

What to do if No Account?

- Find out where the user works: UCSF, SFGH, COPC or other:
 - UCSF – Ask them to submit a UCSF add form to the Dean’s office. The Dean’s office will then add the account and assign any necessary courses.
 - SFGH – Check HR 2000 to see if the user has a profile. If the user has a profile but no Halogen account report the issue to Peter Cheng in IT. If the user does not have a HR 2000 profile contact Ron Beard. Once the profile is created a Halogen account should be created automatically within a day or two.
 - COPC – Ask the user to contact Fidez Bituin (255-3516) at 1380 Howard Street. Fidez will add the account as well as any assignments.
 - Other Users – Direct them to the Moodle site and ask them to complete the Orientation module.