

Welcome to Central Maine Healthcare!

At Central Maine Healthcare, we are more than just a hospital, a medical practice, a long-term care organization, or an urgent care facility. We are a Maine-centric system that looks at the specific needs of the people, places, and community around us to meet the needs of our patients and their friends/family where they are. We focus on low-cost healthcare offered in an exceptionally safe and friendly environment. At CMH we want to do more than just treat patients, we want to create memorable experiences that encourage people to remember the excellent care and treatment they received within our facilities and from our people.

In choosing to join CMH, you are embarking on that cultural journey with us, which we embody in our daily interactions through the CMH Experience Service Standards. These seven (7) principles guide each and every one of our interactions, whether through patient care, inter-departmental teamwork, or community outreach. We work toward creating a welcoming, caring, and non-judgmental environment, being active listeners and seeking information, being honest, truthful, and consistent, to be respectful and to treat all individuals with dignity and empathy, to serve as role models, taking initiative and ownership, working collaboratively and demonstrating teamwork, and being resilient and adaptive to change in positive ways. These standards are what it means to be a part of Central Maine Healthcare!

Along with your leader, the HR Service Center Team is here to help you with all of your onboarding needs as well as supporting you throughout your career with CMH. The HR Service Center can be reached a number of ways:

Monday – Friday 8AM – 4 PM.

Phone: 207-795-2392

Email: hrrservicecenter@cmhc.org

In Person: 29 Lowell St. Lewiston, Maine 4th Floor

Call: 207-795-7579

Welcome to the team!

Your HR Service Center Team



WHAT TO EXPECT DURING YOUR ONBOARDING:

New Team Member Health Screening:

The Talent Acquisition team will provide you with your New Team Member Health Screening appointment. Prior to your first day with CMH, you will be required to attend your New Team Member Health Screening and be cleared for work.

New Team Member Orientation:

Pending your clearance from Occupational Health, you will be tentatively scheduled for a New Team Member Orientation. The HR team will email you with your tentative Orientation date. Upon clearance of the occupational health screen, you will get an email from HR with the details around your orientation time and location. If you have any questions before or after New Team Member Orientation, do not hesitate to contact the HR Service Center.

Highlights:

- Full day Orientation, includes presentations from various company leaders.
- A schedule is provided to you at Orientation.
- **You will need to bring 2 forms of ID or a valid passport to your Orientation.** A list of acceptable documents is on the next page. If starting on a non orientation day you will need to come to HR
- You will receive a lunch voucher for use at the CMMC Cafeteria or CMMC Coffee Shop and a walking tour of the CMMC campus. Wear comfortable shoes.

You should also expect to hear from your leader to go over any additional details about your first few days at CMH.

Workday Onboarding Tasks:

Prior to your first day, you will need to sign in and work through the Inbox Tasks that are pending action or review from you. You will receive in 3 steps. Step 1) complete personal information and Gov ID (ss#) Step 2) once cleared through Occupational Health you will receive additional Onboarding tasks once completed Step 3) complete I-9 section 1

Logging into Workday:

Prior to your start date: You should have received two emails providing a Temporary Username and Password to sign in to Workday. Using the Username and Password option. Please note that the Temporary Username and Password are only accessible prior to your 1st day of employment.

After your start date: If for some reason, you still have onboarding tasks to complete after your start date, go to the CMH Portal and click on the Workday icon. You will need to sign in using the Single Sign On (SSO) option. Your CMH email and password will be given to you on your first day by your leader. These will allow you to log into Workday and other CMH applications.

I-9 LISTS OF ACCEPTABLE DOCUMENTS

All documents must be UNEXPIRED

You may provide a document from List A which establishes both identity and employment eligibility or you may provide a document from List B (establishing your identity) and a document from List C (establishing your employment eligibility).

