

# ESSO and Tap-n-Go Help Document

## Enterprise Single Sign-On—ESSO

Enterprise Single Sign-On (ESSO) is an application that permits you to enter your JHED ID and password just once to access multiple applications. You do not have to remember multiple user IDs and passwords. *Simply put, one user ID, one password, entered once to access multiple applications.*

## How do I set up ESSO?

The first time ESSO runs you will be asked to answer five secret questions. The answers to these questions can later be used to reset your JHED password if forgotten.

## Where can I get more information on ESSO including instructional videos and which applications are supported?

<https://my.johnshopkins.edu> / Click Login / Sign in with your JHED ID and Password / Click on the ESSO quick link on the left menu.



**Tap-n-Go** is an add-on for ESSO that allows users to quickly access clinical workstations using their JHMI badge and a PIN code.

## How do I know if I can use Tap-n-Go?

To be able to use Tap-n-Go, you need the following things:

1. A badge with the following icon on the back, right, upper hand corner



2. A black card reader attached to the clinical workstation



3. A clinical workstation with ESSO installed

A screenshot of the 'Unlock Workstation' dialog box. It features the Johns Hopkins logo and the Imprivata OneSign logo. There are input fields for 'User Name', 'Password', and a dropdown for 'Log on to:' set to 'WIN'. There are 'OK' and 'Cancel' buttons. At the bottom, there are radio buttons for authentication methods: 'Password' (selected), 'Fingerprint', 'ID Token', and 'Proximity Card'. A 'Help me log in' link is at the bottom left.

## How do I use Tap-n-Go?

Using Tap-n-Go is easy. When you want to access a clinical workstation, all you have to do is tap your badge on the reader until the light turns green and you hear a beep. Depending on when the last time you logged in, you may be required to enter your PIN. Once you are finished with the workstation, tap your badge again until the light turns red and you hear a beep.

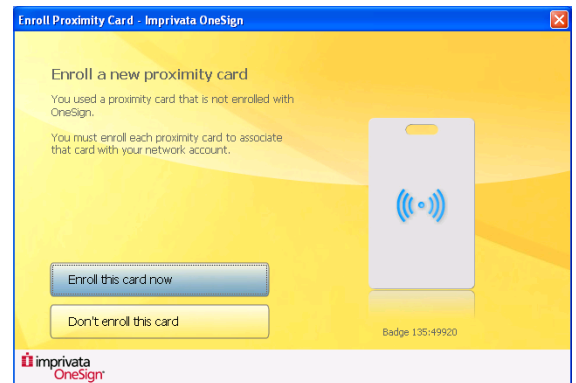
***For your protection and to ensure patient privacy, it is important to remember to tap out at the end of your session!***

## **Tap In, Tap Out, that's it!**

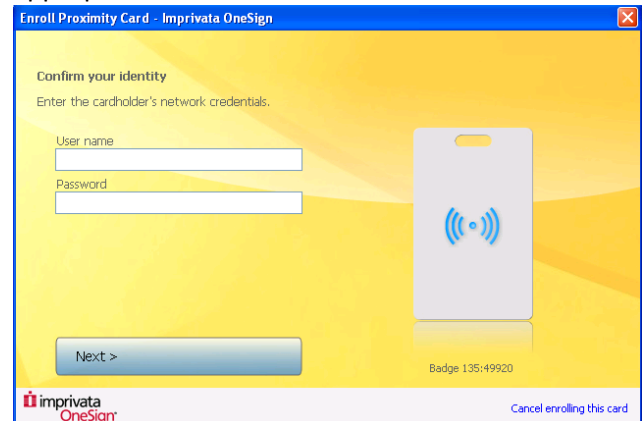
## First time setup

To initialize your badge with your JHED ID, please follow these steps:

1. Tap your badge on the card reader. This will initialize a window walking you through setting up your account.
2. Click Enroll this Card Now

