

Coral Springs & Ft. Lauderdale EPIC Training Guide

EPIC training is hosted by Broward Health

Before Accessing EPIC U training:

Verify Your Device:

- Use one of the following:
 - Windows computer (preferred)
 - Mac computer (supported with some limitations)
- The following devices are not supported:
 - Chromebooks
 - iPads/Tablets
 - Mobile phones

Recommended Hardware

- Device has functioning speakers or headset
- Device has a microphone
- Learners have access to a second monitor whenever possible to view both Zoom and Epic simultaneously
- Learners are located in a quiet, distraction-free environment with reliable internet service

For the best experience:

- Find a quiet location
- Minimize distractions
- Connect to a reliable internet connection
- Use two monitors if available
- Charge your device or keep it plugged in
- Close unnecessary applications

Epic recommends dual monitors whenever possible so you can view the instructor's screen while completing activities in Epic.

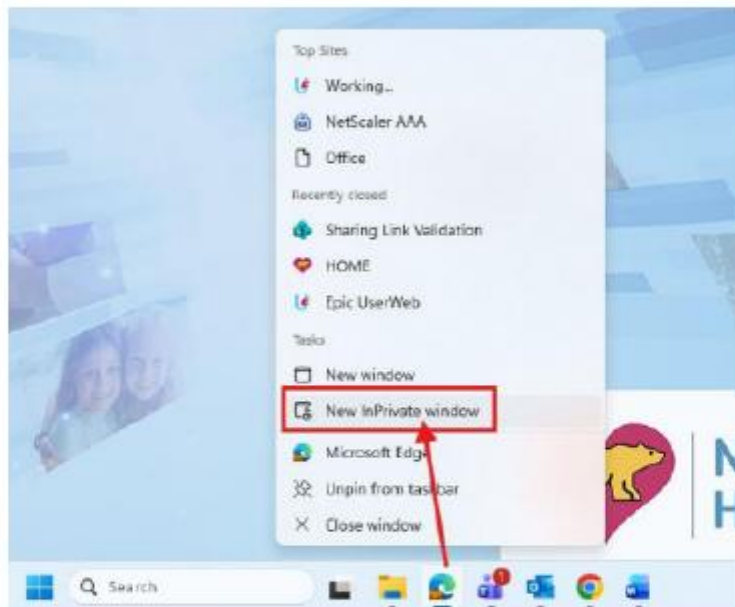
If you do not have access to the equipment as described above – please make arrangements with your leader to come onsite to complete your EPIC training.

*Please note that you will not be able to access the EPIC Electronic health record (EHR) system until you have completed this training. **Access to the EPIC EHR system will be provided approximately 24 hours after training has been completed.** *

How to Access your EPIC training via the virtual EPIC U system:

Please follow the instructions on the following pages.

To avoid any previously made configurations using your Nicklaus Health login/email accounts, it is suggested to launch the Microsoft Edge browser using the InPrivate option for setting up your access to Broward Health. Right-click on the MS Edge icon and select New InPrivate window.



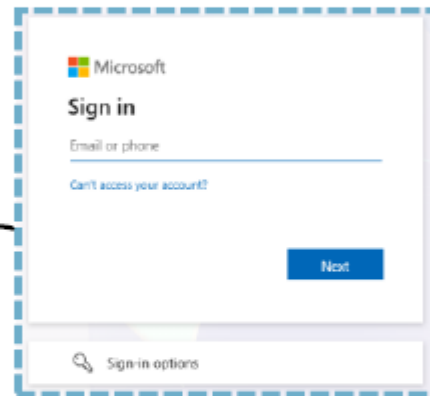
BROWARD HEALTH USES MULTI-FACTOR AUTHENTICATION (MFA) FOR ENHANCED SECURITY OF NETWORK ACCESS. YOU WILL NEED TO HAVE THE MICROSOFT AUTHENTICATOR APP ON YOUR PHONE (YOU SHOULD ALREADY HAVE IT AS NICKLAUS ALSO USES THE APP FOR MFA). YOU WILL ALSO NEED THE EMAIL YOU RECEIVED WITH YOUR BROWARD HEALTH USERNAME AND INITIAL PASSWORD.

