

Connect Care Guide

Getting Started with Epic's UserWeb

Bottom Line

The Epic UserWeb is an online repository of information, discussion, content and training materials that serves the Epic user community. On it, you can find:

- Educational and training materials
- Information about upcoming events and webinars
- Downloadable guides, manuals, procedures & content
- User groups and discussion forums
- Health Informatics and Epic news
- Implementation, upgrades, and support documentation.

Create a New UserWeb Account

Go to the UserWeb Registration Page and complete the form using your AHS email.

First Name		Last Name	
Role			NPI (if applicable)
Email username@albert	healthservices.c	a	Phone
Create New A	ccount Cred	lentials Password	
Username		Password	Confirm Password
Security Question		•	Answer
Employment Employee of an Ep Includes contracted ; and all clinicans	ic customer	Consultant Othe	0
Employee of an Ep Includes contracted (and all clinicians Epic Customer	ic customer Hysicians		1
Employee of an Ep Includes contracted p and all clinicians	ic customer Hysicians		
Employee of an Ep Includes contracted (and all clinicians Epic Customer Alberta Health Se	ic customer Hysicians		1
Employee of an Ep Includes contracted (and all clinicians Epic Customer Alberta Health Se Country	ic customer Hysicians	Consultant Othe	

You will receive a validation email and further instructions and then can use the credentials you provided to access the UseWeb via the logon page at http://userweb.epic.com .

Five Main Sections of the UserWeb

The most used, and useful, UserWeb sections include:

- 1. Discussion Forums
- 2. Events
- 3. Documentation

- 4. Support
- 5. Training







Connect Care Guide

Events	Documentation	Support	Training
XGM (Expert Group Meetings)	Galaxy	Sherlock	Training Home
Agendas, Slides, and Audio	Physician's Toolkit	Support Logs	Course Catalo
Evaluations and CE	Clinical Programs	Release Authorizations	Taking an Exa
Submit Ideas	Financial Programs	Reportable Issues	iSWTD
Connect Council	Development Preview	Foundation System	Europe iSWTD
UGM (Users' Group Meeting)	Upgrade Overviews	Foundation System Hosted	weLearning
Agendas, Slides, and Audio	Data Handbook	Netherlands Hosted	Epic Classics
Evaluations and CE	Report Repository	System Pulse Analytics	Training Wheels
Call for Presentations	Web Services	Orion	Sphinx
Epic Store	Print Groups	Contact Epic	
	Community Library		
	App Orchard		
	Nova		

Discussion Forums

When users log in, they're taken directly to the user discussion forums, a place to share questions and ideas with Epic and across the Epic community. You can also see Epic announcements and an upcoming webinars section with a schedule of webcasts on subjects including reporting, system optimization, upcoming development, and specialty topics like pediatrics and transplants. Conversations and comments entered elsewhere in the UserWeb automatically appear in the main discussion forums area.

		receive email aut your topics	Weekly Email Updates
	Upcoming Webinars		Show past webina
	Radiation Oncology Roundtable	3/18/2016	1:00 PM - 2:00 F
Epic	Ambulatory Nursing Webcast - March, 2016	3/25/2016	11:00 AM - 12:00 P
	Ortho Demo Webinar	3/30/2016	1:30 PM - 3:00 P
	Development Preview: Preference List Redesign	4/1/2016	3:30 PM - 4:30 F
O Topics	Bi-Monthly Stork Reporting Brain Trust - April 2016	4/5/2016	3:00 PM - 4:00 F Show more
Search posts and users	Din the Conversation on Commun	Mark a thread as a favori to receive emails when new responses are poste	
			last ye
II Epic	Brian Spranger • RFP RFP • Epic		
		and features at your c	organization?
	Follow topics to see what people are saying or click a topic name on and Marketing topic, w		
oicCare Ambulatory alaxy/Epic Documentation	Follow topics to see what people are saying or click a topic name to open its discussions	vhere you can share yo	our ideas and you
oicCare Ambulatory alaxy/Epic Documentation pecialties	Follow topics to see what people are saying or clicks a topic name to open its discussions	vhere you can share yo	our ideas and you

Events

Register for Epic's Annual Expert and Users' Group Meetings, Review Session Agendas, and review prior XGM and UGM Presentations. Many are excellent.







