Override - AH AS Supervisor No Overrides  
 Scheduler /w Override - AH AS Scheduler  
 Scheduler /w No Override - AH AS Scheduler No Overrides  
 Read Only - AH AS Staffer Read Only

- Report Role:   None - Does not need to run reports -  
 Supervisor Level - AH AS Reports-Supervisor  
 Scheduler Level - AH AS Reports-Scheduler

Supervisor w/ Override	Supervisors have access to approve all requests, create and maintain the schedule, maintain employee info including rotating schedules and labor distributions.
Supervisor w/ No Overrides	Supervisors have access to approve all requests, create and maintain the schedule, maintain employee info including rotating schedules and labor distributions. Must respect schedule rules. By FSA request.
Scheduler w/ Override	Schedulers may maintain and schedule individual units. Users have access to create the schedule, view unavailability requests, edit employee labor distributions and rotating schedules.
Scheduler w/ No Overrides	Schedulers may maintain and schedule individual units. Users have access to create the schedule, view unavailability requests, edit employee labor distributions and rotating schedules. Must respect schedule rules. By FSA request.
Read Only	Staffer Read Only Schedule Access. By FSA request.
Supervisor Level	Have access to the following types of reports: Roles, Occurrences, Requests, Licenses, Profiles/Positions, Sitter, Schedule, Daily Roster and Census.
Scheduler Level	Have access to the following types of reports: Schedule, Daily Roster, Census, Licenses, Profiles/Positions, Sitter, Schedule, Daily Roster and Census.

## Access Type – Info Systems Group

If Info Systems Group chosen the list below appears. Choose one **AdvocateWorks Role** and none **Report Role**. Descriptions of each role can be found by hovering over the “?”. The roles are also described below.

### User Access

Request Type:

Primary Request Authorization Site:

Access Type:

- Type of IS Admin Access:
- Help Desk ITC - AH SYS Help Desk
  - Help Desk Condell - AH SYS Help Desk (24024 only)
  - Field Services - AH AS Test Fix
  - Operations - AH SYS General Admin No Sys Pref
  - Security - AH SYS Role Admin IS Security

- Report Role:   None - Does not need to run reports -
- Supervisor Level - AH AS Reports-Supervisor
  - Scheduler Level - AH AS Reports-Scheduler

Help Desk	Users may review employee login information.
Field Services	Users assigned to this role are responsible for testing PC fixes.
IS Security	Administrators have complete and unrestricted access to LaborWorkx Authorization Configuration.





## Approving, Denying or Reviewing the Status of a Request

1. On the Main page, there are two areas that show requests that have been submitted. The requests are separated by the eForm application. Any application that has a **Pending My Completion** needs to be approved or denied by you. Click on the appropriate application with pending requests to see more detail.

**Pending Requests**

[Portal \(ARC\) - 9 forms pending My completion](#)  
[Portal \(ARC\) - 15 forms completed by My team](#)  
[AdvocateWorks Staff Scheduling - 2 forms pending My completion](#)  
[AdvocateWorks Staff Scheduling - 2 forms completed by My team](#)  
[AdvocateWorks Time & Attendance - 0 forms pending My completion](#)  
[AdvocateWorks Time & Attendance - 3 forms completed by My team](#)  
[Lawson - 0 forms pending My I/S Lawson Completion](#)  
[Lawson - 1 total forms requested](#)

**Existing Requests**

[Portal \(ARC\) - 0 forms requested by Me](#)  
[Portal \(ARC\) - 0 forms requested for My staff by others](#)  
[Portal \(ARC\) - 0 forms requested for Me](#)  
[AdvocateWorks Staff Scheduling - 3 forms requested by Me](#)  
[AdvocateWorks Staff Scheduling - 0 forms requested for My staff by others](#)  
[AdvocateWorks Staff Scheduling - 3 forms requested for Me](#)  
[AdvocateWorks Time & Attendance - 1 forms requested by Me](#)  
[AdvocateWorks Time & Attendance - 0 forms requested for My staff by others](#)  
[AdvocateWorks Time & Attendance - 1 forms requested for Me](#)  
[Lawson - 0 forms requested by Me](#)  
[Lawson - 0 forms requested for My staff by others](#)

2. Clicking on one of the links above brings you to the screen below. Here you can see who the request is for, who requested it and where the eForm is in the approval process. In this instance, there is an outstanding request for the manager and an outstanding request for the site administrator. The Site Administrator has the access to override and complete the manager's outstanding request, if needed. To approve or deny a request, click on **Req ID**.