LIST A

LIST B

LIST C

**Documents that Establish Both
Identity and Employment
Eligibility**

OR

	Documents that Establish	Documents that Establish
1. U.S. Passport or U.S Passport Card	1. Driver’s license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address	1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)	2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address	2. Certification of Birth Abroad issued by the Department of State (<i>form FS-545 or Form DS-1350</i>)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa	3. School ID card with a photograph	3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)	4. Voter’s registration card	4. Native American tribal document
	5. U.S. Military card or draft record	5. U.S. Citizen ID Card (<i>Form I-197</i>)
5. For a nonimmigrant alien authorized to work for a specific employer because of his or hers status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien’s nonimmigrant status	6. Military dependent’s ID card	6. Identification Car for Use of Resident Citizen in the United States (Form I-179)
	7. U.S. Coast Guard Merchant Mariner Card	
	8. Native American tribal document 9. Driver’s license issued by a Canadian government authority	7. Employment authorization document issued by the Department of Homeland Security

Identity

Employment Eligibility
AND



UKG DIMENSIONS ON MOBILE

2 WAYS TO INSTALL THE APP

1. Download the app via the Apple App Store or Google Play Store: UKG Dimensions
2. Scan a QR code with your phone >>
These codes make it easy for you to download the UKG Dimensions Mobile app.

UKG Dimensions for

Android



UKG Dimensions for

iPhone



Once you open the app, you can easily link to CMH in 2 ways:

1. Manually enter the URL: <https://centralmainehc-ss0.prd.mykronos.com>
2. Scan a QR code with your phone >>



GET STARTED WITH WORKDAY ON MOBILE

Access Workday on the go

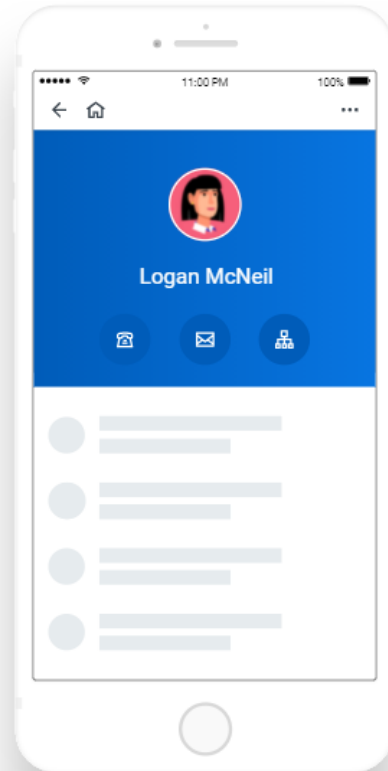
Your Organization ID: **cmh**

Get the Workday mobile app and use your Organization ID to connect.

Scan



Download



After downloading the Workday app and scanning the organization QR code, you will be almost ready to use Workday on your phone. The next steps include:

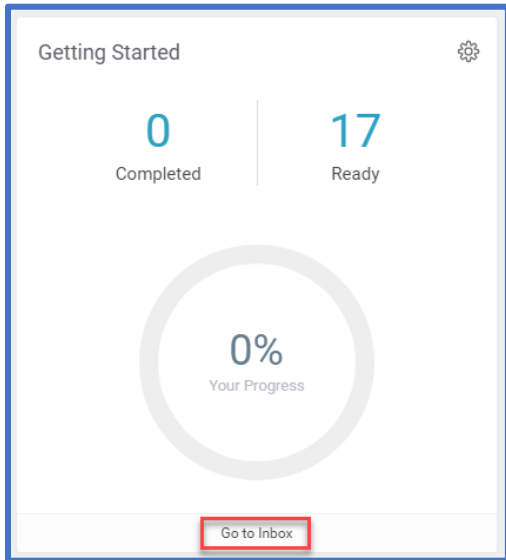
- 1. Obtaining your CMH credentials from your leader
- 2. Downloading and setting up the Imprivata app for multi-factor authentication.

More information on this can be found by reviewing the job aid: Logging Into Workday, which can be found on the CMH Portal.