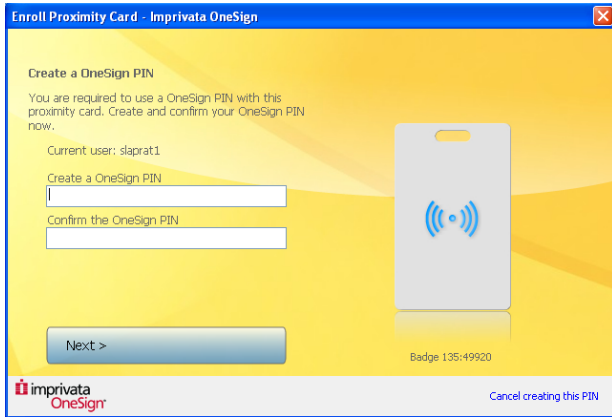


3. Enter your JHED ID and JHED Password into the appropriate fields. Click Next.

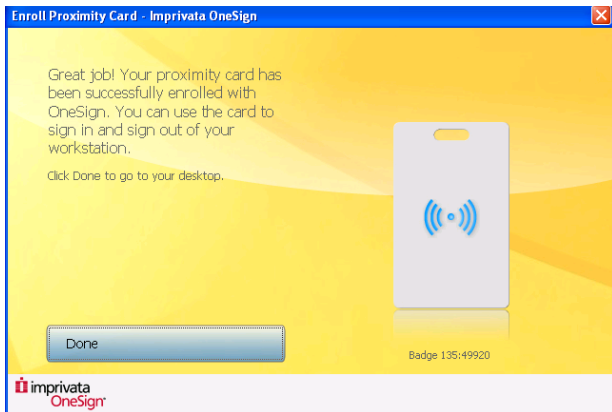


(Continued on back)

- Next, you will be prompted to create a PIN. The PIN must be 4 digits. Once entered, click Next.

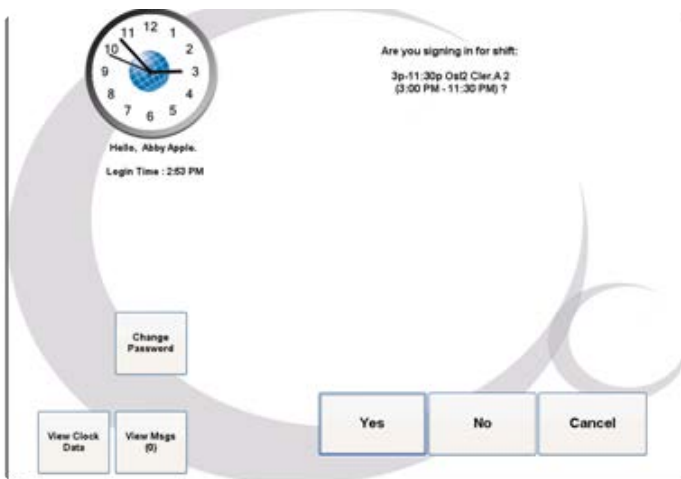


- Click Done.



### Using Time Collection with Tap-n-Go

- Tap your badge on the card reader. This will initialize the Time Collection window.
- The first time you log onto TC, you will need to enter your JHED ID and the password *changeme*. Then the Single sign on feature will remember your ID and password and will log you onto TC.
- You must change your password from *changeme* to your current JHED password when you log onto TC on the second screen.
- After ESSO learns your ID and password, it will log you automatically to the second screen where your shift will be displayed.

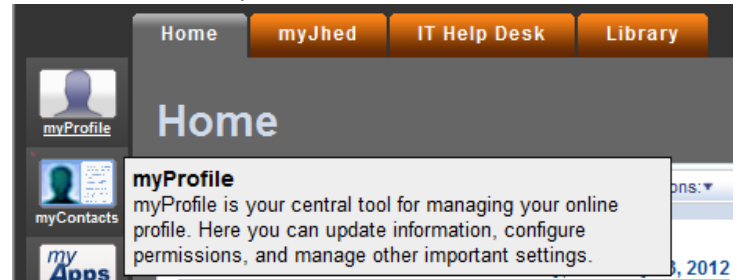


### Tap-n-Go and your Virtual Desktop

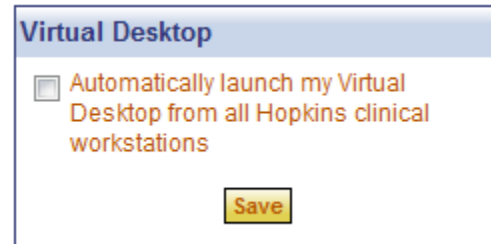
Virtual Desktop is intended to be the primary method by which clinicians access their applications and data to complete their work at Hopkins; providing the most secure and accessible solution from the clinical environment, offices, and even from home. The solution is available from all clinical workstations and, bundled with Tap-n-Go, can be set to automatically launch after login.