STEP 1: SETUP MFA FOR YOUR BROWARD HEALTH USER ACCOUNT

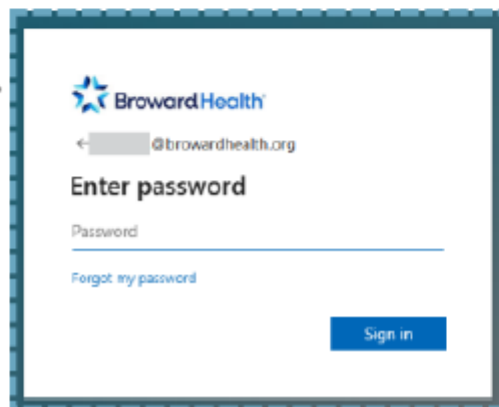
- IN THE INPRIVATE MS EDGE BROWSER WINDOW, OPEN THE LINK [HTTP://AKA.MS/MFASETUP](http://AKA.MS/MFASETUP) TO REGISTER YOUR PHONE'S MS AUTHENTICATOR APP FOR USE WITH BROWARD HEALTH.
- WHEN PROMPTED FOR AN EMAIL, ENTER THE USERNAME PROVIDED IN THE EMAIL RECEIVED FOLLOWED BY @BROWARDHEALTH.ORG;

****PLEASE DO NOT ENTER YOUR NICKLAUS EMAIL****

CLICK NEXT AND YOU WILL BE PROMPTED TO ENTER YOUR PASSWORD. THIS WILL BE THE INITIAL PASSWORD PROVIDED IN THE EMAIL



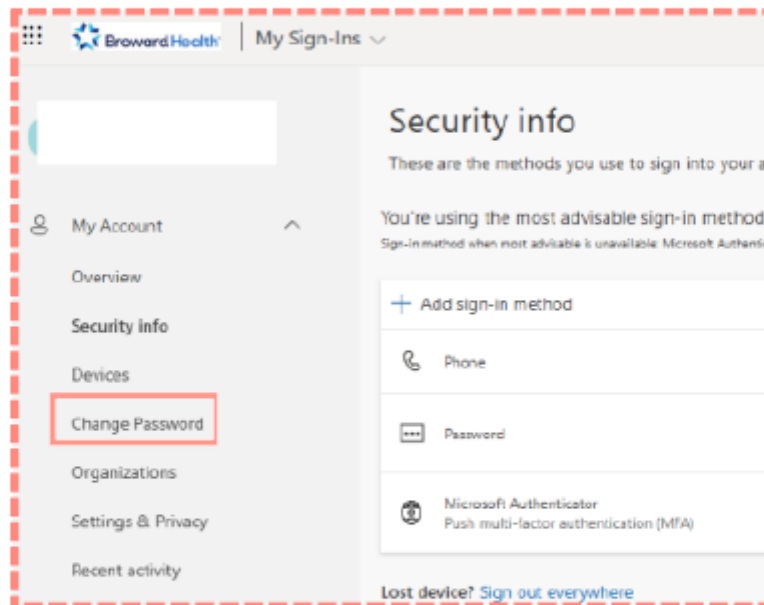
A screenshot of the Microsoft Sign in page. It features the Microsoft logo at the top left, followed by the text "Sign in". Below this is a text input field labeled "Email or phone". Underneath the field is a link that says "Can't access your account?". To the right of the input field is a blue "Next" button. At the bottom of the page, there is a "Sign in options" link with a magnifying glass icon.



A screenshot of the BrowardHealth "Enter password" page. It features the BrowardHealth logo at the top left. Below the logo is a text input field containing an email address ending in "@browardhealth.org". Underneath the field is the text "Enter password". Below that is a text input field labeled "Password". At the bottom left is a link that says "Forgot my password". To the right of the password field is a blue "Sign in" button.

STEP 2: CHANGE YOUR PASSWORD

TAKE THIS OPPORTUNITY TO CHANGE YOUR PASSWORD FROM THE INITIAL PASSWORD PROVIDED.



