



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

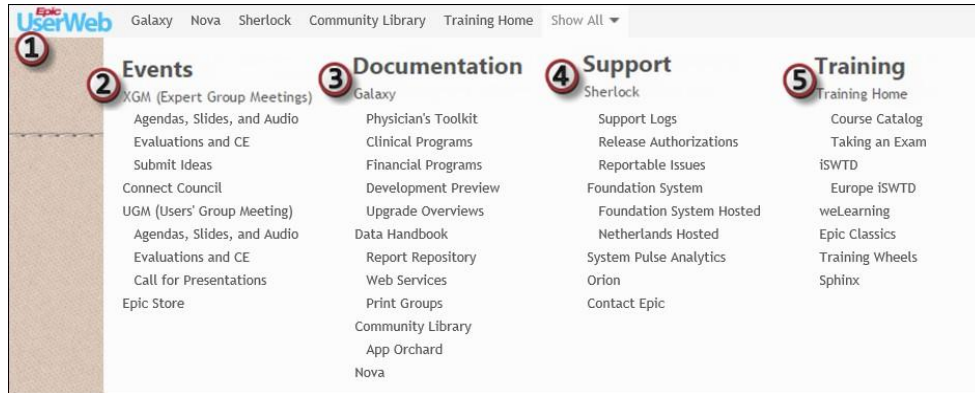
Go to the [UserWeb Registration Page](#) and complete the form using your AHS email.

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

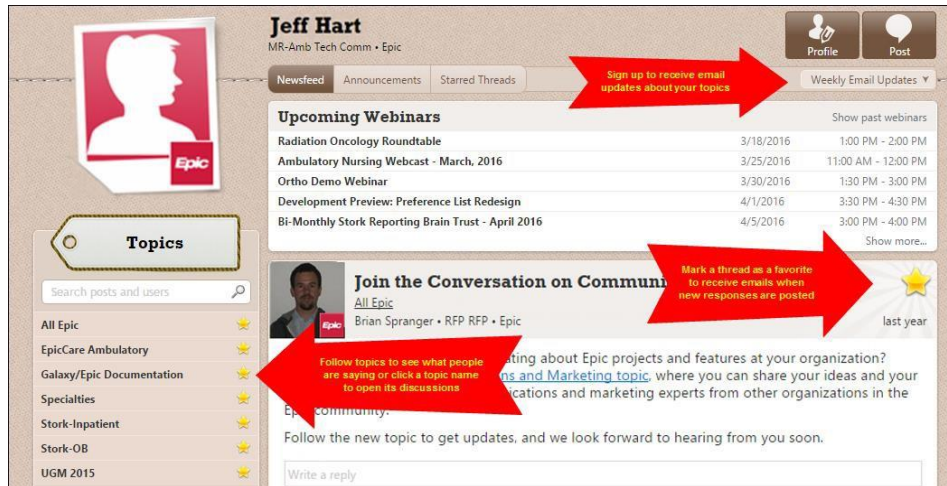
The most used, and useful, UserWeb sections include:

1. Discussion Forums
2. Events
3. Documentation
4. Support
5. Training



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.



Events

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



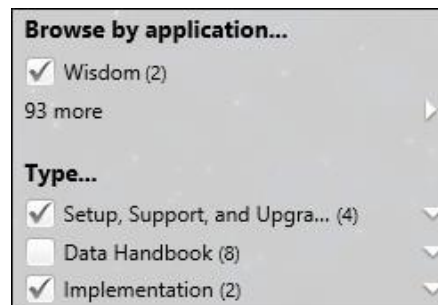




Documentation

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:



- Use the application and document type filters on the left of the screen to narrow down your searches.
- Click the  button in the search bar to open a list of advanced searching tips.
- Click the  button 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.



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:



- **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.
- **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.