

NEW HIRE ORIENTATION

# WELCOME PACKET



Nicklaus Children's  
Health System

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# Your First Week

*Congratulations and welcome to Nicklaus Children's Health System!*

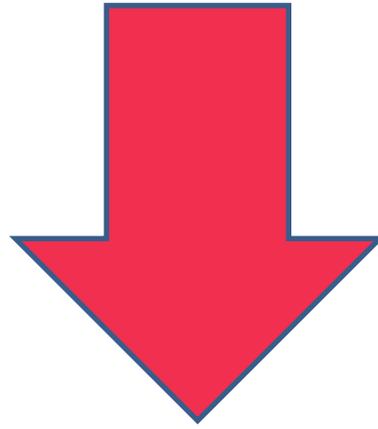
We are so glad that you joined the Nicklaus Children's family. This week will be a very exciting and busy as you complete certain requirements, meet with your leaders and your team.

To help you better organize your week, we have developed this book to guide you through all the things that need to be done this week. It is very important that you meet all requirements to have a successful onboarding journey with us. Below, please find a checklist of everything that needs to be completed during week one. Detailed information can be found in later chapters of the handbook.

# Your To-Do List

|    | Task                         | Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Complete |
|----|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1. | Badge pick-up                | <p>Your badge can be picked up in three of the following ways:</p> <ol style="list-style-type: none"> <li>1. The security department is located on the 2<sup>nd</sup> floor of the CEP building in the main campus. You can contact security at 305-666-6511 Ext. 4912 to check if your badge is there.</li> <li>2. The department of TM&amp;E is located at the corporate headquarters of the system at 5301 Blue Lagoon Drive, 4<sup>th</sup> floor. You can contact the Department of Talent Management &amp; Effectiveness at: 305-666-6511 Ext. 8295.</li> <li>3. There are some leaders who, at times, pick up badges for their new hires. Check with your leader to confirm they have it.</li> </ol> <p>We suggest that you call the Security Department or TM&amp;E to ask where to pick up your badge.</p> |          |
| 2. | Vehicle decal Information    | <p>The main campus has three parking garages. Depending on the department you will be working at, you will receive a parking decal that is assigned to a garage. To receive your decal, you will need to fill out the form. Click here to access the form: <a href="https://intranet.mch.com/EN/Departments/Security/Security%20Forms/ParkingForm.pdf">https://intranet.mch.com/EN/Departments/Security/Security%20Forms/ParkingForm.pdf</a></p> <p>Note: You will need to access this link internally from Citrix</p>                                                                                                                                                                                                                                                                                              |          |
| 3  | Uniform Information          | <p>Some of you may want to order your scrub and other employee related attire during your first week. You can order your uniforms through Uniform Advantage. To access the site, click on the following link: <a href="https://nchstemp.uniformadvantage.com/login.asp">https://nchstemp.uniformadvantage.com/login.asp</a></p> <p>You will need to set up an account using your Nicklaus Children's email. We suggest you speak to your leaders <i>prior to ordering</i> in the event that the department requires specifics that need to be part of your uniform.</p>                                                                                                                                                                                                                                             |          |
| 4  | Direct Deposit Information   | <p>We highly encourage that you enter your direct deposit information in the system during the first week of orientation. If your direct deposit information is not in the system during the first week, your first paycheck may be mailed to you, and you may receive it 7-10 days after the initial pay period.</p> <p>Should you have any questions regarding direct deposit, please call 786-624-2429.</p>                                                                                                                                                                                                                                                                                                                                                                                                      |          |
| 5  | Benefits Information         | <p>You will have until the end of the month of your orientation month to complete your health and other Nicklaus Children's Health System's benefits.</p> <p>Should you have any questions regarding your benefits enrollment, please visit the Benefits portal site or call 305-663-8282.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |          |
| 6  | New Hire Curriculum on myles | <p>All new hires are required to complete a series of modules that make up part of the New Hire Curriculum. These courses need to be complete mid-week of your orientation (Tuesday). The curriculum is mandatory for all new hires. <b>Failure to complete the modules by end of Day 2 of orientation will result in suspension and being unable to report to your department.</b></p> <p>Additionally, new nurses will have additional modules on myles that they have to complete. Please be sure to check the due dates for these modules.</p>                                                                                                                                                                                                                                                                  |          |