MAKE SURE YOUR NEW PASSWORD MEETS THE FOLLOWING CRITERIA:

- MINIMUM OF 12 CHARACTERS.
- MUST CONTAIN AT LEAST 1 UPPERCASE LETTER, 1 LOWERCASE LETTER, 1 NUMBER, AND 1 SPECIAL CHARACTER OR SYMBOL.
- CANNOT INCLUDE YOUR NAME.
- DO NOT USE ANY YEARS (E.G., 2021, 2022, 1999, ETC.).
- MUST BE UNIQUE AND NOT LIKE ANY PREVIOUS PASSWORDS.
- DO NOT USE 2 REPEATING CHARACTERS IN A ROW (E.G., PP OR 44 OR \$!)

STEP 3: LOG INTO EPIC U FOR BROWARD

- IF YOU DON'T ALREADY HAVE AN INPRIVATE MS EDGE BROWSER WINDOW OPEN, RIGHT-CLICK ON THE MS EDGE BROWSER ICON AND SELECT NEW INPRIVATE WINDOW AND OPEN THE LINK [HTTPS://TRAINING.EPIC.COM/EUT/](https://training.epic.com/eut/) TO REACH THE EPIC TRAINING WEBSITE.
- WHEN GOING TO THIS WEBSITE FROM A COMPUTER AT A NICKLAUS LOCATION EPIC MAY DEFAULT TO NICKLAUS CHILDREN'S HEALTH SYSTEM AS THE ORGANIZATION. DO NOT SELECT THIS OPTION; INSTEAD SELECT THE I'M FROM A DIFFERENT ORGANIZATION OPTION AND SEARCH FOR BROWARD HEALTH



The screenshot shows the Epic UserWeb login interface. At the top is the 'Epic UserWeb' logo. Below it, a card for 'Nicklaus Children's Health System' is visible. The main section is titled 'Find Your Organization' and includes the instruction: 'If you are not affiliated with an organization, choose UserWeb Account.' A search bar contains the text 'broward' with a magnifying glass icon to its right. Below the search bar, a result for 'Broward Health' with a blue star icon is displayed.

STEP 3: (CONTINUED)

- SIGN IN USING YOUR BROWARD USERNAME FOLLOWED BY @BROWARDHEALTH.ORG AND THEN YOUR NEW PASSWORD (IF YOU DID NOT CHANGE YOUR PASSWORD IN THE STEPS ABOVE, THEN YOU WOULD USE THE INITIAL PASSWORD FROM THE EMAIL YOU RECEIVED).
- WHEN PROMPTED FOR MFA, APPROVE THE REQUEST USING THE MS AUTHENTICATOR APP ON YOUR PHONE.
- IF PROMPTED TO VERIFY YOUR EMPLOYMENT INFORMATION, SELECT THE EMPLOYEE OF AN EPIC CUSTOMER AND THEN SELECT VERIFY:

Epic UserWeb

Verify Your Employment Information

Employee Type

☒ **Employee of an Epic Customer**
I am a direct employee of Broward Health (clinician, IT, administrator, etc.)

