University of Washington IT Groups
Revised 4/20/2020
Setup and Use of UW Accounts (NetID, AMC, Outpost)

New faculty and staff set up their UW NetID password at the start of employment through UW IT services.

*If your job function requires access to patient care-related data, a separate UW Medicine account will also be required for you.*

**Department of Medicine IT Services: Outpost accounts**
Website: [https://sites.uw.edu/ishelp](https://sites.uw.edu/ishelp)
Phone: 206-616-8805
Email: ishelp@medicine.washington.edu

**Example Usage**
- Workstation support for Outpost workstations
- Access to Outpost Exchange email services
  - @medicine.washington.edu, @cardiology.washington.edu, @derm.washington.edu, @kri.washington.edu, @nephrology.washington.edu, @neurosurgery.washington.edu, @uwmedres.org, and @uwmedres.washington.edu addresses
  - Remote Web Access: [https://mail.uwmed.org](https://mail.uwmed.org)
- Access to personal Y drive and shared U drive for network file storage
- Remote Desktop access
  - [https://sites.uw.edu/ishelp/guidance/remote-access/](https://sites.uw.edu/ishelp/guidance/remote-access/)

Password Change Website: [https://sites.uw.edu/ishelp/security/passwords/](https://sites.uw.edu/ishelp/security/passwords/)

**UW IT Services: NetID accounts**
Phone: 206-221-5000
Email: help@uw.edu

UW NetID’s are administered by UW Information Technology (UW-IT). A UW NetID is your personal identification for many UW online resources and applications. It is also required of everyone associated with the University of Washington who plans on using online central administrative programs and computing services. You will maintain this account throughout your life, even after you end your association with UW.

**Example Usage**
- Access to the MyUW page from which you can check and/or modify your personal UW information.
  - [https://my.uw.edu](https://my.uw.edu)


For First-Time Access

If you are new to the UW then you will need to get a PAC (Private Access Code) to create your NetID. The PAC was generated for you automatically in the payroll system and is provided to you by your Administrator or via email from the Finance Office.

1. Go to https://uwnetid.washington.edu/newid/
2. If you are new to the UW: Select the 3rd option - “I don’t have a UW NetID (or I’m not sure)” – and then click on next. If you already have a NetID: Select the 2nd option - “I have a UW NetID but no password” – and then click on next.
3. Select “UW Faculty, Staff, Retiree or Affiliate Employee” then follow the instructions from there on.

If you have difficulty establishing your UW NetID and password, please contact UW-IT for assistance.

UW Email

Every person who has a UW NetID has a default email address of your_uwnetid@uw.edu and your_uwnetid@u.washington.edu. Both addresses will deliver to the same mailbox. Official UW messages for you will be sent to your default email address. If you are using another UW approved email address, you can set forwarding via the UW Email Forwarding page accessible through MyUW.

Update your email forwarding options:
https://uwnetid.washington.edu/manage/?forward

Approved domains that email can be forwarded to can be found on UW Medicine’s website:
https://depts.washington.edu/uwmedsec/restricted/guidance/encryption/email-encryption/approved_email_domains/

UW Medicine IT Services: AMC accounts

Website: https://one.uwmedicine.org/
Phone: 206-543-7012
Email: mcsos@uw.edu

AMC accounts are administered by UW Medicine IT and are provided for access to hospital applications. Your UW Medicine Account (aka AMC) login name is the same as your UW NetID but will have a different password.
Example Usage

- Workstation support for AMC workstations (found in clinical areas)
- Access to ORCA PowerChart – UW Medicine inpatient Electronic Health Record (EHR)
- Access to EpicCare – UW Medicine outpatient EHR
- Access to MINDscape – Patient records for care received at UWMC, HMC, SCCA, UW Neighborhood clinics, and outpatient records from NW Hospital Medical Center
- Access to UWCores – Web-based rounding and sign-out system to provide real-time data at patient bedside
- Access to Lapis or Hemingway file servers
- Access to websites that end in “uwmedicine.org”

These systems contain confidential patient information and should only be accessed by authorized personnel for official purposes. Security and confidentiality of information is required at all times.

For First-Time Access

1. Go to MyUW: https://my.uw.edu/accounts/
2. Click "Log in with your UW NetID".
3. Log-in with your UW NetID credentials.
4. Locate the "UW Medicine Computing Services" section and click "Change your UW Medicine password"

Additional Support Groups

Dean of Medicine IT: DOM accounts
Phone: 206-221-2459
Email: domhelp@uw.edu

Department of Pathology IT (aka PCS)
Phone: 206-221-5790

Managed Print Services
Email: uwmps@uw.edu

Department of Surgery IT
Phone: 206-616-8115
Email: techdesk@uw.edu

Department of Radiology IT
UWMC: 206-598-4890
HMC: 206-744-4990

Department of Laboratory Medicine IT
Phone: 206-598-6155
Email: labmedhelp@uw.edu