

# Accessing Epic EHR-Classroom & Epic



## Complete Health Insurance Portability & Accountability Act (HIPAA) training

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 can receive your clinical username/password, work with patients, or view their personal health information.

The Office of Student Affairs (OSA) has sent you information on 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 receive your clinical username and initial password.** We strongly encourage you to complete the training at least a week before classes begin. It should take you approximately 30-45 minutes to go through all modules and exams.



## Install FollowMe Desktop (FMD) and RSA SecurID Authenticate (RSA)

To access the Clinical Information System (IS) network, you must download and install FollowMe Desktop (FMD) and the RSA SecurID Authenticate (RSA) application. FMD must be installed on your computer/laptop and RSA must be installed on your mobile phone. See detailed instructions outlined later in this document. Your Clinical IS login credentials are provided in your student introduction letter.



## Complete Epic Training and Attest

Once logged into the Clinical IS network you must first complete the Epic training and attest before you can access Epic EHR-Classroom (EHR-C) and or Epic (production).

1. Open FMD and authenticate via RSA.
2. Double click on the **AEMR icon** on your FMD desktop, and then enter your username and password.
3. Complete the Epic training modules [here](#). Follow the on-screen instructions.
4. After completing the Epic training modules, take the EUPA to attest before the deadline.

After you have completed the attestation the Epic training block is removed from your Clinical IS account and you can access EHR-C and Epic.



## Access Epic EHR-Classroom (EHR-C) or Epic (production)

To access EHR-C or Epic follow the steps below.

1. Open FMD and authenticate via RSA.
2. To access **EHR-C**, double click on the **AEMR icon** on your FMD and enter your username and password.
3. To access **Epic**, double click on the **PRD Hyperspace** icon on your FMD and enter your username and password.



## Getting Help

While the Clinical System (UMMH) and UMass Chan are close partners please note that they have separate help desks with different responsibilities and access.

For EHR-C or Epic login issues, remote access issues (FMD or RSA), or Epic functionality questions, please contact the Clinical IS Support Center at (508) 334-8800.

**Password Reset:** Call Clinical IS Support Center at (508) 334-8800, select option #1.

- You will need to provide the Clinical IS Support Center with your personal PIN which is the last four digits of your UMass Chan student ID.
- For security purposes, Clinical IS requires that you change your password annually.

**Epic Support:** Call Clinical IS Support Center at (508) 334-8800, select option #2.

You may also enter a support ticket online via the [UMMH IS Self Service](#). You will need to enter your Clinical user username and password to gain access to the portal.

**Forgotten PIN Verification:** Call UMass Chan IT Helpdesk at (508) 856-8643.

If you forget your PIN, the Clinical IS Support Center will need UMass Chan to verify as a student. Contact the UMass Chan IT Helpdesk and ask them to verify you with Clinical IS Support Center.

**Account Reactivation or New Account Request:** Call UMass Chan IT Helpdesk at (508) 856-8643.

If you have not accessed your Clinical IS account for a period and it has been deactivated or removed from the system, please contact the UMass Chan IT Helpdesk. A UMass Chan representative with access to the Clinical IS system will need to submit an account reactivation or new account request on your behalf.

- **Class of 2020 or before:** You need to access your Clinical IS account at least **every 90 days** otherwise, it will be deactivated. After an additional 90 days it will be removed from the system/deleted and you will need a new Clinical IS account.
- **Class of 2021 or later:** You need to access your Clinical IS account at least **once a year**, otherwise, it will be deactivated. After an additional 90 days it will be removed from the system/deleted and you will need a new Clinical IS account.

This document provides instructions for accessing FollowMe Desktop (FMD) remotely from different devices (e.g. Microsoft Windows Computers, Apple iOS smartphones and tablets, Android smartphones and tablets and MacOS Computers). If you have any questions about accessing FMD remotely, please contact the IS Support Center at 508-334-4880 or ext. 48800.

**Please Note:** UMass Memorial is not able to provide support for a personal (non-UMass Memorial owned) computer or device.