**Requests pending Manager approval**

Req ID	First Name	Last Name	Requested By	Requested On	Last Modified By	Last Modified On	Status	Next Action
<a href="#">521</a>	Leanne	Grage	Elaine Kemper	10/28/10 07:31 AM	Elaine Kemper	10/28/10 07:31 AM	Requested	Mgr Completion

**Requests pending Primary Site Administrator approval**

Req ID	First Name	Last Name	Requested By	Requested On	Last Modified By	Last Modified On	Status	Next Action
<a href="#">497</a>	Jing	Gao	David Mathein	10/15/10 09:32 AM	Michael Snegur	10/22/10 04:01 PM	Mgr Approved	Primary Site Completion

**Requests completed by My team**

Req ID	First Name	Last Name	Requested By	Requested On	Last Modified By	Last Modified On	Status	Next Action
<a href="#">495</a>	Jing	Gao	David Mathein	10/14/10 06:17 PM	Leanne Grage	10/25/10 08:03 PM	IS Security Completed	None
<a href="#">504</a>	Basel	Sunna	David Mathein	10/22/10 07:41 PM	Elaine Kemper	10/25/10 07:47 PM	Primary Site Approved	IS LaborWorkx Completion
<a href="#">507</a>	Leanne	Grage	Leanne Grage	10/25/10 01:25 PM	Elaine Kemper	10/25/10 01:26 PM	Primary Site Approved	IS Security Completion
<a href="#">505</a>	Leanne	Grage	Leanne Grage	10/25/10 01:10 PM	Elaine Kemper	10/25/10 01:14 PM	Primary Site Approved	IS Security Completion

**Requests submitted by Me**

Req ID	First Name	Last Name	Requested By	Requested On	Last Modified By	Last Modified On	Status	Next Action
<a href="#">521</a>	Leanne	Grage	Elaine Kemper	10/28/10 07:31 AM	Elaine Kemper	10/28/10 07:31 AM	Requested	Mgr Completion

**Requests submitted for Me**

No requests found

3. Once the request is opened, you can see the detail of the request. Managers and site Administrators have access to modify any part of the request, if needed before it moves on to the next step.

4. If you approve the request, enter any additional comments, if needed, and click on **Process Request**. The comments will always stay with the request for historical purposes. Everyone who has access to this request can see the comments.
5. If you want to deny the request, click on the check box next to **Deny this Request** and enter why this request is being denied in the comments area. Click on **Process Request** when done.

Progress & Comments

10/28/10 08:35 AM - Leanne Grage - action taken: Requested

Please enter any additional comments:

deny this request

Request ID 522

Save Comments Process Request Return Without Completion

6. Once I/S Security completes the request, an e-mail will be sent notifying the manager and the originator of the request, that access is completed.

# Requesting Access for a Non-Associate & Creating an Advocate One Account

## Others

**This request is for Others** – If you do not find the person in any of the groups above select this group. Others include non Advocate employees, students, Residents, PAs, Agency nurses. If you are looking for a pending Advocate associate please do not use this group. As soon as the associate is entered as an employee in HR you will find him/her in the Advocate Associates group.

Choose “This request is for others” and click next.

Next

It is very important to watch for possible nicknames such as Richard, Rich and Rick. Try to determine if it is the same individual so duplicate ids are not created



### Non-Associate Associate Search Page

1.1) Lets first search for this person as they may already be in our system. If you do not find them in this search then click the “Not Found” radio button. You must perform at least one search for the “Not Found” radio button to appear. It will appear below the search results box.