### How to setup Virtual Desktop Auto Launch

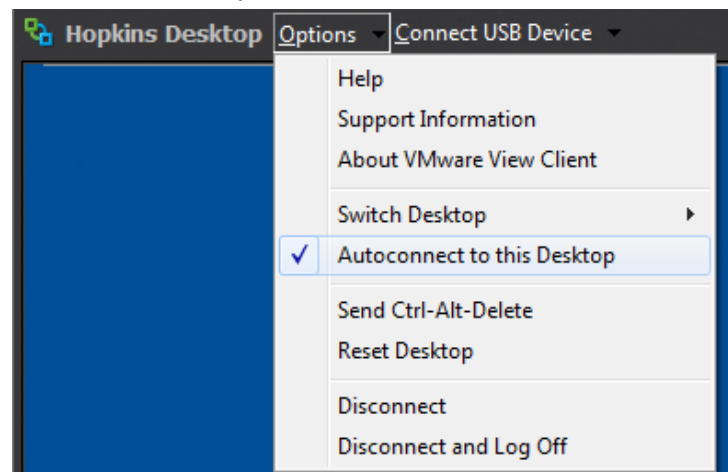
- Go to <https://my.johnshopkins.edu> and Login
- Click the myProfile Quick Link



- On the right is a checkbox to enable/disable Virtual Desktop Auto Launch. Check the box if you want your Virtual Desktop to auto launch.



- Click Save
- The next time you log into a Clinical Workstation your Virtual Desktop will Auto Launch.
- Once you have signed into your Virtual Desktop, be sure to verify it is set to auto connect.



# Frequently Asked Questions

## How often do I have to enter my PIN?

The PIN will be required every four hours. For example, if you start your shift at 7am and badge in, you will be required to PIN. From there, you will not need to enter your PIN again until 11am, then again at 3pm.

## What if I lose my badge?

If you lose your badge, the first thing you should do is call the help desk (5-HELP) and report the badge missing. They will have the ability to disable the badge so no one can access your account. Once the badge has been reported missing, please see the badging office for a replacement.

## What if I forget my PIN?

You can still access the clinical workstations using your JHED ID and JHED Password. To have your PIN reset, please call the help desk (5-HELP) and ask them to reset your PIN. The next time you use your badge to access a clinical workstation, you will be required to enter a new PIN.

## What if I forget my badge?

If you leave your badge at home one day, you can still access the clinical workstations. You will need to enter your JHED ID and JHED Password each time you want to sign into a workstation. Please remember to lock the workstation when you are finished.

## What about the barcode stickers on my badge for the Welch Library / Carefusion readers / etc.?

Please see your supervisor to have new Carefusion / Glucometer stickers created for you. Contact Welsh library for new library stickers.

## Is there a timeout policy for workstations with ESSO?

Yes, any clinical workstation with ESSO will automatically lock after 15-minutes of inactivity. Activity is defined as either moving the mouse or typing on the keyboard.

## What if an application is not part of ESSO?

Applications that are not participating in ESSO yet will require you to manually sign in and then sign out before you log / tap out.

## How do I lock the workstation if I do not have a Tap-n-Go Badge?

If you need to lock the workstation and do not have a badge, please follow these instructions:

1. Click the Start Button
2. Select "Lock Workstation" Icon in the menu (see image below)
3. The workstation is now locked and your data is secure



Lock Workstation

## What if the person before me did not Tap Out when they left the workstation?

If you approach a workstation and see someone left without locking the workstation (tapping out) then first, you must tap your badge once to lock the workstation. Then, once the workstation is locked, please tap your badge again to log in as yourself.

## Will this new badge still let me access a room / building / garage I normally enter?

Yes – your new Tap-n-Go badge is identical to your current badge. You will still have the same access to rooms, buildings, and garages. The only difference is the technology inside the badge.