### Section Quick Links

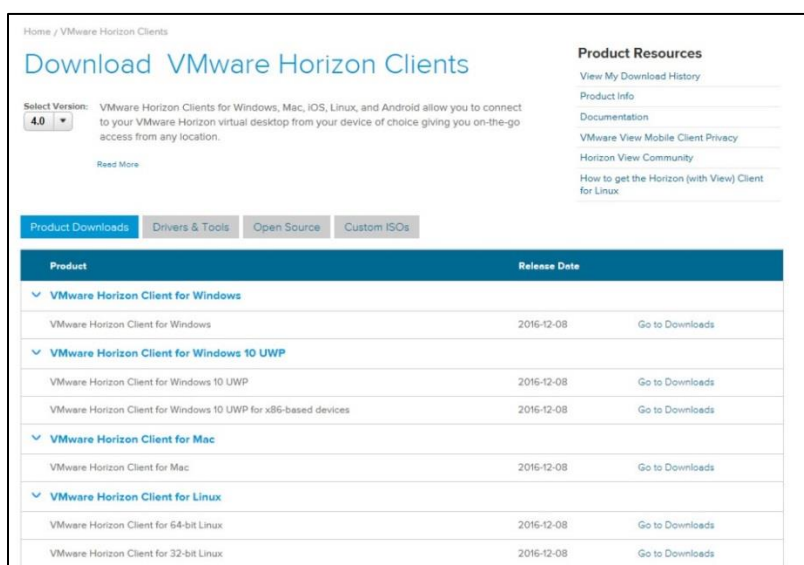
[For Microsoft Windows Computers](#)  
[For Apple iOS Smartphones and Tablets](#)  
[For Android Smartphones and Tablets](#)  
[For MacOS computers](#)

## Microsoft Windows Computers

If you are using a UMass Memorial-owned computer, please skip to Step 8 - in the “Connecting to FollowMe Desktop using Horizon View” section.

If you are using a personal computer (a non-UMass Memorial owned computer), please follow the steps below.

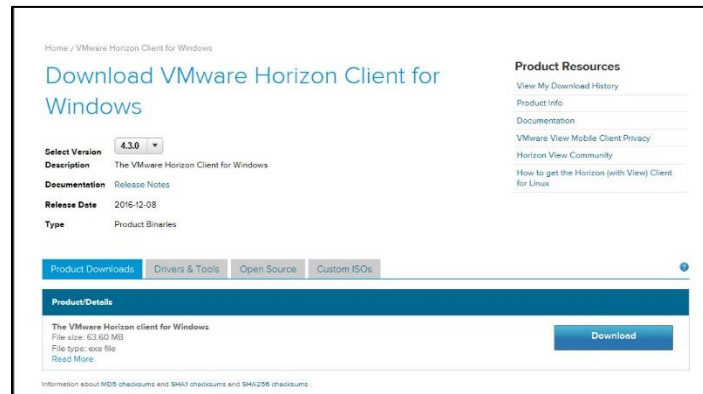
1. Copy and paste the following URL into your internet browser: <https://www.vmware.com/go/viewclients>
2. Find the correct Operating System for your computer and then click the link “Go to Downloads” to the right



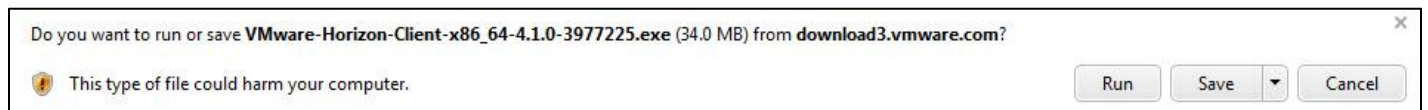
The screenshot shows the VMware Horizon Clients download page. It features a header with the title "Download VMware Horizon Clients" and a "Select Version" dropdown set to "4.0". Below this is a table of product downloads with columns for "Product" and "Release Date". The table lists four main product categories: Windows, Windows 10 UWP, Mac, and Linux, each with a "Go to Downloads" link. To the right of the table is a "Product Resources" section with links for "View My Download History", "Product Info", "Documentation", "VMware View Mobile Client Privacy", "Horizon View Community", and "How to get the Horizon (with View) Client for Linux".

Product	Release Date
<b>VMware Horizon Client for Windows</b>	
VMware Horizon Client for Windows	2016-12-08 <a href="#">Go to Downloads</a>
<b>VMware Horizon Client for Windows 10 UWP</b>	
VMware Horizon Client for Windows 10 UWP	2016-12-08 <a href="#">Go to Downloads</a>
VMware Horizon Client for Windows 10 UWP for x86-based devices	2016-12-08 <a href="#">Go to Downloads</a>
<b>VMware Horizon Client for Mac</b>	
VMware Horizon Client for Mac	2016-12-08 <a href="#">Go to Downloads</a>
<b>VMware Horizon Client for Linux</b>	
VMware Horizon Client for 64-bit Linux	2016-12-08 <a href="#">Go to Downloads</a>
VMware Horizon Client for 32-bit Linux	2016-12-08 <a href="#">Go to Downloads</a>

