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Summary
According to our organization policies and procedures, only staff who successfully completed their assigned Epic Training Programs 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. **Note:** Depending on the staff role additional information may be required.

**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.
  - **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.

- **Select User Type:** Select the appropriate category for the staff.
- **User’s Email Address:** A reliable email address for staff to receive training communications.
- **Institution:** Institution where the staff performs their Epic duties. *For Community Connect users select the sponsoring institution.*
- **Authorizing Manager:** The supervisor responsible for approving the request.
- **Mirror the Epic Access of User:** A current Epic user that has the same roles/responsibilities. Type N/A if such user does not exist.
Epic Training Registration and Access Request for Providers and Staff

Revision Date: 5/01/2023

- **Training date**: The approximate training date desired
- **Please indicate if the following roles is applicable to the registered staff (MD, DO, NP, PA, CRNA)**: If **Yes** is selected, additional information specific to those roles will be required.
- **Description**: Document the below information for the New Hire:
  - **The staff Job Role** – For example: Bed Planner, Dermatologist, ED Nurse, Front Desk, etc.
  - **Training program needed** – The Epic Learning Catalog link can be used to review the various Epic programs available.
  - 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.

**Note**: If the additional form was completed, the **Order Now** button will be located at the bottom of the form.
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=353ac5bc6fe250010edcb512e3ee4c4

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.

3. Fill out the remaining fields on the form click the below message will display. Click View Cart

4. On the next window click **Check out** to **Submit** your request.
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**Epic Training – Next Step**

Upon Epic Training registration staff will log into **Workday** to review their training plan and access their assigned Epic Training program and associated courses. They will log into Workday using the link below and enter 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 modules only - which staff will need to complete at their own pace.
- A collection of eLearning modules 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 can be found on the **EpicTogetherNY.org** Training site:

1. The **Training Catalog** to review the various Epic Programs and associated description. *(Also accessible on the Epic training request form)*
2. The **Learning Calendar** to view the virtual Instructor Led sessions schedule. *(Also accessible on the training Epic request form)*
Reviewing the Training Catalog and Learning Calendar

The Epic Training Catalog provides information related to the available Epic Training programs.

1. **The Program Title.**
2. **Audience:** who is this program suitable for.
3. **The Program Contact:** who to contact for additional program details.
4. **The program content (eLearning courses and/or virtual instructor led sessions) and the sequence in which they should be completed.**
5. **The description and time allocation of the material covered: eLearning courses and virtual instructor led sessions (if applicable)**

The Learning Calendar provides the Virtual Instructor Led sessions schedule. Completion-match the session name to view the session availabilities and instructor information.