

Resources for Your Student's First Day

Setting Up an MSK Email Account:

An MSK account is required to access all MSK applications. All new hires, regardless of work mode status (onsite vs. remote), are automatically provisioned for Virtual Computer Desktop. On the student's start date, they will receive an email from sailpoint@mskcc.org to their **personal email address** with instructions on how to claim (set up) their account. A few things to keep in mind:

- The student will need their employee ID # in order to claim their account. As the student's manager in Workday, you can find the employee ID # in the "Cleared to Start Work" notification you received when they were hired. You can also find the student's employee ID # in Workday **on or after** their start date.
- The student has **72 hours from the timestamp of the Sailpoint email to claim their account.**
- Once the student claims their account, they will use their new MSK credentials (username and password) to log-in to all MSK applications.
- If the student did not receive the email or experiences any issues claiming their account, they should contact the IT HelpDesk at 646-227-3337.

Accessing "Foundations" and "Who We Are" (formerly NEO/New Employee Orientation):

"Foundations" includes several modules focused on MSK's culture, community, and internal systems; including a course, "Who We Are," which introduces new hires to MSK, and our institution's Vision, Mission, and Core Values. Completion of "Who We Are" takes approximately 40 minutes to complete.

All new hires may access these courses through the [Learning Hub](#) via Workday. They are also accessible through the direct links below:

[Foundations](#)

[Who We Are](#)

Security ID Badges:

Managers of new students to work directly with Security to coordinate badge issuance/pick-up. Badges can be picked up on or after the student's start date at the main campus Security office:

<u>Main Campus Security Office</u>	<u>Badge Processing Hours of Operation</u>
1275 York Avenue, Bobst Basement Room C-G43 New York, NY 10065	Monday through Friday 8 AM–12 PM; 1 PM–3 PM; 4 PM–6 PM; and 7:30 PM–11 PM

If you have any questions, please call Security at 212-639-7866.

Additional Support Contacts:

- **IT Help Desk:**

- The IT Help Desk <https://mskcc.sharepoint.com/sites/pub-Td/SitePages/Help-and-Support/Help-and-Support.aspx> is there to support you with any IT related inquiries or issues.
- The Help Desk is open 24-7. Please call 646-227-3337 for assistance.
- You can also chat with the IT Help Desk on [The Spot](#).

- **HR Resource Center (HRRC):**

- The HRRC <https://mskcc.sharepoint.com/sites/pub-hr/SitePages/HR-Help.aspx> is your first point of contact and source of support for any HR-related inquiries.
- You can contact the HR Resource Center via phone at 646-677-7411 (Monday through Friday, 8 a.m. to 7 p.m.), email at hrrc@mskcc.org, or through chat on [The Spot](#).