## Search for any non-associate

Last Name (Contains) First Name (Contains) AdvocateOne ID (Contains)  
 smith a OR

Search

Found 2 non-Associate associates.

Last Name	First Name	MI	AdvocateOne ID	NPI	Primary Site	Title	Phone #	Co
<input type="radio"/> Smith	Jamiere	Y.	Smith-MD_Jamiere	1720042922	TRIN Medical Staff--OB/GYN	TRIN Medical Staff--OB/GYN		
<input type="radio"/> Smith	Janet		Smith1_Janet		Christ	Biller		

Not Found

Please select a person from the returned list by clicking on the circle to the left of the last name or select “Not Found”. Click “Next” to continue.

back

Next



### Non-Associate Associate AdvocateOne Search Page

1.2) Lets search for an Existing AdvocateOne ID. This person may already have an AdvocateOne ID. If they do please search for it and select it. If they do not we will create a new AdvocateOne ID in the next step. We have already searched on the name you provided in the previous step. You may change the search criteria and search again if you wish.

As much as possible please make certain this AdvocateOne ID belongs to the person you are searching for. Once you select it, click “Next”. If you do not find the person in the search select “Not Found”, click “Next” and we will create a new ID for this person in the next step.

## Search for non-employee

Last Name (Contains) First Name (Starts With) AdvocateOne ID (Contains)  
 smith a OR

Search

Found 4 non-Associate associates.

AdvocateOne ID	Last Name	First Name	Title	Facility	Dept	AdvocateOne #	Email Address
<input type="radio"/> Smith_Adam	Smith	Adam	IMMC/Office of Dr. John Tenhunfield	20057		90032745	
<input type="radio"/> Smith_Adrienne	Smith	Adrienne	CMC			90014583	
<input type="radio"/> Smith_Ann	Smith	Ann	CONTRACTOR			90039150	Ann.Smith@dreyer
<input type="radio"/> Smith-MD_Adam	Smith	Adam	LGH	2591		90025081	

Not Found

Please select a person from the returned list and click “Next”. If the person is not found in this list, try different search criteria and search again. If you'd like to create new account, check “Not Found” and click “Next” to continue.

back

Next

Perform a search to verify if the non-associate is in the eForms system. If the non-associate is listed, click on the radial button and you will go directly to the page to select an e-Form. If the non-associate is not found, click “not found” and then click next.

A secondary search looks at the AdvocateOne database. If the non-associate is listed, click on the radial button and you will go directly to the page to select an e-Form. If the non-associate is not found, do another search or click “not found” and then click next.

**Advocate** Non-Associate Associate AdvocateOne Create ID Page

1.3) Lets create an AdvocateOne ID. Please enter as much information as you can. The red asterisk \* fields are required.

**Create New Non-Employee AdvocateOne Account**

Last Name \* Middle Name First Name \* Phone # \*

Last 4 of SSN \* Birth Month & Day (MMDD) \* *Combination of Last 4 of SSN and Birth Month & Day is used to generate password*

Title Primary Site

E-mail Address NPI (if physician)

Do Not Send Activation E-mail

Role at Advocate Phone Ext

Company Name 1 Company Name 2

Address 1 Address 2

City State, Zip Phone #

Manager's First Name Manager's Last Name Manager's Phone # Extension

Does this user belong to a practice?  Yes  No

**Create New Account**

Complete the information for the non-associate and click on **“Create New Account”**. This will automatically create an inactive AdvocateOne Account. After creating the new account, you can proceed to completing the needed access request forms.

The non-associate will need to complete the steps below to activate their account.

**\*\*It is very important to enter the non-associate’s e-mail address. This is how communication is sent to the non-associate informing them how to activate their account. \*\*If you do not enter an e-mail, you will need to notify the non-associate directly.**

## Non-Associate Activation of AdvocateOne Account

**\*\*This Process must be done by the Non-Associate**

### Logging onto eForms

- <https://macid.advocatehealth.com> – can be access both inside and outside of Advocate

**Application Access Center**

Welcome to Advocate Health Care Application Access Center.

