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Summary
According to our organization policies and procedures, only staff who successfully completed their assigned Epic Training Curriculum will be granted Epic access. This guide is to provide organizational leaders with the necessary steps to register their staff for Epic Training.

Epic Training Registration
To register staff for Epic Training access the NYP ServiceNow Portal via https://nypres.servicenow.com/epictogether to submit a New Hire Epic Training Request:

1. Log in using your institutional User ID and Password.

2. Click Request Something

3. Select Training from the Catalogs’ s Categories and click the Training Request tile.
4. Fill out the Training Request form with the appropriate information.

**Required information**

- **Reason for training:**
  - **New Hire Epic Training Request** – For newly hired staff or Existing staff changing Epic roles (*for example a Nurse is now working as an NP*).
  - **Regain Epic Access** (Same Epic User role) – This is not for existing staff changing roles.
  - **Thrive Training** (current Epic user only)
  - **Other** (specify in the Description field)

- **Training Requested for**: The staff needed Epic training and access.
  - Please note multiple staff can be added in this field. Feel free to use the CWID, or completion match the staff name (*first name last name*) in this field.
  - Staff will need a valid and active CWID. Follow your established institutional policies and procedures to request CWIDs for your staff. *Please note that once a CWID is activated, it will take 48hrs to become available in NYP ServiceNow.*

- **Select User Type**: Select the appropriate category for the staff
- **Institution**: Institution where the staff performs their Epic duties.
- **Authorizing Manager**: The supervisor responsible for approving the request.
Other information

- **Mirror the Epic Access of User**: a current Epic user that has the same roles/responsibilities
- **Training date**: the approximate training date desired
- **Description**: Document the below information for the New Hire:
  - **The staff email address**: if an institutional email address is not available. Staff must be able to receive training related communication.
  - **The staff Job Role** – For example: *Bed Planner, Dermatologist, ED Nurse, Front Desk, etc.*
  - **Training needed**
  - Any other pertinent information helping address the request

5. Click **Order Now** and **Check out** to complete your Epic Training Request. This will generate a ServiceNow case for follow-up and updates.

**What if you cannot find a staff in NYP ServiceNow:**
In the rare instances that a staff cannot be found in the ServiceNow system submit a request via the link:

https://nypres.service-now.com/nyp-portal?id=sc_cat_item&sys_id=353ac5bc6fea250010edcb512e3ee4c4

1. Log in using your institutional User ID and Password.
2. Once the form opens document:
   - **Employee Status**: New (Doesn’t have NYP CWID or NYP CWID is inactive)
     The form will expend at this point, fill out all the required information

![Windows Domain Login](image)
3. Fill out the remaining fields on the form click [Add to Cart] the below message will display. Click [View Cart]

Your item has been added to your Cart. To make changes to the items in your cart, click [View Cart]

4. On the next window click **Check out** to **Submit** your request.
Epic Training Registration and Access Request for Providers and Staff

Revision Date: 01/01/2022

**Epic Training – Next Step**

Upon their registration into Epic Training, staff will log into Workday to view review their training program and access their assigned courses. They will log into Workday using the link below and entering their CWID and network password:

- Workday Login Site:  [https://www.myworkday.com/nyp](https://www.myworkday.com/nyp)

Assigned Epic Training Program may be configured in one of the following formats:

- A collection of eLearning courses only which staff will complete at their own pace.
- A collection of eLearning courses and Live Virtual sessions (Instructor-led via a conferencing tool).

For the Live Virtual sessions:

- Registered staff will receive additional virtual classroom directions 2 days prior to their scheduled training date. It is very important that staff review and follow the provided directions for the best learning experience.
- Registered staff will also have access to Epic Training environments called ACEs to follow along with their instructors. Upon completion of the Virtual Classroom training they will have access to the Epic Playground PLY for additional practice if needed.

To access the ACEs, **Weill Cornell Medicine** staff may access [myapps.med.cornell.edu](http://myapps.med.cornell.edu) and select NYH from the Domain dropdown before logging in.
Epic Access

Upon successful completion of an assigned Epic Training curriculum staff will be provided access to the Epic Hyperspace production environment within **24 to 48hrs**.

If access is not granted after 48 hours, please open an incident with the Service Desk by e-mailing servicedesk@nyp.org. Please be specific in the request and indicate that the user completed his/her/their Epic training program and the Epic Security team needs to grant them system access. This will help ensure correct routing.

Additional Resources

The following information and many more resources can be found on the EpicTogetherNY.org training site:

1. The New Hire Course Catalog (contains information about each training program, including key contacts)
2. Epic Tip Sheets (short ‘how-to’ documents explaining various user workflows in the system)