ONBOARDING IN WORKDAY

Onboarding Dashboard

You can use the Onboarding Dashboard to read information you might find helpful in advance of your first day, plus the dashboard makes it easy to track your progress toward completing all of the required onboarding tasks.



A couple of notes about the Onboarding Dashboard:

- You won't be able to get 100% completion until after your start date. That's because there are some tasks that only become available to you once you have officially started working.
- The Onboarding Dashboard will be available to you for a couple of months to give you time to transition to accessing information using our other CMH applications.

Completing Onboarding Tasks

1. Click the “Go to Inbox” from the dial. The following tasks may not be in the order but all need to be done prior to your Orientation date.
2. **Edit Government IDs** – You MUST enter your Social Security Number under the National ID section. + sign to drop down. Click Submit.
3. **Review/Update Personal Information** -- Enter your personal information. Including ID (ss#) Click Submit.
Note: You MUST enter something for both the Disability and Military Service sections. The system will not allow you to submit without something entered.
Note: The below tasks will display once you are cleared through Occupational Health.
4. **Review/Update Contact Information** – Enter your contact information. Click Submit.
5. **Emergency Contacts** – Enter at least 1 emergency contact. Click Submit.

6. **Code of Conduct** – Read the document, Check “I Agree” and Submit.
7. **Manage Payment Elections** – Enter your direct deposit information. Click OK.
8. **Complete Federal Withholding Elections** – Enter your elections and select “I Agree”. Click Submit.
9. **Complete State and Local Withholding Elections** – Click OK and enter your elections and select “I Agree”. Click Submit.
10. **Edit Licenses** – Enter any licenses you have (examples: RN License, CNA License, Etc.). Team members required to have licenses **MUST** enter them here. If not required please leave blank and Click Submit.
11. **Review CMH Benefits Guide:** Must review and Submit. You will receive a separate task to elect benefits
12. **Differential Pay Policy** – Read the document, Check “I Agree” and Submit.
13. **iCare Instructions** – Read the document. Click Submit.
14. **Orientation Schedule** – Read the document. Click Submit.
15. **Parking Information** – Read the document. Click Submit.
16. **OSHA Respirator Questionnaire** – Fill out the form and sign via DocuSign. Click Submit once finished and you will return to your inbox.
17. **Pre-Employment Medical Questionnaire** – Fill out the form and sign via DocuSign. Click Submit once finished and you will return to your inbox.
18. **Enter Parking Information** – Follow the instructions on the task to enter your parking information in Workday for security. This **MUST** be done if you are going to be parking a vehicle on CMH property. Navigate back to the Inbox and Click Submit on the task.
19. **I-9 Section 1** – This will display after all of the above tasks have been submitted. Fill out Section 1 and sign in Workday. **This MUST be completed prior to New Hire Orientation or hire date**
20. **I-9 section 2- HR will complete by validating your 2 forms of ID or valid passport in person**
21. **Add My Vaccination: First Vaccination Dose, Second Vaccination Dose**

On, or after your start date: Enroll in Benefits

This is the final step in the onboarding process and can only be done after all other onboarding tasks are complete (except Add My Vaccination task) and it is on or after your start date. Benefits are effective day one of hire.

The Enroll in New Hire Benefits task will be in your Workday Inbox. You have 30 days from your start date to enroll in benefits. If you do not enroll during that window, you will not be able to enroll until the next Annual Open Enrollment period, unless you have a Qualifying Life Event. Information on CMH benefits can be found here: <https://britehr.app/CMHBenefits4applicants/1>

