

Steps to Create New Non-UCDH Account for External Employees


*****Note:** Non-UCDHS Users will need to obtain a Kerberos login and must have a UC Davis Health System sponsor submit the Service Request on their behalf.

For **non-UCDHS** users, the sponsor will need to create Kerberos login by completing the **NEW NON-UCDHS EMPLOYEE (EXTERNAL)** Request (Instructions below).

Please ensure that Non-UCDHS users have completed and submitted the [UC Davis Health System Confidentiality Agreement \(PDF\)](#).

1. Open URL <https://ess.ucdmc.ucdavis.edu/src/secure/main.jsp>
2. Log in with your **UC Davis Account ID** and **Password**


UCDAVIS
HEALTH SYSTEM - Employee Self Service

Please Log In To Place an Access, Service, or Support Request 

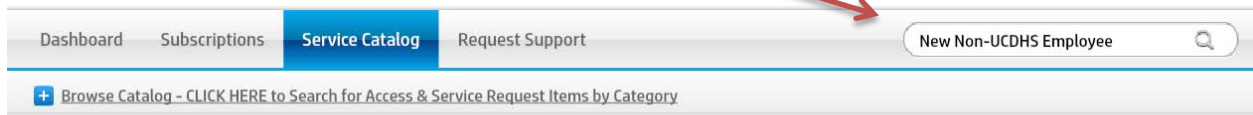
User Name

Password

Keep me signed in. Do not select if this is a shared computer.

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3. Type in “**New Non-UCDHS Employee (External)**” in the search box and press **Enter**.



Access/Service Catalog

Order IT goods and services. Select Browse Catalog above to browse Items by category, or search for an Item by clicking in the Search field in the upper-right corner.

A dashboard overview with four main panels. The first panel, 'Requests to Approve', shows 0 requests. The second, 'Service Assistant', has a 'Select Employee' dropdown. The third, 'Your Requests', shows a table of request statuses: Pending (0), Approved (1), Open (0), and Closed (49). The fourth, 'Popular Requests', features an 'Access Request' icon and 'Access Termination' text.

Access/Service Requests	
Pending	0
Approved	1

Support Requests	
Open	0
Closed	49

4. Click on “**Access Request**”

A detailed view of the 'Access Request' category. It includes a blue padlock icon, the title 'Access Request', and the main heading 'New Non-UCDHS Employee (External)'. Below this is a descriptive paragraph: 'Use for adding Non-UCD employees (External) only. Includes: Contractors, Consultants, Staff from Temp Agency, Volunteers, Non-UCD Students, Visiting/Rotating Residents, Outside/Locum MD'. At the bottom, there is a link: 'See all Other Access category Items'. A red arrow points from the instruction above to the 'Access Request' icon.

5. Click “Request”

New Non-UCDHS Employee (External)

← Back to previous page


Item Details

Non-UCDHS employees include: Contractors, Consultants, Staff from Temp Agency, Volunteers, Non-UCD Students, Visiting/Rotating Residents, Outside/Locum MD

! Please add this item only ONCE per cart order. If you have multiple new external employees to onboard, please create separate cart requests for each one. Thank you.

[Click here for example!](#) (Opens in new browser tab/window)

Access Request



- Hi! Lets verify if the external employee has an existing account by performing a search be...
- Did you locate the external employee in the above search field?
- Stop! Please do not use this item! The external employee is already in the system. Please e...
- Does this user require a LAN Account? (Citrix or Active Directory Account)
- First Name
- Middle Name
- Last Name
- External Employee's Email Address (Please enter only one Email Address)
- Please re-enter Email Address
- Email Addresses Do not match!!
- Phone (Ex. 916-555-5555)
- Job Title

Request

6. Click “Next”

Dashboard Subscriptions **Service Catalog** Request Support Search

+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category

New Non-UCDHS Employee (External)

← Return to Service Detail

Order Information

This request is for: (**IMPORTANT**: if you are requesting access or service on behalf of someone else WITH AN EXISTING ACCOUNT and his/her name is not displaying below, then please exit out of this request and use the Service Assistant widget located under the Service Catalog area to look up and select that person from the list)

Full name: [Redacted]
First name: [Redacted]
Last name: [Redacted]
E-mail: [Redacted]@ucdavis.edu

! Required Fields. **▶ Next**

Quantity: 1

Add to Cart

Request Now

Item Options

This task depends on the results of the previous task.

7. Provide all the necessary information and click “Next”

The screenshot shows a web interface with a navigation bar containing 'Dashboard', 'Subscriptions', 'Service Catalog', and 'Request Support'. A search bar is on the right. Below the navigation bar is a link: '+ Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category'. The main heading is 'New Non-UCDHS Employee (External)' with a 'Return to Service Detail' link. The form is divided into two main sections: 'Order Information' and 'Item Options'. The 'Order Information' section has a green header and contains the text 'clao1' and an 'Edit' button. The 'Item Options' section has a grey header and contains a message: 'Hi! Lets verify if the external employee has an existing account by performing a search below.' followed by a search input field with search and edit icons. Below this is a question: 'Did you locate the external employee in the above search field?' with radio buttons for 'Yes' and 'No'. At the bottom of the 'Item Options' section, there is a 'Required Fields.' warning icon and a 'Next' button. A red arrow points from the top of the page down to the 'Next' button. To the right of the form is a sidebar with a 'Quantity' dropdown set to '1', an 'Add to Cart' button, and a 'Request Now' button.

8. Click “Request Now”

This screenshot is similar to the previous one, showing the same web interface. However, the 'Request Now' button in the sidebar is now highlighted in green, indicating it is the active button. A red arrow points from the top of the page down to the 'Request Now' button. The 'Item Options' section now contains a list of names and email addresses: 'No, No, Joe, Test, Tester, [redacted]@ucdavis.edu, [redacted]@ucdavis.edu, [redacted]@ucdavis.edu, agf, Main Hospital, Ma...'. The 'Next' button is no longer visible in this view.

9. Provide all the necessary information.

Verify Delivery Information

The screenshot shows a form titled "Verify Delivery Information" with several sections, each with a header and an information icon (i):

- Cart Order Information**: Includes a text input field for "Brief Cart Title (Ex. Access for John Doe)" and a larger text area for "Detailed Description of Cart Request". A "Required Fields." message is visible at the bottom left, and a "Next" button is at the bottom right.
- Contact for this request**: Text: "This task depends on the results of the previous task."
- Approver Information**: Text: "This task depends on the results of the previous task."
- Telephone Information**: Text: "This task depends on the results of the previous task."
- Attachments**: Text: "This task depends on the results of the previous task."

On the right side, a summary box shows "Total Items: 1" and a green "Submit" button.

10. Click "Submit"

The screenshot shows the same "Verify Delivery Information" form, but now all sections are filled with data and have a green header bar. A red arrow points from the text "10. Click 'Submit'" to the "Submit" button in the summary box.

At the top, there is a navigation bar with a plus icon and the text: "Browse Catalog - CLICK HERE to Search for Access & Service Request Items by Category".

The form sections are:

- Cart Order Information**: Header is green. Content: "Test, Test". Action: "Edit" (with a checkmark icon).
- Contact for this request**: Header is green. Content: "E-mail" (with a redacted area). Action: "Edit" (with a checkmark icon).
- Approver Information**: Header is green. Content: (redacted). Action: "Edit" (with a checkmark icon).
- Telephone Information**: Header is green. Content: "f32944". Action: "Edit" (with a checkmark icon).
- Attachments**: Header is green. Content: (empty). Action: "Edit" (with a checkmark icon).

On the right side, the summary box shows "Total Items: 1" and a green "Submit" button.