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**NL Mayo Hospital and associated offices use Cerner CommunityWorks which requires a different pathway for access. Follow steps for initial login to Mayo CommunityWorks**

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### Need Assistance?

For initial login call (207) 973-7728. Information Systems must reset initial password. For any other questions **after login** please place ticket to [Mayo Health Informatics](#) or call (207) 973-7728 to have them place the ticket for you. The initial ID will be given by the Helpdesk, and additional help setting up will be done by Mayo Health Informatics.

**NOTE:** The password will need to be 12 characters (with number, symbol, capitol letter, lowercase letter). This password will prompt for a reset every 90 days.

### Adding Mayo CommunityWorks to QuickLinks

To ensure ease of login, add Mayo CommunityWorks to “My Quick Links” with the following steps:

**STEP 1:** Navigate to **Northern Light Intranet Page**.

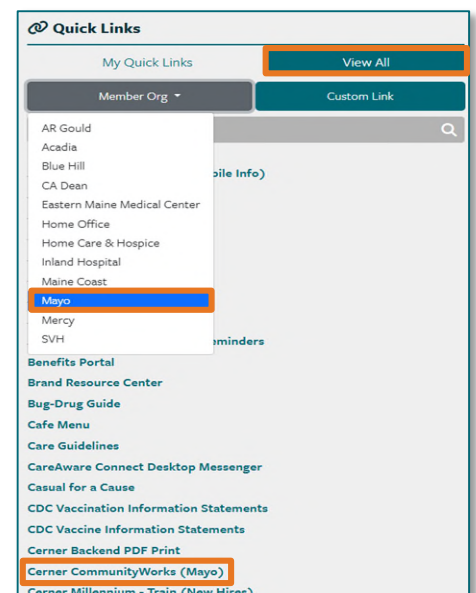
**STEP 2:** Find **My Quick Links** on right hand side.

**STEP 3:** Click **View All**.

**STEP 4:** Click **Member Org dropdown**, select **Mayo**.

**STEP 5:** Find **Cerner CommunityWorks (Mayo)**.

**STEP 6:** Hover over **Cerner CommunityWorks(Mayo)** and click + button to add to My Quick Links.



### Setup

Once login information is received from the Helpdesk, reach out to [Mayo Health Informatics](#) or call (207) 973-7728 to have them place the ticket for additional assistance if needed. What Health Informatics can assist with:

- Patient List Setup
- Ambulatory Organizer Setup
- Adding HealthInfoNet to Banner Bar
- Patient Letter Settings
- Favorites Management
- Printer Defaults in CommunityWorks
- Workflow Assistance

**NOTE:** Initial access to HealthInfoNet requires IT assistance for initial login, call 207-973-7728.

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For questions regarding process and/or policies, please contact your unit’s Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.

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