Documentation

Explore Epic's product and module documentation in "Galaxy", including:

- Setup and support documentation
- Training companions and tip sheets
- Installation and upgrade strategy documentation
- The Physician's Toolkit, a set of tools to help physicians get the most out of the system
- Development previews and upgrade overviews
- Satellite articles from Epic staff detailing advanced information on documentation topics

To get the most out of Galaxy:

Browse by application	1
Wisdom (2)	
93 more	Þ
Туре	
Setup, Support, and Upgra (4)	\sim
Data Handbook (8)	\sim
Implementation (2)	~

- Use the application and document type filters on the left of the screen to narrow down your searches.
- Click the ¹ button in the search bar to open a list of advanced searching tips.
- Click the solution to add documents to your favorites list. Your favorite documents are pinned to
 your Galaxy home page and you can choose to receive notifications whenever updated.

Galaxy searches the entire UserWeb to bring you the most helpful results. You can use the search toolbar from any section of the UserWeb to run a Galaxy search.

Refer to the Galaxy: Everything You Want to Know document for more information.

Review Release Notes, Plan Upgrades, and Report on Your Progress with Nova

Nova is Epic's release note review activity, where you can view enhancement release notes for new versions, assign, track, and review release notes for your upgrade, and report on release note review progress. For more information, check out the Nova Analyst, Trainer, Tester Quick Start Guide or get in touch with your Documentation Coordinator.

Elevate Your Reporting Capabilities with the Epic Data Handbook

The Epic Data Handbook contains in-depth information on all the ways you can get information in and out of Epic, including our standard Reporting Workbench and Crystal reports, registries, and print groups. Developers can explore the Web Services section to see Epic APIs and learn about Epic's open system. The Data Handbook also houses the Data Dictionary, which you can use to dive deeper into Chronicles





See and Share Custom Content on the Community Library

The Community Library is a great resource for sharing content among Epic users and provides access to content from the Foundation System and customer environments. You can simply browse, or you can search for specific types of documentation.

UserW	Calaxy Nova Sherlock Community Librar	ry Training Home Show All 🔻			Search the UserV	/eb Q	
P	Flowsheets v discharge		Search	Filter by organization	Hospic	e	
	"discharge" • Flowsheets 2 results • Clear Search						
	Foundation System Flowsheet		Foundation System (Epic 2015) + Flowsheet + 60 views				
	IP HOSPICE/PALLIATIVE CARE AS Foundation System Flowsheet	Discharge Chec	Discharge Checklist		8/1/2015 I		
	Showing 2 of 2	Discharge Checklis	t		1100	1400	
	and the second	Needs Pain Protoc	ol		List	List	
		Discharge Order O	btained		List	List 🔣	
	· · · · · · · · · · · · · · · · · · ·	Medications at Hor	ne		List	List	

To learn more about the Community Library, visit the Community Library Information page. To see our available standard reports, check out Epic's Report Repository.

Preview Upcoming Development and Current Foundation Build

Log in to the Dev Preview and Foundation Hosted environments to test drive all the new development and Foundation System build. You can find login information for this environment, sorted by application, in Upgrade Overviews.

Support

Search for and Track System Issues with Sherlock

Sherlock is Epic's customer support application, serving as a central support hub from which your project team can document, track, and prioritize issues. Check out the Overview of Sherlock document for more information on Sherlock.

Get the Support You Need

The Support navigator section of the UserWeb contains links to Epic's system support materials, including:

- System Pulse Analytics, where you can see the big picture of your Epic system's performance and scalability and compare your system to other Epic customers' systems.
- Epic-Hosted Foundation System, where you can check out the most up to date version of Epic's recommended system when considering adding applications or updates added after your organization went live.

You can also click the Contact Epic link to get in touch with our staff with questions, comments, and feedback.







Training

The Training section of the UserWeb is home to Epic's training resources and exam materials. It contains content for both trainees and trainers, including:

Training Training Home Course Catalog Taking an Exam iSWTD Europe iSWTD weLearning Epic Classics Training Wheels Sphinx • The Training Home, your one-stop-shop for information on your certifications, upcoming classes you're signed up for, your Epic training history, the Epic course catalog, and exam and certification guidelines.

Connect Care

Guide

- The Foundation Hosted and iSWTD environments, where
- •you can explore Epic's Foundation System or work on training projects.

• Epic's weLearning portal, where you can browse, play with, evaluate, and share e-learning lessons.

• Epic Classics, where you can watch highly rated presentations and seminars from Epic's history.

• Training Wheels, which provides your training managers and principal trainers with downloadable end-user training materials they can customize to match your organization's system.

• Sphinx, Epic's assessment portal for hiring project team members and placing newly- hired doctors and nurses in an appropriate training track.