5 TIPS FOR GETTING OFF TO A GREAT START AT CENTRAL MAINE HEALTHCARE

1. Stay informed - visit the following sites frequently to learn about what is happening at Central Maine Healthcare and to stay up to date
 - a. Central Maine Healthcare News <https://www.cmhc.org/news/>
 - b. OnPoint Newsletter [Directories - Newsletters - OnPoint \(CMH Newsletter\) - Newsletter Directory \(cmhc.org\)](#)
2. Take initiative – stay actively involved in learning about your job and your department
 - a. Team Member handbook
 - b. Job description, expectations, competencies, resources
 - c. Organizational charts
 - d. Departmental policies and procedures
 - e. Departmental publications and websites
 - f. Work with your manager to develop an action plan for your first 90 days
3. Ask questions – even the same one you asked last week! You will be learning a tremendous amount of information. Expect to have “information overload” at times. Ask questions to clarify your understanding of expectations and practices.
4. Know your resources – and use them!
 - a. Your go-to person for information (supervisor, orientation buddy or colleague)
 - b. CMH Portal
 - c. Workday <https://www.myworkday.com/wday/authgwy/cmh/login.html>
 - d. UKG Dimension Timekeeping <https://centralmainehc-ss0.prd.mykronos.com/#/>
 - e. Benefits [http://www.cmmfhealthydecisions.com/CMH | FY 23 Benefits Course \(britehr.app\)](http://www.cmmfhealthydecisions.com/CMH | FY 23 Benefits Course (britehr.app))
 - f. WellRight Team Member Wellness Program <https://cmh.wellright.com/>
 - g. PerkSpot Team Member Discount Program <https://cmhc.perkspot.com/login>
 - h. Team Member Recognition [Culture and Engagement - Culture and Engagement Team \(cmhc.org\)](#)
5. Explore the L/A, Bridgton, and Rumford Communities and Maine
 - a. Downtown Lewiston <https://downtownlewiston.com/>
 - b. Lewiston/Auburn [Lewiston & Auburn - Visit Maine](#)
 - c. Bridgton <https://bridgtonmaine.org/>
 - d. Rumford <https://rumfordme.org/>
 - e. Only in Maine [Maine Archives | Only In Your State](#)
 - f. Maine <https://visitmaine.com/>
 - g. Maine: Things to Do and See <https://www.visit-maine.com/state/>

Logging Into Workday

BROWSERS

You can access Workday using the latest versions of the following web browsers.

Browser	Supported?
Google Chrome	Yes
Mozilla Firefox	Yes
Microsoft Edge	Yes
Apple Safari	Yes
Microsoft Internet Explorer	Not Recommended

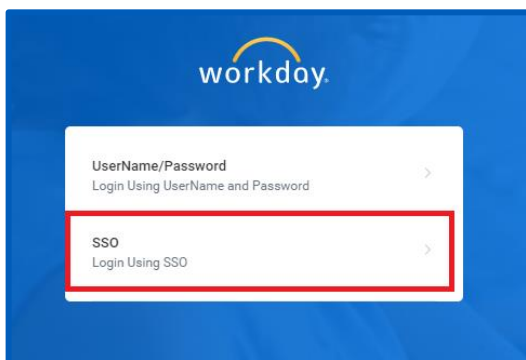
DESKTOP (DESKTOPS / LAPTOPS)

SIGN IN ON CMH NETWORK OR CMH PUBLIC WIFI:

1. Go to the CMH Portal and click the Workday link.
2. Or enter the URL: <https://www.myworkday.com/wday/authgwy/cmh/login.html>

Note: If you are on Microsoft Edge, you will be taken directly to your Workday homepage without having to enter credentials.

3. Click the SSO (Login Using SSO) Portal.



4. Enter your CMH Credentials.
5. Click **Sign In**.

SIGN IN OFF NETWORK (OUTSIDE OF CMH/CMH WIFI):

To use Workday outside of CMH, you will follow the same steps above PLUS you will need to perform a multi-factor authentication using Imprivata. If you have not registered for Imprivata before, see the section “MULTI-FACTOR AUTHENTICATION (IMPRAVATA)” for instructions on how to set up Imprivata.