**Take a look at the agenda for the first two days of your orientation week!**



# 2025 Orientation Agenda

## Day 1

| Time                   | Topic                                       | Duration          | Focus                                                                                                                                                                                                                                       |
|------------------------|---------------------------------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:30am-9:00am          | Welcome                                     | 30 minutes        | Meet and greet of new Hires.                                                                                                                                                                                                                |
| 9:00am-9:15am          | ELT Connect                                 | 15 minutes        | Greetings from Matt video and ELT connect.                                                                                                                                                                                                  |
| 9:15am-10:15am         | Organizational Culture                      | 60 minutes        | Show Mission Moment video and review of schedule for the day. Kahoot to test new hires' knowledge of Nicklaus Children's facts. Review Nicklaus Children's culture, including: CPO video, 4 Pillars video, review of CREATE Values and S2R. |
| <b>10:15am-10:30am</b> | <b>Break</b>                                | <b>15 minutes</b> | <b>Break Session</b>                                                                                                                                                                                                                        |
| 10:30am-11:00am        | Benefits                                    | 30 minutes        | Review of Benefits program for the new hires.                                                                                                                                                                                               |
| 11:00am-11:15am        | Wellness                                    | 15 minutes        | Review of Wellness Program for new hires.                                                                                                                                                                                                   |
| 11:15am-11:45am        | Leader Connect                              | 30 minutes        | Move the new hires into breakout rooms to connect with their leaders.                                                                                                                                                                       |
| 11:45am-12:00pm        | Portal Review & Closing: Know Before You Go | 15 minutes        | Review of logging in process and other resources. Review on onboarding requirements, important next steps for new hires, and the schedule for rest of the week.                                                                             |
| <b>12:00pm-12:30pm</b> | <b>Lunch Break</b>                          | <b>30 minutes</b> | <b>Lunch Break Session</b>                                                                                                                                                                                                                  |
| 12:30pm-4:30pm         | myles Curriculum                            | 4 hours           | New hires to complete Myles curriculum independently                                                                                                                                                                                        |

# 2025 Orientation Agenda

## Day 2

| Time           | Topic                                  | Duration           | Focus                                                                                                                              |
|----------------|----------------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------|
| 8:30am-9:00am  | Welcome & Innovations @ Nicklaus       | 30 minutes         | Meet and greet of new Hires. Innovations team to present.                                                                          |
| 9:00am-9:30am  | Talent Management- Policy & Procedures | 30 minutes         | Talent management discussion on harassment, discrimination, and requirements for reporting.                                        |
| 9:30am-9:45am  | Compliance & Closing                   | 15 minutes         | Understanding Privacy process. Overall review of all topics covered and onboarding requirements. Perry Ann video to close session. |
| 9:45am-12:00pm | myles curriculum                       | 2 hours 30 minutes | New hires to complete Myles curriculum independently                                                                               |

**FirstNet PEDS Training @ 1:00pm- 2:00pm**  
Only for ED & UCC (RN, LPN, BHT, PCT, CA, SNIP) Positions  
 Location: SUBJECT TO CHANGE-- \*Microsoft Teams Link will be sent separately via email

## Day 3 & 4

### **Clinical Positions (Inpatient Units: RN, LPN, BHT, PCT, CA, SNIP) Only:**

Confirmation of PEDS Training location & times will be provided on Day 1 of Orientation.

- **Day 3 (Wednesdays):**
  - PowerChart PEDS Training @ 10:00am-1:00pm *Inpatient Units (RN, LPN, BHT, PCT, CA, SNIP)*
    - *Location: Nicklaus Children's Health System, Corporate Offices, 4<sup>th</sup> floor 5301 Blue Lagoon Drive, Miami, Fl. 33126*
  
- **Day 4: (Thursdays):**
  - Point of Care Training at 8:30am-11:30am
    - *Location: Nicklaus Children's Hospital Main Laboratory (Meet in front of Gift Shop) Nicklaus Children's Hospital, 3100 SW 62nd Avenue, Miami, FL 33155*

# Training Information

## Orientation Day 1

**Equipment:** For virtual live zoom orientation, you will need a laptop, computer or I-Pad with video and audio capabilities. **Cameras are mandatory for this program.**

**Zoom App:** You will need to download the Zoom app on the device you'll be using for orientation. Please be sure to download the app and test it prior to orientation. The virtual orientation log-in information is listed below:

### Virtual Orientation Log in Information

Topic: Nicklaus Children's Health System  
Time: 08:30 AM Eastern Time (US and Canada)

Join Zoom Meeting

<https://nicklaushealth.zoom.us/j/5235924309?pwd=VURWYjRZVnRPQ0M0aJmZ2dISDVPQT09>

Meeting ID: 523 592 4309

Passcode: 1234

**Zoom Etiquette:** *We recommend that find an area that is free from distractions.* The dress code is business casual. **It is mandatory that you have your camera on and that the facilitator can see you. Failure to show up on camera will result in the facilitator removing you from the program.**

To ensure the safety of you and others, driving is prohibited during orientation.

## Orientation Day 2, 3, & 4:

**Dress attire:** For any live training sessions taking place on these days, the dress code is business casual. Therefore, the following clothing items are not acceptable: denim jeans, tight fitting clothing or mini-skirts, athletic attire, spandex, sundresses, t-shirts, tank tops, sleeveless blouses or sleeveless dresses, see-through garments, running/athletic shoes or flip flops.

**Plain and/or Nicklaus Children's scrubs are permitted. Other logos are NOT permitted and may result in dismissal.**

**Location:** Please refer to the agenda listed above and read carefully the directions of the locations where training will be taking place.

*For more information regarding your New Hire Orientation, please scan the QR code below:*



# Directions to Nicklaus Children's Health System Headquarters

*5301 Blue Lagoon Drive (NW 11th Street) 4<sup>th</sup> Floor, Miami, FL 33126*

*Parking is available in the parking garage from CHQ 5301 Waterford District Drive - parking ticket validation*

## From South Miami / Homestead

- U.S 1 North to S.R. North 826 (Palmetto Expressway).
- Merge onto S.R. 836 East (Dolphin Expressway).
- Exit at 57th Avenue (Red Road).
- At the end of the exit ramp, veer right on to 57th Avenue (Red Road).
- At the first traffic light (approximately one block) turn left on Blue Lagoon Drive (NW 11th Street).
- NCH Headquarters is located at 5301 Blue Lagoon Drive, 4<sup>th</sup> Floor.

## From North Miami / Eastern Broward (Northeast)

- I-95 South to S.R. West (Dolphin Expressway).
- Exit at NW 57th Avenue South (Red Road).
- At the second traffic light, turn left on Blue Lagoon Drive (NW 11th Street).
- NCH Headquarters is located at 5301 Blue Lagoon Drive, 4<sup>th</sup> Floor.

## From Miami Lakes/ Hialeah / Western Broward (Northwest)

- S.R. 826 (Palmetto Expressway) South to S.R. 836 East (Dolphin Expressway).
- Exit at 57 Avenue (Red Road).
- At the end of the exit ramp, veer right on to 57th Avenue (Red Road).
- At the first traffic light (approximately one block) turn left on Blue Lagoon Drive (NW 11th Street).
- NCH Headquarters is located at 5301 Blue Lagoon Drive, 4<sup>th</sup> Floor.

## From Nicklaus Children's Hospital

- Take 62 Avenue North to Coral Way.
- Turn right on to Coral Way.
- Go to 57th Avenue (Red Road) and turn left.
- Take 57th (Red Road) Avenue to Blue Lagoon Drive.
- Make right on Blue Lagoon Drive (NW 11th Street).
- NCH Headquarters is located at 5301 Blue Lagoon Drive, 4<sup>th</sup> Floor.

## From Miami Beach (East)

- I-395 (MacArthur Causeway) to S.R. 836 West (Dolphin Expressways).
- Exit at NW 57th Avenue (Red Road).
- At the second traffic light, turn left on Blue Lagoon Drive (NW 11th Street).
- NCH Headquarters is located at 5301 Blue Lagoon Drive, 4<sup>th</sup> Floor.



# Setting up your computer to work remotely

Many of you will be working remotely or will need to log in to the Nicklaus Children's Health System to work on projects or check your emails. To do this, you will need to set up your computer with the appropriate applications to access our system.

This section will go over all the information needed to get your computer ready!

