

eLetter Instructions

When your System Access Request is complete you will access your System Access **eLetter** in one of the following methods:

Existing Employee

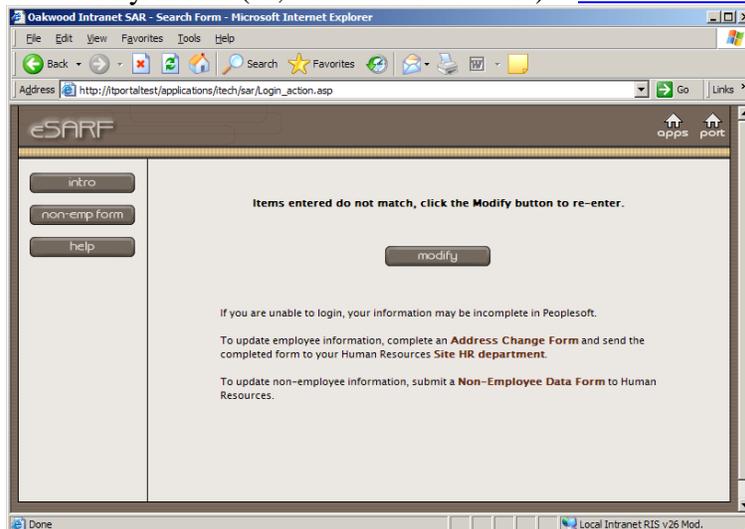
1. Logon to a PC.
2. Go to Oaknet→Applications→Itech→eSARF→eLetter, or [click here](#).
3. Click the appropriate eLetter link and print your eLetter (and any instructions included).
 - If you do not have an eLetter link, see “No eLetter link?” section below.

New Employee (Or, don't know your OHSNET LAN (windows logon) ID or password?)

1. Ask a co-worker or manager to logon to a PC.
2. Go to **Oaknet→Applications→Itech→eSARF→Employee Login for eLetter**, or [click here](#).
3. You, the user retrieving the eLetter, will answer the questions displayed on the eSARF Login
 - If you are unable to login, please see the “Unable to login” section below.
4. Click the appropriate eLetter link and print your eLetter (and any instructions included).
 - If you do not have an eLetter link, see “No eLetter link?” section below.

Unable to login – Please complete both steps below.

1. Please contact the service desk for assistance with obtaining your OHSNET LAN and eLetter (you must access your eLetter to remove it from the system, emails are sent daily until the eLetter is accessed).
2. Click the appropriate link below to update your confidential information.
 - Employee – submit an [Address Change Form](#).
 - Non-Employee – submit a [Non-Employee Data change form](#).
 - Physicians (or, Credentialed Users) – [Contact A Physician Liaison](#)



Check Status

You may check the status of your request by visiting:

[Oaknet](#)→[Applications](#)→[Itech](#)→[eSARF](#)→[Check Status](#)

This will provide them with a detailed status, see below:

1. eSAR Queue –
 - a. Pending approval (and who's approval is pending).
 - b. Has been approved, will be entered shortly.
2. Entered for processing and the ETA (estimated time of arrival).
 - a. Do not open the ticket if the request is within the ETA.
3. eLetter is ready!
 - a. If the user has an eLetter available, they will see an eLetter link at the top of this page.

eMail Notification - Oakwood Healthcare System eMail users will receive eLetter notifications when (eLetter notifications will be sent daily until the eLetter is accessed):

1. Your eSAR is complete.
 - Click the link to access your eLetter.
 - You will not need to access an eLetter when receiving access to a Network Share or an Application that doesn't require a password, the information will display in the email.
2. You have submitted a request that is complete.
 - Please notify the user that the request is complete. There will be no eLetter for users receiving access to a Network Shared Drive or Application that don't require a password, the request information will display in the email.
3. You are Management in the same department as a New Employee with an eLetter waiting.
 - Please notify the user that the request is complete (You will receive these notifications every day until the eLetter is accessed).

No eLetter link

1. Your request may be complete. However, when receiving access to a Network Shared Drive or Applications that don't require a password, the request information will display in an email communication (see **eMail Communication:** above).
2. The request may not be complete (see **Check Status** above).

For additional assistance or to report any issues, please contact the [Service Desk](#) at 888-481-2448