MOBILE

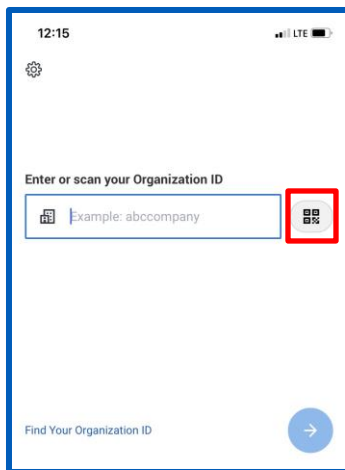
In order to use Workday on your mobile device, you will need to download the Workday app.

DOWNLOADING WORKDAY (ANDROID / APPLE)

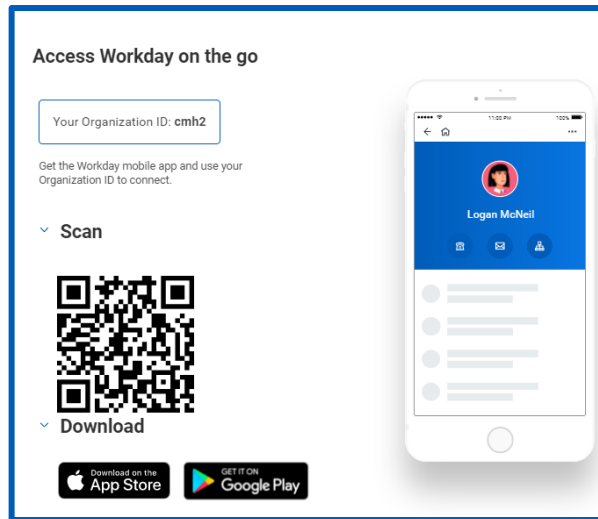
1. From your device, navigate to the Google Play Store / App Store (depending on your device type).
2. Enter Workday in the search field and select Workday from the results.
3. Install
 - a. Android: Tap **Install**, then **Open** to launch the Workday Mobile app.
 - b. Apple: Tap **Get**, then **Install**. Tap **Open** once the app has downloaded.
4. Tap **Log In**.
5. When logging into Mobile for the first time, there are two options to set up your Organization ID.

SCAN ORGANIZATION ID

1. Click the QR CODE icon.

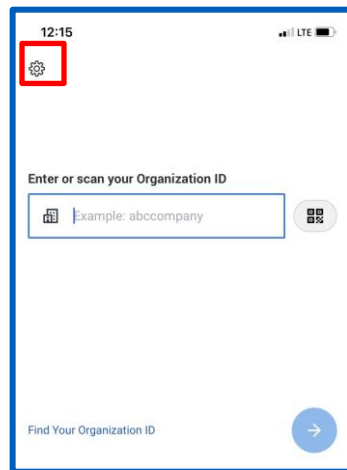


2. On a desktop / laptop computer, log into Workday.
3. Click the Profile icon.
4. Click My Account.
5. Click Organization ID.
6. Scan the QR CODE that displays.



ENTER ORGANIZATION ID

1. Click the Gear icon in the upper right-hand corner.



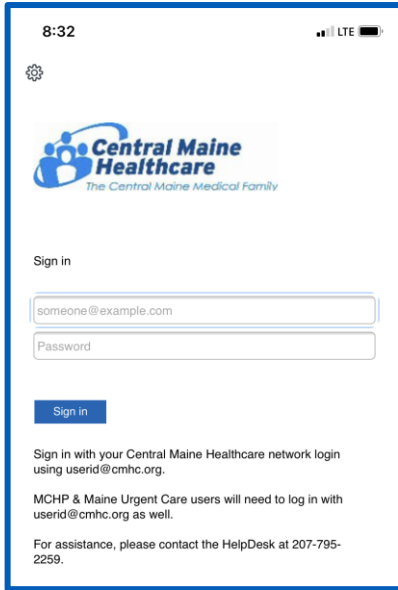
2. In the **Tenant** box: enter **cmh**

In the **Web Address** box: enter

<https://www.myworkday.com/wday/authgwy/cmh/login.html>

3. Click **Save**.

6. Click the SSO (Login Using SSO) Portal.
7. Enter your CMH Credentials.



8. Click **Sign In**.
9. **If you are off of CMH Wi-Fi, you will need to perform a multi-factor authentication using Imprivata. If you have not used Imprivata before, see the steps below on how to set up Imprivata ID.**

MULTI-FACTOR AUTHENTICATION (IMPRIVATA)

When logging into Workday outside of the CMH network/Wi-Fi, you will be prompted to perform a multi-factor authentication through Imprivata. Upon signing into Workday, you will be directed to the Imprivata screen.