# Logging Into the Nicklaus Network from Home

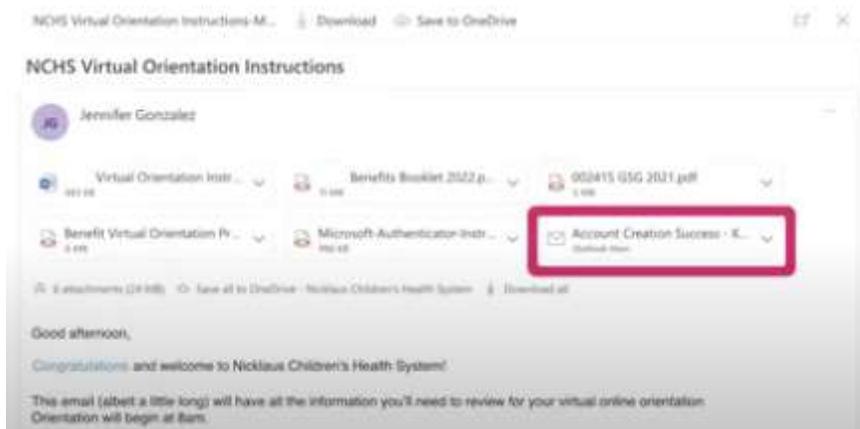
*Instructions on how to access the Nicklaus Children's Portal*

Please watch this video and review the instructions below to connect to the Nicklaus Network from home: <https://youtu.be/IEQG6aZziWc>

1. Open a web browser from **your computer**.  
(Microsoft Edge/ Google Chrome/ Safari/ Firefox)
2. Navigate to the following website: <https://mycloud.nicklaushealth.org>
3. Once on the mycloud site, you will see the below screen:



4. Here you will sign in with your NCH username and the temporary password you were provided. This can be found as one of the attachments to the email you received from TM&E with your orientation information.



5. Once you click log on, the screen will show that the password has expired and must be changed.
6. Click Next and you will be prompted to set up a new password.  
\*\*Criteria: min. 8 characters/ Uppercase letters/ Lowercase letters/ Numbers/ a special character
7. Once you have put in a new password, you may receive a confirmation message on the screen or you will be taken back to the log in screen.

**\*\*DO NOT LOG BACK IN TO MYCLOUD. YOUR NEW PASSWORD WILL NOT WORK ON THE MYCLOUD SITE YET. PLEASE PROCEED TO THE NEXT STEPS TO SET UP YOU MICROSOFT AUTHENTICATOR ACCOUNT\*\***

Once you have changed your temporary password, we can proceed to set up a Microsoft authenticator account.

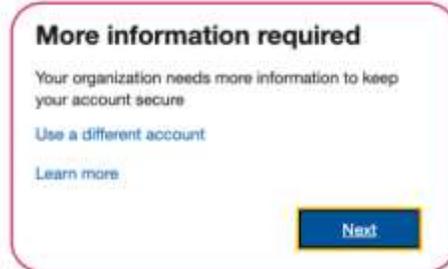
8. Open a new window on your browser **on your computer.**

9. Navigate to the following website: <https://aka.ms/mfasetup>

10. You will see a Microsoft sign in screen. Log in using your NCH email address and password



11. After logging in, the following screen will appear. Click Next.



12. You will be taken to the below screen to begin the set up of the authenticator app.



During this step, download the Microsoft authenticator app from the Apple App Store or Google Play Store on **your phone.**



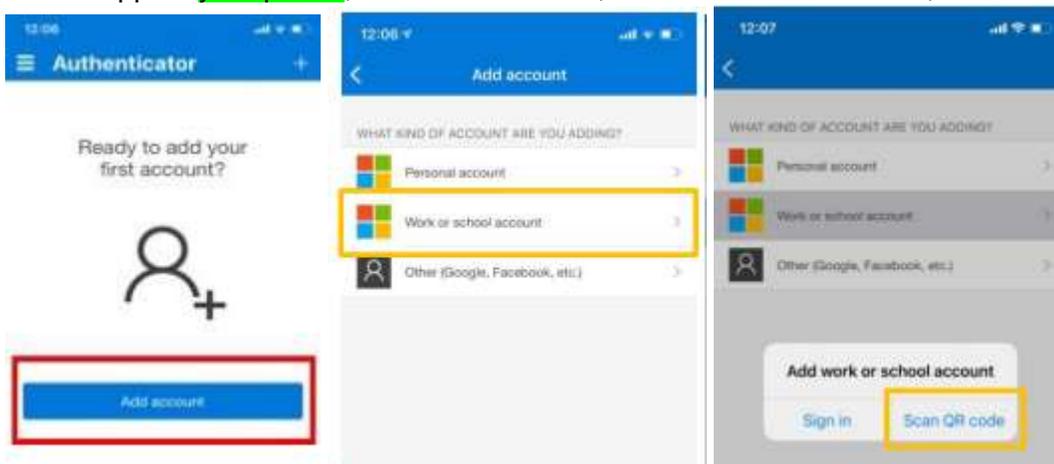
13. Once you download the app, click next on **your computer.**