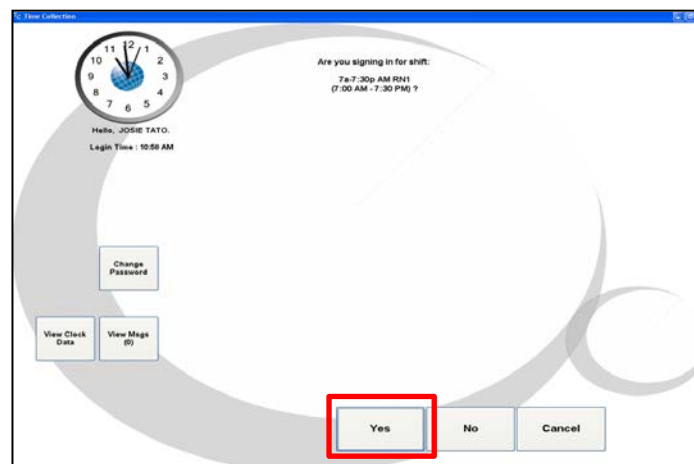
## What if I only work at the Bayview campus?

At this time, new badges are only for JHMI employees who work at the main campus location on Wolfe Street. If you only work at Bayview, you should not replace your badge. If you work at both Bayview and the main campus, you should replace your badge.

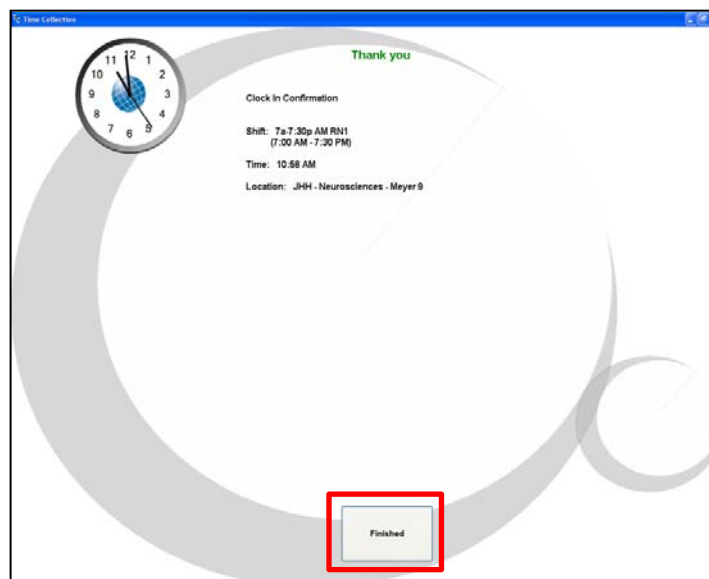
***Remember to tap out of the workstation before you walk away!***  
Doing so protects your information and ensures patient privacy!

## Clocking In

1. To log in, you can swipe your badge through the card reader or tap your badge on the card reader.
  - a. If you are unable to login:
    - i. Restart the application – navigate to Start – Programs – Lawson – double click on Time Collection.
    - ii. Once the Time Collection program is open, you can manually sign in by typing in your JHED username and your Lawson password.
2. The clock-in screen will display with the shift you are scheduled for that day.
3. Check to make sure the correct shift is selected. If the shift is correct, select the 'Yes' button.