SET UP IMPRIVATA

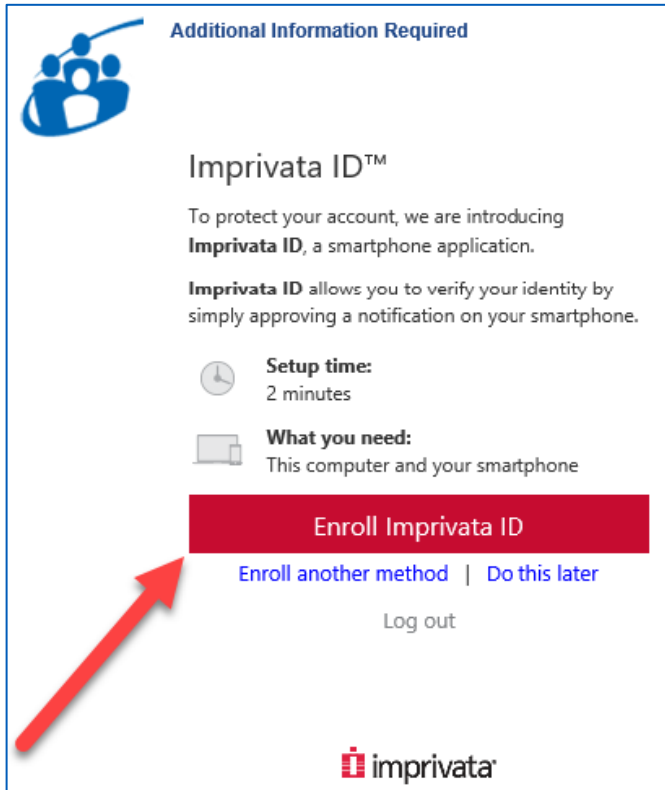
If you are using Imprivata for the first time, you will need to do the following steps to Enroll Imprivata ID. Before you begin, you will need to have downloaded the Imprivata ID app from the Google Play Store/ Apple App Store.

It is recommended that you perform this step on a desktop computer / laptop first. You can enroll on a mobile device but it is easier on a computer.



1. From the Computer, go to <https://Citrix.cmhc.org>
2. Enter your **CMH USER NAME** and **PASSWORD**

3. Click **Enroll Imprivata ID**.



4. The next page is requesting you enter a serial number and token code that is now displaying on your phone (Imprivata ID Application).



NOTE: The token code changes every 30 seconds, you need to type in the code and hit Submit within the 30 second window. If you can tell you won't make it, simply wait for the next code to appear and the 30 second timer to be reset. This is why it is recommended to use a laptop/desktop computer.

5. Enter the information and click **Submit**.

Imprivata ID™

1. Install and open the **Imprivata ID** app on your smartphone.
2. Allow **Notifications, Location Services,** and **Bluetooth Access** in the app.
3. Locate the enroll codes and enter below.

Serial Number (e.g. IMPR 1234 5678)

Token Code (e.g. 123456)

Submit

[Back](#)

[Log out](#)

OPTIONAL: ENROLL ANOTHER SECURITY METHOD

After you have successfully enrolled your Imprivata ID app, you have the option of enrolling another method.

1. Select **Enroll SMS Code**.

***NOTE:** This method will send you a text message to approve rather than a push notification or manually entering the token code at each login.*

Establish a backup method

Even though the Imprivata ID app is the preferred login method, we recommend setting up **SMS code** as a backup.