14. The next screen on **your Computer** will show you how to set up your account on the app.

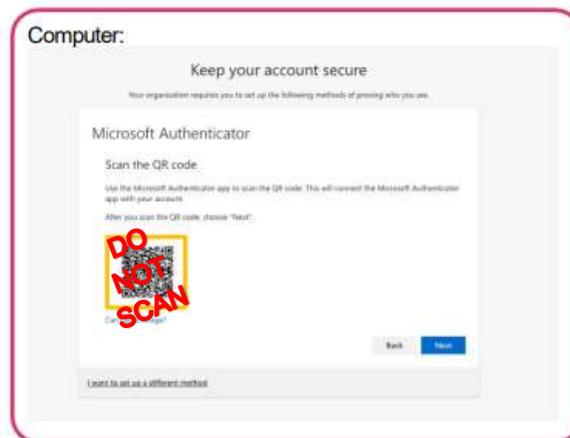


15. Click Next and you will see a QR code. You will have to scan this code with the Microsoft Authenticator app on your phone.

16. On the app on **your phone**, Click Add Account, Work or School Account, then Scan QR Code.

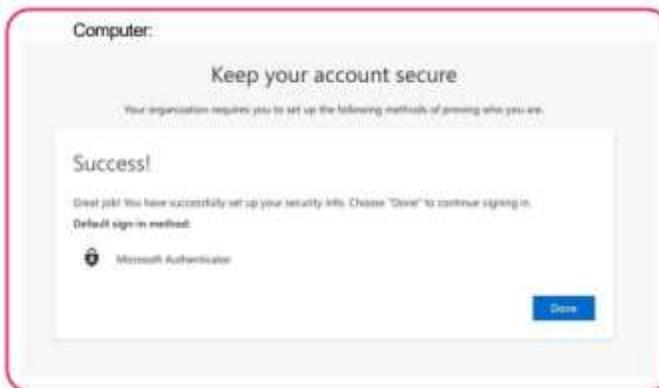


17. Use the Microsoft Authenticator app on **your phone** to scan the QR code shown on the computer screen. You will see your NCH email account activate on the app. Once the account is added, click next on **the computer**.



18. Next you will see a number on the computer screen that you will need to type into the app. This step ensures that the account is synced properly and that you can approve notifications through the app. Type the number shown on the computer screen into the app and click approve.

19. Once approved, click next on the computer when you see below message.



20. You will then see a message stating your account has been added successfully.

**You have now successfully completed your password reset and Authenticator setup. You can now navigate back to <https://mycloud.nicklaushealth.org> to log in to the Nicklaus Network. If you have any questions, please refer to the FAQ sheet or call the Help Desk at 786-624-4357.**

## Password and Microsoft Authenticator FAQ

Q: I have reset my password on the mycloud website but am still getting an error message stating my username or password is incorrect. Why can't I log in?

A: After setting up a new password through the mycloud website, you still won't be able to log in until you have set up your Microsoft Authenticator. Look at the instructions provided and follow the next steps to set up your authenticator.

Q: I'm scanning the QR code, but I keep getting an error stating code is invalid or has already been used.

A: Do not scan the code in the instructions. This is a generic code. Follow the steps for Microsoft Authenticator setup to generate your own personal code.

Q: I am not receiving a code or approval message through my authenticator app.

A: Make sure your notifications are enabled on your phone for the Microsoft Authenticator App.

Q: I am putting in my NCH email but am getting an error stating the account doesn't exist.

A: Do you have a Microsoft account for another company? If so, open a new InPrivate or Incognito window and navigate to <https://aka.ms/mfasetup> through a private browser.

If you have addition questions or concerns, please contact NCH IT Help Desk at 786-624-4357.

# Completing myles New Hire Orientation Curriculum

As already stated on the checklist, all new hires need to complete the New Hire Orientation Curriculum assigned by end of Day 2 of orientation. Failure to complete the curriculum on time will result in suspension and prevention of going into the unit or department.

