FREQUENTLY ASKED QUESTIONS

Q: Help! I don't know where to start!

A: All new users must request login access and perform new user or role-based training. See the section on New User Account Information.

Q: Is refresher training available?

A: Yes! Any OnCore user at UK HealthCare has the option to have refresher training by contacting the Markey Oncology OnCore Support team at oncore-oncology-support@uky.edu and requesting refresher training.

Q: Which is the best browser to use with OnCore WebApp?

A: Mozilla Firefox and Google Chrome are currently suggested.

Q: What should I do if I get an error message or technical issues with OnCore?

A: If you receive any kind of error message, take a screenshot by clicking on the 'Print Screen' button and send it in an email to the support team. Include what page or Console the error occurred on and what you were trying to do when it occurred. Alternatively, you can also call a support specialist Monday through Friday at 859-323-7328.

Q: I can't remember my login information. What do I do?

A: OnCore uses the UK Link Blue ID and Password. In the event that you have forgotten your Link Blue ID or password, you must contact UK Help Desk at 3-8586 for assistance.

Q: I have entered my password incorrectly too often and am locked out. What do I do?

A: Simple! Call or email the OnCore Support team to have your password unlocked.

Q: I know I have entered the right password and yet I cannot log into OnCore. What is happening?

A: OnCore has a default setting to deactivate users after a >180 day inactive period. Call or email the Support Team to have your status switched back to active. Please remember that you must login soon after your status has been changed back to active. If you do not do so by midnight that night, OnCore will notice the continued >180 day inactive period and will make you as inactive once more. Only logging in will reset the 180 day timer.

Q: I was asked to do something in OnCore, but I don't seem to have that permission/privilege.

A: No problem. Contact the OnCore Support Team via phone or email and describe what it is you need to do. A decision will be made to heighten your access or privilege if approved.

Q: Why don't I have access to everything within OnCore?

A: As part of the federal rule overseen by the U.S. Department of Health and Human Services and the Office of Civil Rights, the UK OnCore Support Team enforces strict guidelines on the HIPAA Privacy Act which is an established standard to protect individuals' medical records and other personal health information through the use of electronic health care transactions. We have implemented safeguards to ensure this privacy by allowing users of OnCore a select, privileged, and minimal access within the scope of their job functions.

Q: How do I access the OnCore training documents?

A: All Training material can be found on the [Markey Connect Website](). Login using your UK Link Blue User ID and Password. If you do not have access, please contact us at [oncore-oncology-support@uky.edu]() and let us know.

Q: How can I get protocol, forms, or calendar specific training?

A: Contact your UK OnCore Support Team to help guide you to the correct contact for the specific type of training you need. Specific responsibilities for the Support team are listed in the Contact Section of the Markey Cancer Center – OnCore Support Website.