SMS code allows you to verify your identity by entering a one-time code delivered to your mobile phone via a text message (SMS).

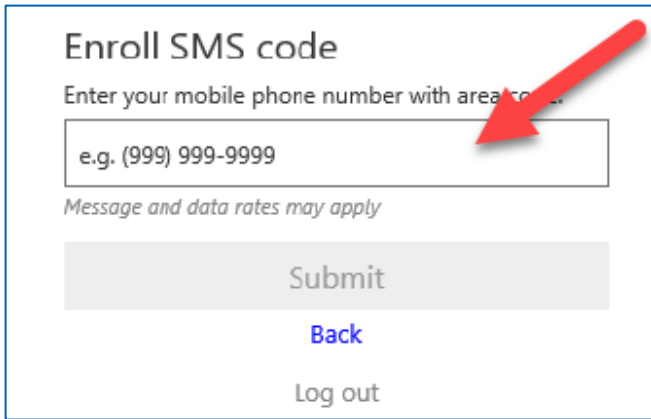
Setup time:
1 minute

What you need:
This computer and your mobile phone

Enroll SMS code

2. Enter your cell phone number (including the area code).
3. Click **Submit**.

4. A text message will be sent to your phone with a 6-digit code. Enter the code and click **Submit**.



Enroll SMS code

Enter your mobile phone number with area code.

Message and data rates may apply

[Submit](#)

[Back](#)

[Log out](#)