**Please read the following carefully: All Myles curriculum courses must be completed during work hours. For orientation, new hires are allotted Monday from 12:30 PM to 4:30 PM and Tuesday from 9:45 AM to 12:00 PM to finish the General Orientation curriculum. Any work done outside of this time frame will not be compensated.**

Below, you will find the instructions on how to access the curriculum once you enter the network or if you would like to complete them outside the network.

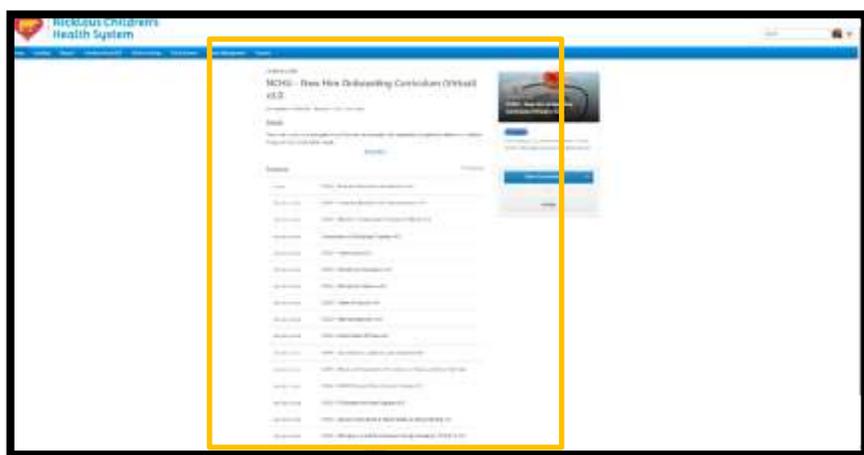


There are a **total of 17 modules** that need to be completed by mid-day on the second day of orientation.

The first content on the list named: NCHU-New Hire Introduction v3.0 is a module that is specific to orientation. You **MUST** allow the module to run at its own time, skipping slide or pushing to it faster will result in the module to freeze.

If you are running into challenges with myles, please contact the Learning and Development Department at 305-663-8585.

**Failure to complete all modules by mid-day on the second day will result in suspension. You will be unable to report to your department or unit.**



### **RN Roles only:**

**All RN roles will have additional modules on myles that they will need to complete. See the list below with due dates.**

Medication calculation test- due Friday of general orientation week

General orientation curriculum (different versions, depending on unit)- due Friday of general orientation week

Regulatory new hire curriculum- (different versions, depending on unit)- due 2 weeks after hired date (the next Friday after orientation week)

RNs also get unit specific curriculums assigned to be completed within six months from hired date and it depends on their experience.

## Accessing our Learning Management System from outside the Network (for iPad or mobile device)

You also have the choice of completing the new hire curriculum from your iPad or mobile device. This is a great option if you are having challenges accessing the network or do not have a computer at home.

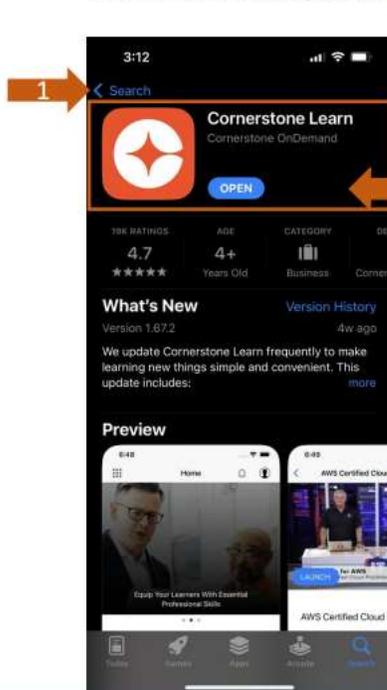
To do this, simply follow the step listed below.

### Steps 1-3:

#### Download the Cornerstone Learn App



**Cornerstone Learn** is the mobile app for mobile-enabled courses in Cornerstone. Complete the following steps to log in to the Cornerstone Learn app from a mobile device.



11:59  
Need Help ?

1. Type in **Cornerstone Learn** from the Apple App store or Google Play Store on your smartphone or tablet.

2. Download and Tap the **Cornerstone Learn** app icon to open the app.

3. Enter **nicklauschildrens** in the **Portal** field.

The app automatically adds **.csod.com** to the portal name.