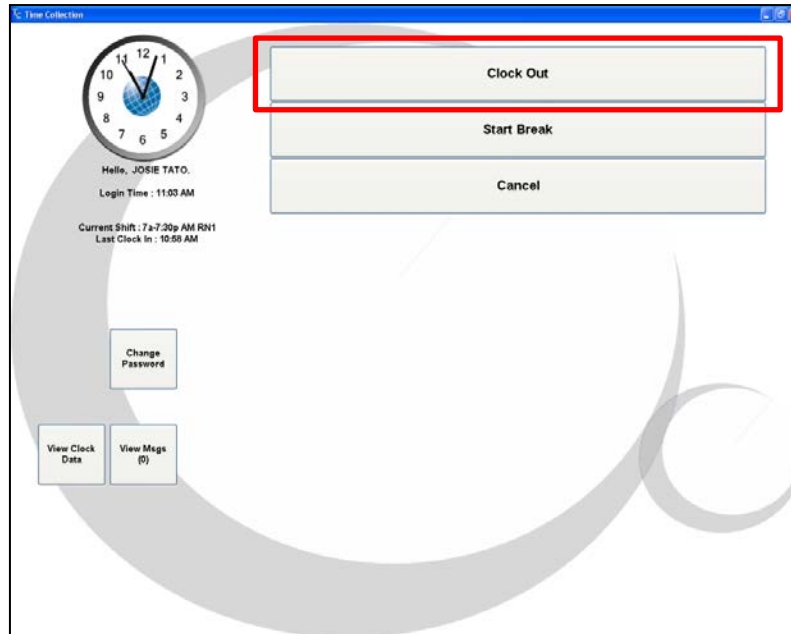


4. The screen below will appear. Select the 'Finished' button.

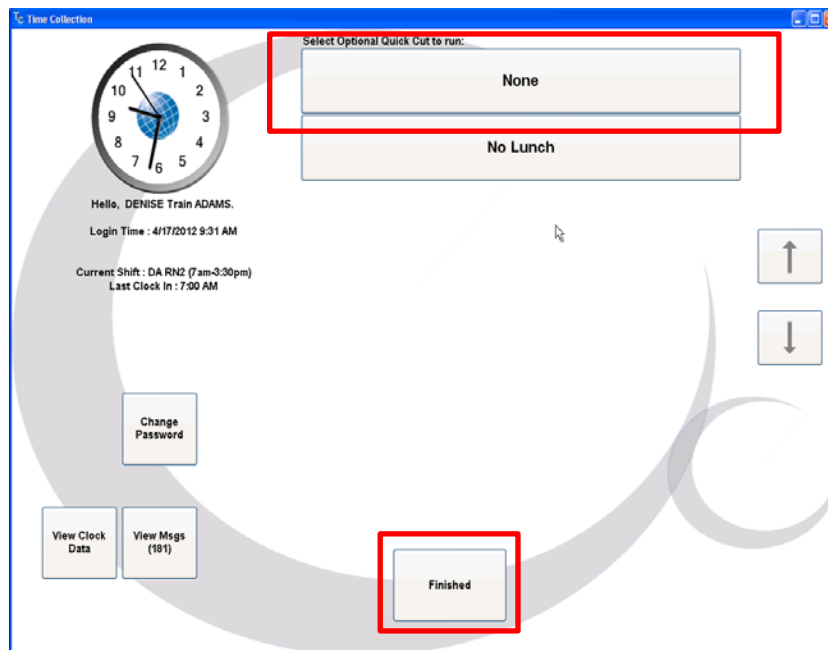


## Clocking Out

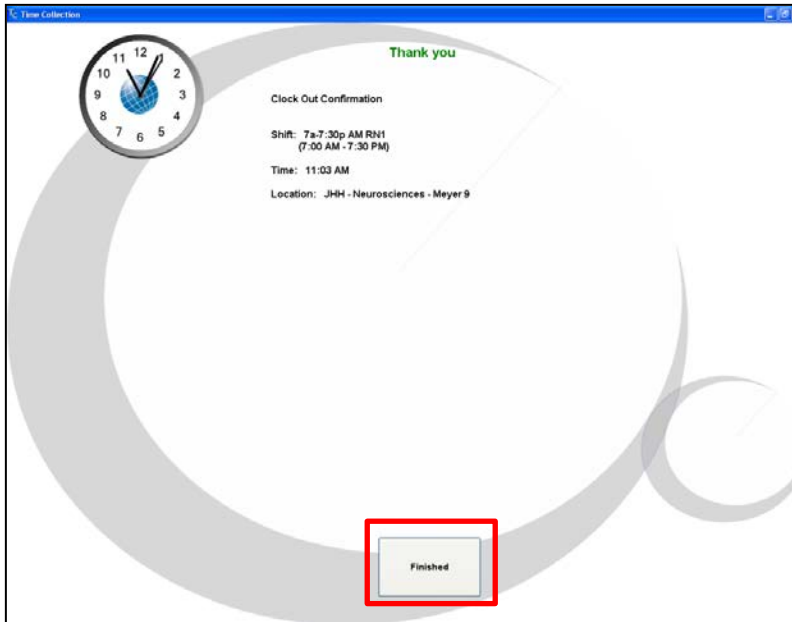
1. At the end of your shift swipe your card (or log in by typing your JHED ID and password).
2. Select the 'Clock Out' button.