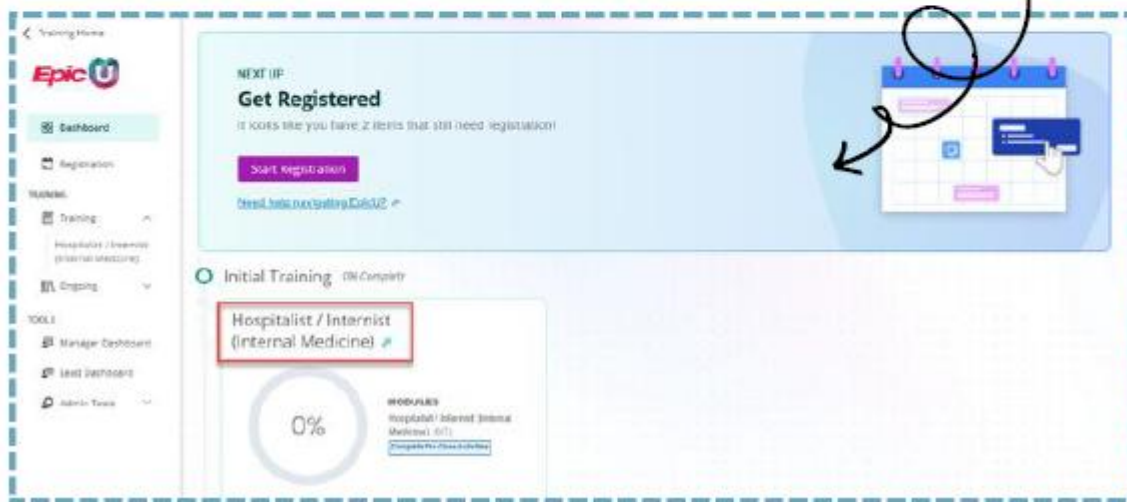
☐ **Patient Care Provider**
I am a clinician (doctor, nurse, etc.) who provides care for patients seen at Broward Health but am not directly employed by Broward Health and my employer does not develop software and/or
I am an employee of a Connect site of Broward Health (clinician, IT, administrator, registrar, scheduler, etc.) and my employer does not develop software

☐ **Third-Party Contractor**
I am a third-party contractor (IT consultant, vendor, etc.) working with Broward Health
Do not select this option if you are directly employed by Broward Health. If you are directly employed by Broward Health, please choose one of the options: Employee of an Epic Customer or Patient Care Provider

Verify

STEP 3: (CONTINUED)

- VERIFY/UPDATE YOUR PROFILE INFORMATION AS APPROPRIATE. IN THE EMAIL FIELD, PLEASE ENTER YOUR NICKLAUS EMAIL ADDRESS AS YOU WILL BE SENT AN EMAIL WHICH YOU NEED TO CONFIRM ONCE YOU RECEIVE IT.
- YOU MAY HAVE TO WAIT UNTIL SOMEONE FROM EPIC CONFIRMS YOUR ACCOUNT; THIS MAY TAKE A DAY OR TWO.
- ONCE APPROVED, YOU ARE READY TO BEGIN YOUR TRAINING BY GOING BACK TO [HTTPS://TRAINING.EPIC.COM/EUT/](https://training.epic.com/eut/) AND LOGGING IN AS IN THE STEPS ABOVE.
- SELECT THE NAME OF THE TRAINING TO BEGIN.
- NOTE: IF YOU BELIEVE THE TRAINING ASSIGNED IS INCORRECT OR HAVE ANY QUESTIONS ABOUT THE TRAININGS/VIDEOS ASSIGNED TO YOUR ROLE, PLEASE EMAIL EHR_TRAINING@BROWARDHEALTH.ORG.



EPIC TRAINING COMPLETION/ EHR ACCESS:

AS NCHS DOES NOT YET HAVE EPIC IMPLEMENTED, ANY QUESTIONS ON WHETHER AN EMPLOYEE HAS COMPLETED THEIR EPIC TRAINING OR HAS ACCESS TO THE EHR SHOULD BE DIRECTED TO THE BROWARD IT HELP DESK AT PHONE # 954-847-4357 OR VIA EMAIL: EHR_TRAINING@BROWARDHEALTH.ORG. EHR ACCESS TROUBLESHOOTING SHOULD BE DIRECTED TO THE HELP DESK.

EPIC TRAINING CONTACTS:

HERE ARE THE CONTACTS FOR EPIC TRAINING IF SOMEONE NEEDS TO GET IN TOUCH WITH THE LEAD FACILITATORS.

PLEASE LIST EHR_TRAINING@BROWARDHEALTH.ORG AS THE EMAIL. THIS INBOX IS MONITORED BY THE ENTIRE TEAM.

PRIMARY:

ROHI WARSI (954) 847 – 4316

BACKUPS:

STEVEN HOMEGAR (954) 847 – 4316

CRAIG BROWN (954) 847 – 4406

EPIC USER WEB SUPPORT

608 – 271 – 9000

USERWEBSUPPORT@EPIC.COM