3. Once you have verified the correct Operating System, click “Download”.



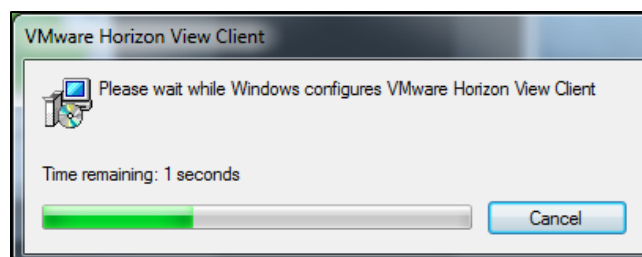
4. The installer should begin downloading and once it has completed, you may receive the following warning validating that you do want to install the application. Please click “Run”.



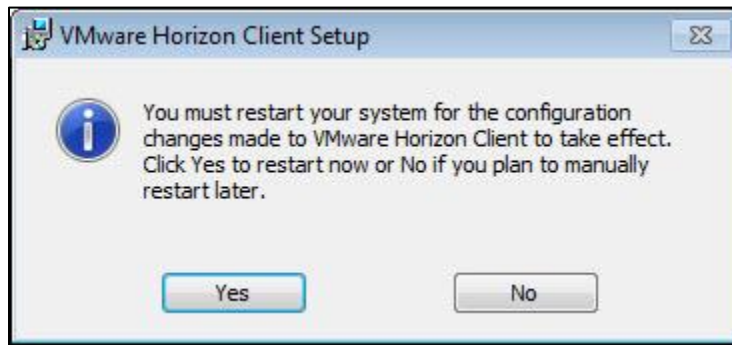
5. Choose “Typical” under “Choose the type of installation”. Then, click “I Agree & Install”.



6. As the install runs, you will see the following screen.



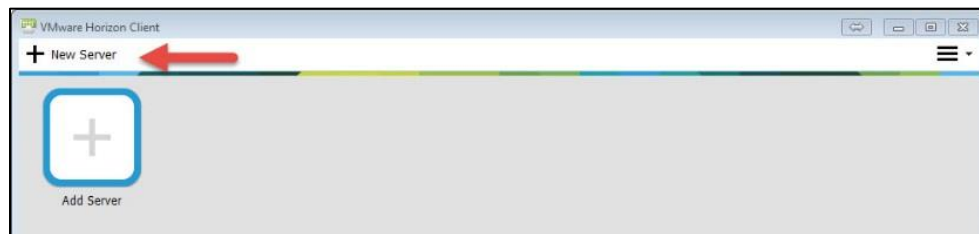
7. Once the install has completed, click “Yes” to restart your computer.



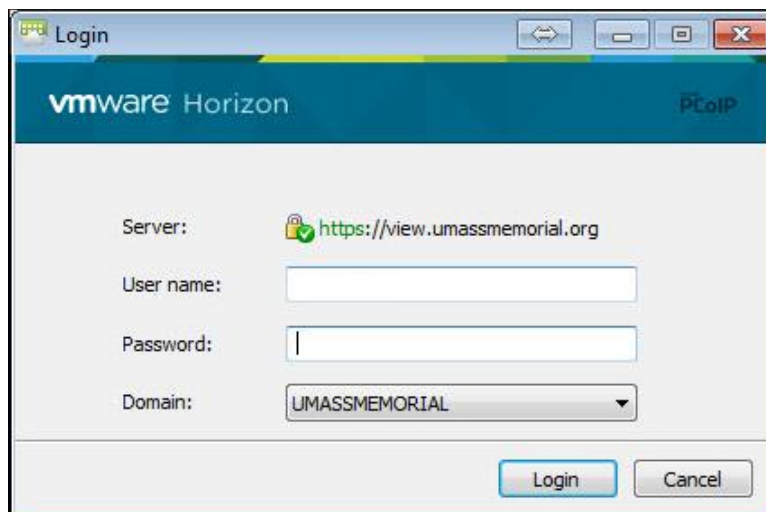
### Connecting to FollowMe Desktop using Horizon View

8. Click on the Start or Windows button on the bottom left of your screen.
9. Click on “All Programs” then scroll to the VMWare folder. Click on the folder to open it Then, click on the “VMware Horizon Client”.
10. If a server is not listed, you will need to add it. Click “New Server” and type the following:  
**view.umassmemorial.org**

- i. If a server is listed, check that it is “view.umassmemorial.org” and if it isn’t then you will need to add it as noted above. The server name will be displayed on this screen.



