The email below was shared with students regarding their log-in to the new Academic Electronic Health Record which will help provide context about the steps necessary for student use:

Hello Class of 2022,
It was a pleasure to meet you all this week and to give you a brief introduction our curriculum, new Academic Electronic Health Record (AEHR) and some of the creative team. We are excited to bring you the AEHR v 1.0, and to continue to build this tool together! We created a video to help introduce you to the AEHR and you can view it here: AEHR intro video. Your feedback and collaboration will be important to our success. This lengthy email shares the promised information regarding next steps – please read it carefully:

1. Complete HIPAA training in Blackboard (BBL) -- The Health Insurance Portability and Accountability Act (HIPAA) of 1996 legislates data privacy and security for patient information. It is an important component of our patient trust and relationships and training is REQUIRED before you receive your clinical username/password and before you can begin seeing or working with patients and/or reviewing their personal health information/data.
    1. information has been shared by the Office of Student Affairs (OSA) about how to log in and complete the annual regulatory training, which includes the HIPAA training. Once you have completed the annual regulatory training, you will be provided with your clinical username and initial password. We strongly encourage you to complete this training this week, before classes begin on Friday. The training should take you approximately 30-45 minutes to go through all modules and exams.
2. Once you have received your clinical username (which is permanent, please remember it) and initial password, you will need to immediately change your password to something you will remember and that only you will know. Never share your password with anyone.
3. Follow the instructions in the attachment labeled 'FMD Remote Access Instructions.pdf' in order to download and install the software required to access both the AEHR `nd Epic to your laptop.

• If at any time in your enrollment you encounter difficulties with the software download and installation please contact the UMMS SCHOOL IT helpdesk at: 508-856-8643; https://umassmed.service-now.com/sp; Hours of Operation Monday - Friday: Walk-In: 7:30am - 5:30pm, Phone Support: 7:30am - 5:30pm.
• If you encounter issues with the function of the AEHR/Epic programs, or with your UN and PW please contact the UMMHC (CLINICAL) IT helpdesk at: 508.334.8800; email: umassmemorial@service-now.com; IS/Epic Central: https://www.ummhcepiccentral.org/

While the Clinical System (UMMHC) and the School (UMMS) are close partners please note that they have separate IT helpdesks with different responsibilities. Be sure to contact the correct helpdesk and identify that you are having difficulty with the Academic EHR.

4. Entering your clinical system UN/PW into the appropriate fields in FMD should bring up a clinical desktop which will include a green 'AEMR hyperspace' icon. This shortcut icon will gain you access to the Academic EHR.
    1. When prompted, enter your clinical UN/PW
    2. Select 'physician' in the 'job' field
    3. Select UNV PRIMARY CARE in the 'department' field
    4. Click 'ok' at the message of the day and you should be in the AEHR

You will receive information about how to gain access to the live EHR, and the URL for a website with support documents separately.