Welcome!

Please enter the portal you use to log in to Cornerstone. If you don't know your portal try checking out our help documentation.

3 → nicklauschildrens

Alternative Login Method



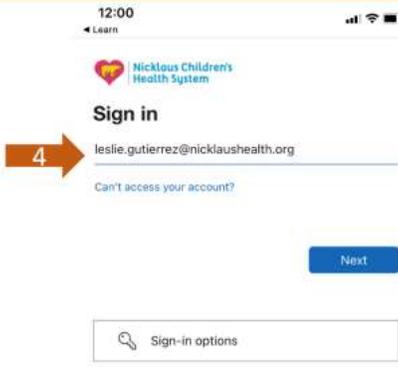
Learn More

# Accessing our Learning Management System from outside the Network (for iPad or mobile device)

## Steps 4 & 5:

## Log in to Cornerstone Learn App





12:00  
Learn

Nicklaus Children's Health System

### Sign in

leslie.gutierrez@nicklaushealth.org

Can't access your account?

Next

Sign-in options

Terms of use Privacy & cookies ...

login.microsoftonline.com



12:00  
Learn

Nicklaus Children's Health System

← leslie.gutierrez@nicklaushealth.org

### Enter password

.....

Forgot my password

Sign in

Terms of use Privacy & cookies ...

login.microsoftonline.com

4. **Sign in** with your work email [first.last@nicklaushealth.org](mailto:first.last@nicklaushealth.org)

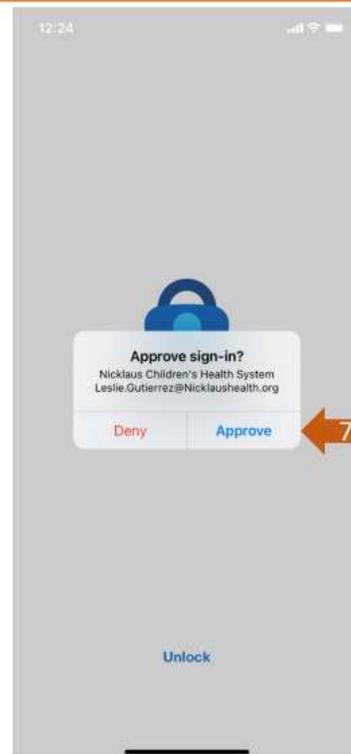
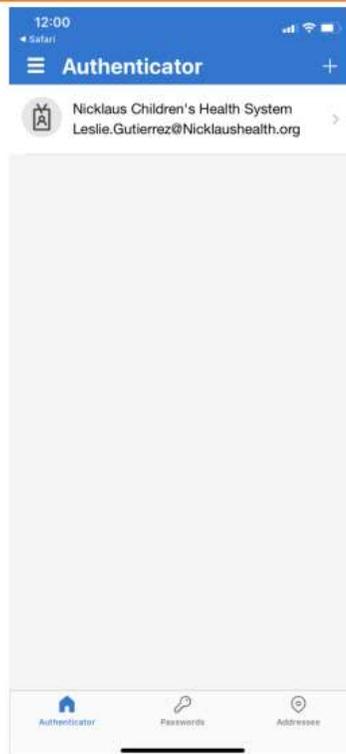
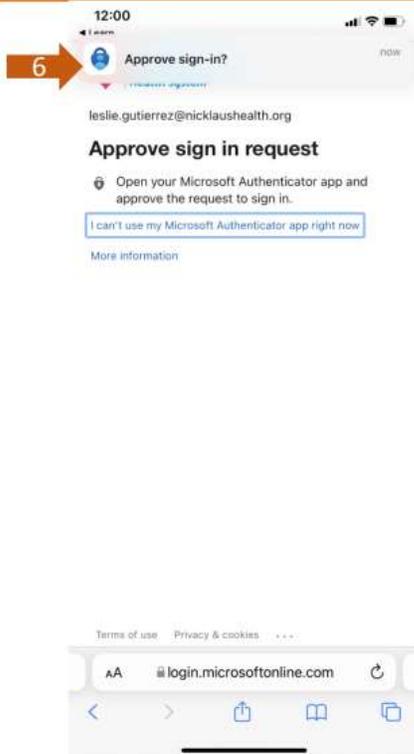
5. Enter your password.