LISTS OF ACCEPTABLE DOCUMENTS

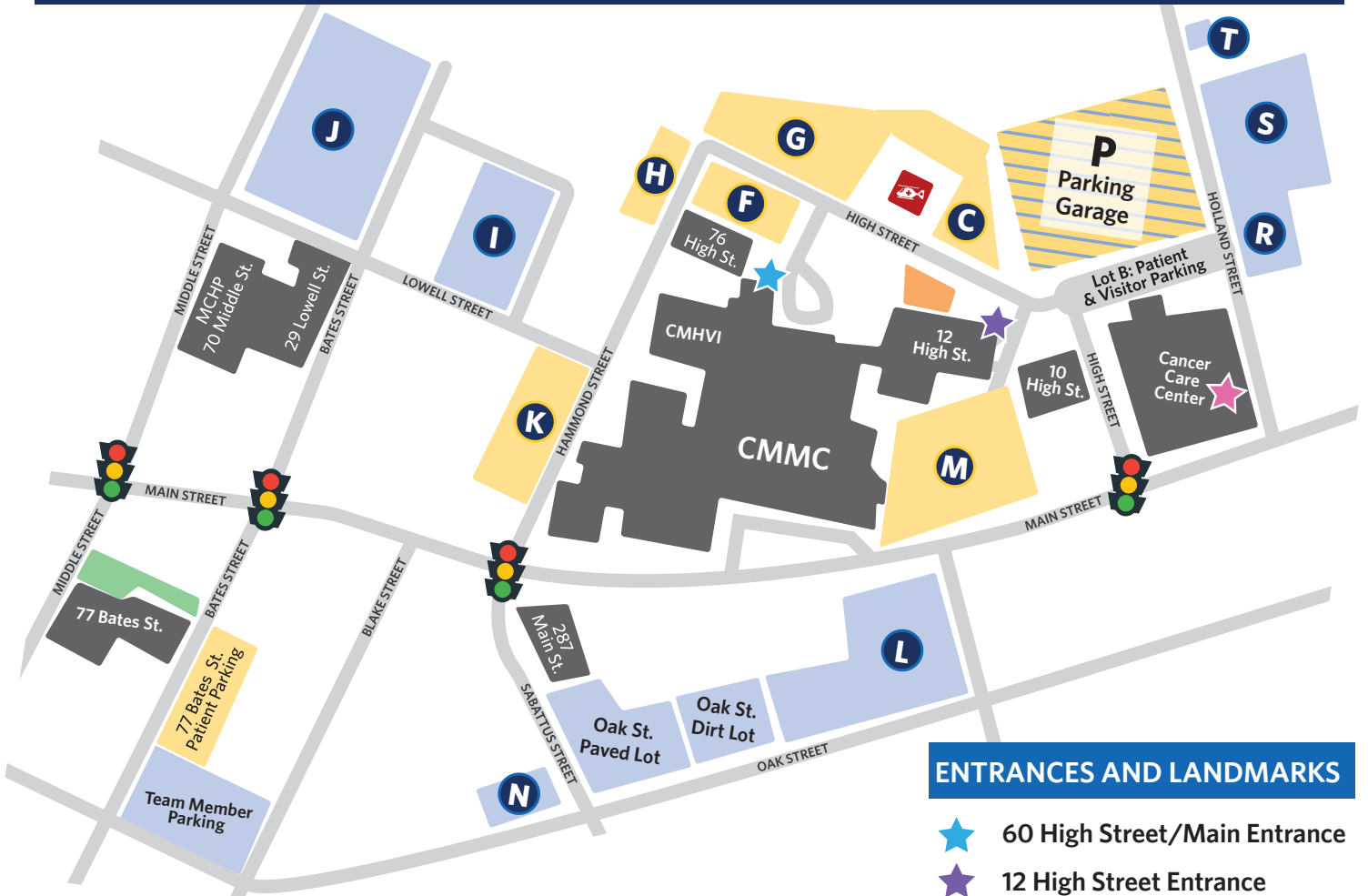
All documents must be UNEXPIRED

Employees may present one selection from List A
or a combination of one selection from List B and one selection from List C.

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
<ol style="list-style-type: none"> 1. U.S. Passport or U.S. Passport Card 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551) 3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa 4. Employment Authorization Document that contains a photograph (Form I-766) 5. For a nonimmigrant alien authorized to work for a specific employer because of his or her status: <ol style="list-style-type: none"> a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: <ol style="list-style-type: none"> (1) The same name as the passport; and (2) An endorsement of the alien's nonimmigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form. 6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI 	OR	<ol style="list-style-type: none"> 1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority <li style="text-align: center;">For persons under age 18 who are unable to present a document listed above: 10. School record or report card 11. Clinic, doctor, or hospital record 12. Day-care or nursery school record 	AND	<ol style="list-style-type: none"> 1. A Social Security Account Number card, unless the card includes one of the following restrictions: <ol style="list-style-type: none"> (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION 2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240) 3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (Form I-197) 6. Identification Card for Use of Resident Citizen in the United States (Form I-179) 7. Employment authorization document issued by the Department of Homeland Security

Examples of many of these documents appear in the Handbook for Employers (M-274).

Refer to the instructions for more information about acceptable receipts.



ENTRANCES AND LANDMARKS

- 60 High Street/Main Entrance
- 12 High Street Entrance
- Radiation Therapy Entrance
The Cancer Care Center
- Lifelight Helipad
- Pharmacy Customer Parking

TEAM MEMBER PARKING POLICY

CMMC parking sticker must be permanently affixed to the lower corner of passenger side windshield and be removed before the vehicle is sold or traded.

- One sticker per family
- Register as many vehicles as needed
- Team members may park in the garage from 6 p.m. to 7:30 a.m.
- Call ext. 2299 by 9 a.m. to be placed on the exempt list.



WHERE TO PARK

PATIENT & VISITOR YELLOW LINED SPACES

Parking Garage: Ground Level, Ramp and Second Level
Lots: B, C, D, F, G, H, K, M

TEAM MEMBER BLUE LINED SPACES

Parking Garage: Roof and underground levels. Second level blue spaces. Ground level green spaces Physicians only
Lots: L, T, N, and Oak St. Paved Lot
Lots I and J: Special permit needed
MSP Permits: Oak Street Dirt Lot
 Green Lines Spaces: Physicians only