

Congratulations and welcome to our Trojan family! We are very excited to have you join our team!

Below, you will find instructions on getting started with your new Med ID and Cerner.

If you have any problems with these steps the IS Help Desk is here to help you 24/7.

They can be reached by calling 323-442-4444.

Username (aka Med ID): usc login name

Password: **PleaseChangeMeNow**

Change your password

1. Visit <https://keckselfservice.med.usc.edu>
 - a. Login; enter your username and the temporary password listed above.
 - b. A new window will appear it will ask you to change password.
2. Review the requirements for new passwords
 - a. Minimum of 16 characters in length
 - b. At least 1 number
 - c. At least 1 letter
3. Enter your old password.
4. Enter your new password twice
5. Click *OK*. You will see the following message:
Your password has been changed successfully.
6. Click on the *My Info* tab
7. Update your general information.
8. Update telephone information.
9. Select the Enrollment tab.
 - a. Register your security questions and answers.
 - b. Click on *Update*, your information will be saved.

How do I request support?

1. Call the Health IS Service Desk at (323) 442-4444 (quickest response time).
2. Login to <https://footprints.usc.edu/footprints> and submit a request, using the credentials above.
3. E-mail the Health IS Service Desk at Helpdesk@med.usc.edu

Where can I find out more information about Health Information Services provided?

Visit <http://his.usc.edu/>