**This system is intended for and restricted to Advocate Health Care associates and authorized affiliates**

Please sign in using your AdvocateOne ID: AdvocateOnline or ARC (formerly known as "portal") or Lawson ID

AdvocateOne ID:

Password:  **Submit**

If you have any trouble logging in please contact Advocate's ITC support at 630.990.7000

Log onto the eForm request using your AdvocateOne id and password. The password will be the last 4 digits of your social security number followed by month and day of birth.

Here is the information we have about you on record. Please correct it as needed.

Last Name *	Middle Name	First Name *	Date of Birth * (##/##/####)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Last 4 of Social Security Number*		Acc	
<input type="text"/>		<input type="text"/>	
E-mail Address *		Phone * (### ### ####)	Extension
<input type="text"/>		<input type="text"/>	<input type="text"/>
Title	Primary Site		
<input type="text"/>	<input type="text"/>		
Role at Advocate			
<input type="text"/>			
Company Name 1		Company Name 2	
<input type="text"/>		<input type="text"/>	
Address 1		Address 2	
<input type="text"/>		<input type="text"/>	
City	State	Zip	Phone (### ### ####)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Manager's First Name	Manager's Last Name	Phone (### ### ####)	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Exit Activation Process](#)

[Next](#)

Complete the rest of the contact information.

**Primary site** – Advocate Location affiliated with.

**Company Name** – Consulting company name.

**Manager's Name** – Consulting company manager (not the Advocate Manager).

When completed, click next.

### Non-Employee Confidentiality Agreement

Please check "I agree" box and click Next.

As a non-employee of Advocate Health Care, you or your representatives may have access to patient, medical, employee or other confidential information. **As a condition to being granted such access, you are required to agree to the following:**

- I understand that in the course of my working relationship with Advocate Health Care, I share the responsibility of maintaining the confidentiality of any patient, medical record or employee information that I may have available to me.
- I understand that it is my responsibility to follow Advocate Health Care policies and procedures as they relate to the assurance of patient rights and the confidentiality of information both written and verbal.

**Computer Systems**

- I understand that I may receive a unique User-Id and a personal password necessary for me to gain access to an Advocate Health Care computerized system.
- I understand and agree that both the User-Id and my Password are for my own personal use and are not to be disclosed to or used by third parties. If at any time I feel that the confidentiality of my User-Id or password has been compromised, I will contact appropriate management (Advocate employee that approved your access) for direction within 24 hours.

**Conduct and Confidentiality**

- I understand that I must maintain the confidentiality of any written or oral patient, medical record or employee information that I have access to or view as a result of my working relationship with Advocate Health Care.
- I understand that the release of patient, medical record or employee information of any kind is only allowed by Advocate Health Care policy guidelines.
- If I am uncertain or do not understand the Advocate Health Care policy guidelines, I will contact the appropriate Advocate manager (Advocate employee that approved your access) for assistance and direction within 24 hours.
- I agree to only release patient, medical record or employee information under the Advocate Health Care policy guidelines or

I agree to Non-Employee Confidentiality Agreement

[Exit Activation Process](#)

[Next](#)

Read and agree to Advocate's confidentiality Agreement. Click box for "I agree to the Non-Associate Confidentiality Agreement", then click next.

**Please enter a new password.**

Your new password must follow these rules:

1. Consist of at least 8 number or letters.
2. Cannot have ADVOCATE anywhere in the password.
3. Cannot have PASSWORD anywhere in the password.

Your AdvocateOne ID: **Test\_Acc**

Enter new password:

Re-enter password:

[Exit Activation Process](#)

[Next](#)

Create a new password



Your password has been changed and your AdvocateOne account is now active.

Please note that if you also requested access to Advocate Remove Connection (ARC), you will be contacted by e-mail/phone when it is completed. Until then, you will need to wait until your access to ARC is completed.

Please [CLICK HERE](#) to exit.

The AdvocateOne Account has been completed and will be activated within 15 minutes of completing this process.