Your password is the same as your computer network password.

# Accessing our Learning Management System from outside the Network (for iPad or mobile device)

## Steps 6 & 7:

### Microsoft Authenticator App



6. Open your Microsoft Authenticator app.
7. Click Approve.

# Accessing our Learning Management System from outside the Network (for iPad or mobile device)

## Steps 8 & 9:

### Open the Learn App



SSO Login successful

Open this page in "Learn"?

Cancel Open

nicklauschildrens.csod.com



Close

Welcome!

You can now access your training in the Learn App anywhere and anytime!

Questions regarding the Learn App, please send an email to [it@nicklauschildrens.com](mailto:it@nicklauschildrens.com)

8. Select **Open** to open the Learn App.

9. Select **Close** on the welcome window.

# Accessing our Learning Management System from outside the Network (for iPad or mobile device)

## Steps 10-13:

### View Your Home, Transcript, Search and Filter

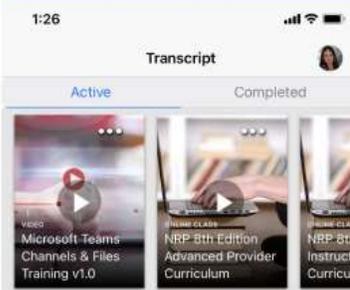


Welcome to your Learner Home, LESLIE

0 Trainings Past Due  
1 Training Due Soon  
4 Assigned / No Due Date

My Playlists 4

Continue Learning

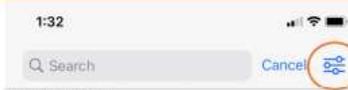


CURRICULUM • MOBILE ENABLED  
2022 Q1 - Annual Required Curriculum (Clinical/Non-Clinic...  
In Progress • 3 hours, 15 minutes

VIDEO • MOBILE ENABLED  
Microsoft Teams Channels & Files Training v1.0  
Registered • 1 hour, 1 minute

ONLINE CLASS • MOBILE ENABLED  
NRP 8th Edition Advanced Provider Curriculum  
In Progress • 1 hour

ONLINE CLASS • MOBILE ENABLED  
NRP 8th Edition Instructor Renewal Curriculum  
In Progress • 1 hour



IN YOUR TRANSCRIPT

VIDEO • MOBILE ENABLED  
NCHU - FTE/Casual Labor Request Justification v.1  
Completed • 5 minutes

ONLINE CLASS • MOBILE ENABLED  
NCHU - Telework Policy and Compact v1.0  
Completed • 5 minutes

ONLINE CLASS • MOBILE ENABLED  
NCHU - Contract Signature and Expenditure Approval Authority...  
Completed • 5 minutes

AVAILABLE

VIDEO • MOBILE ENABLED  
NCHU - Seca 2-in-1/ Tare Feature  
• 2 minutes

VIDEO • MOBILE ENABLED  
NCHU - Seca 703 Standing Scale  
• 2 minutes

CURRICULUM • MOBILE ENABLED  
New Hire Psych Care Assistant and BHT



10. On your Home page you can view Training past due, Training Due Soon, Assigned Training and Continue Learning.

11. You can view your Active Transcript and Completed Items.

12. You have the option to Search for courses, videos, test and curriculums.

13. You can Filter by category 

# Accessing our Learning Management System from outside the Network (for iPad or mobile device)

## Q&A's

### Cornerstone Learn app FAQs

1. Will I be able to access my assigned curriculums for required training via the Cornerstone Learn app?  
Yes, you now will have access to your assigned curriculums or any other module that you may have assigned to yourself for self-paced learning.
2. If I am an hourly employee, will I get paid for the time I spent doing my required curriculum via the Cornerstone Learn app, during my off time?  
For hourly employees, you will need to speak to your leader to obtain permission to do any mandatory assigned curriculums from home.
3. Will I be able to sign up for learning events/sessions with the Cornerstone Learning app?  
At this time, this feature is not available through the app. This feature is in process of development by the Cornerstone team.
4. Will I be able to access observation checklists to validate competencies (if applicable)?  
At this time, this feature is not available through the app. The Cornerstone team is in the process of developing an app for this functionality.

If you have additional questions or concerns, please contact Learning and Development Services via email to [mylearningspace@nicklaushealth.org](mailto:mylearningspace@nicklaushealth.org)