3. Select 'None' or 'Finished.'



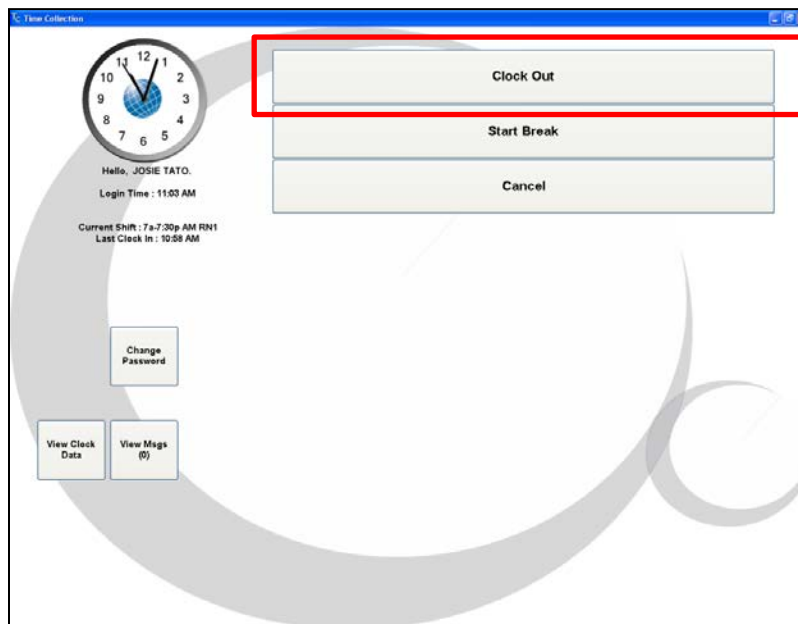
4. The screen below will appear, click the 'Finished' button.



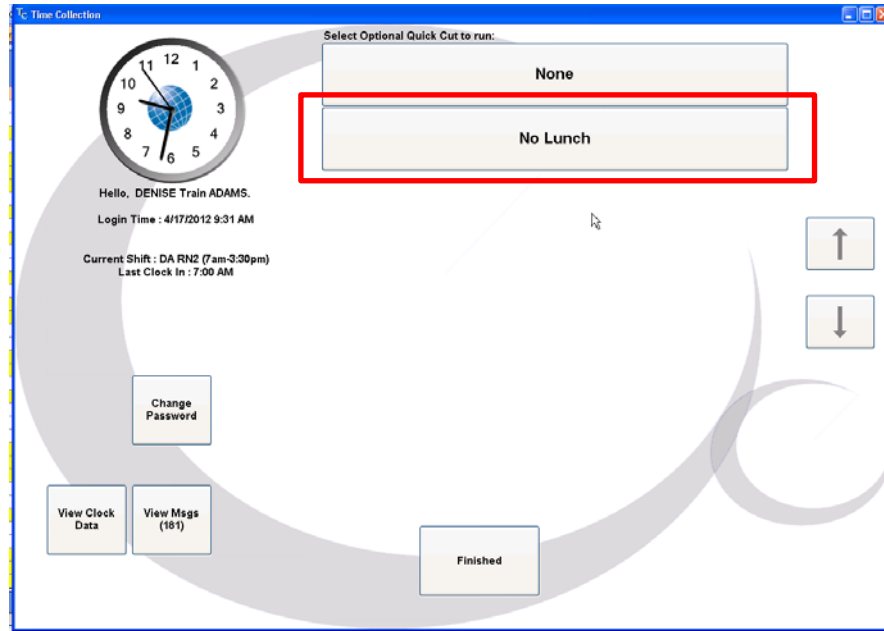
## No Lunch

If the charge nurse or designee has approved a 'No Lunch,' this should be recorded at the time of the clock out. To enter a No Lunch, follow the instructions below.

1. At the end of your shift swipe your card (or log in by typing your JHED ID and password).
2. Select the 'Clock Out' button.



3. Select the 'No Lunch' button.



4. The screen below will appear, click the 'Finished' button.