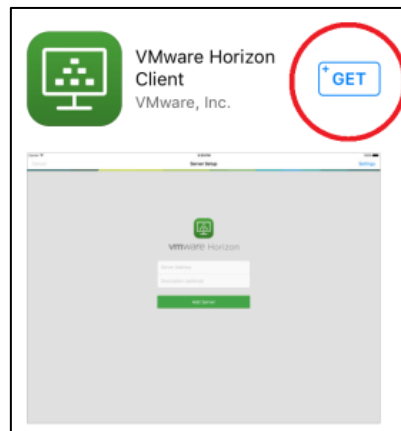
11. Enter your UMass Memorial network username and password. Make sure UMASSMEMEMORIAL is entered in the “Domain” field. Click “Login”. At this point you, you should automatically connect to FollowMe Desktop.



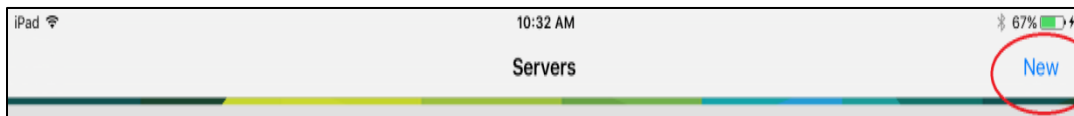
12. After logging in, you will be provided icons depending on what you have access to. Select “FollowMe Desktop” to connect to the Clinical desktop.

# Apple iOS Smartphones and Tablets

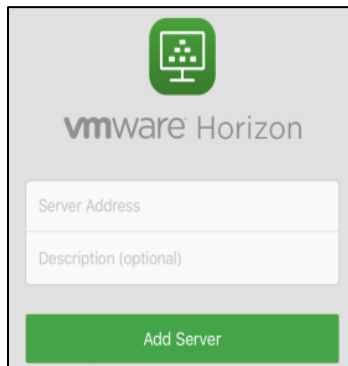
1. On your iOS smartphone or tablet, open the AppStore and search for “VMware Horizon Client”. Once you have located the application, install it.



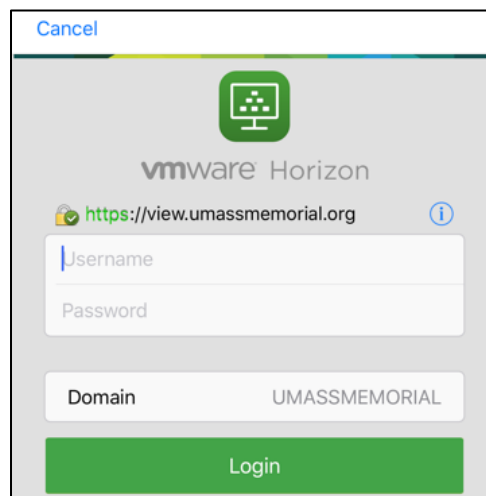
2. Once the application has installed, go to your applications and open “Horizon”.
3. Once the application has launched, select the Servers tab and “New”.



4. Enter view.umassmemorial.org in the “Server Address” field. Then, click “Add Server”.



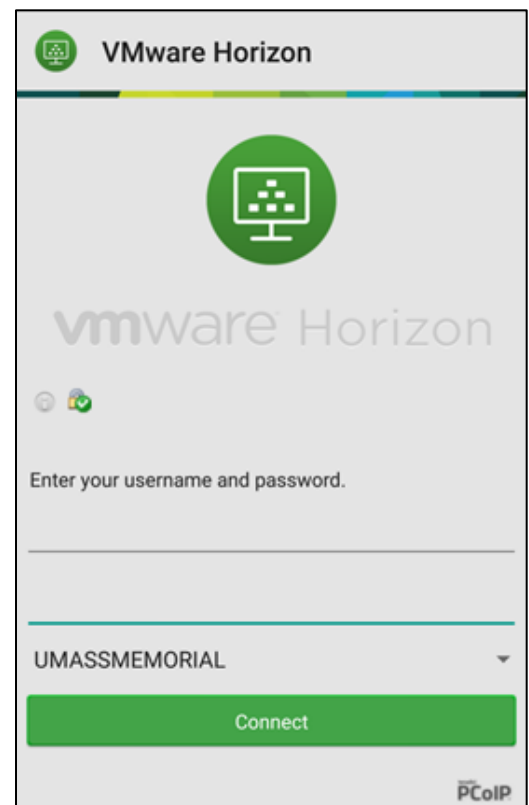
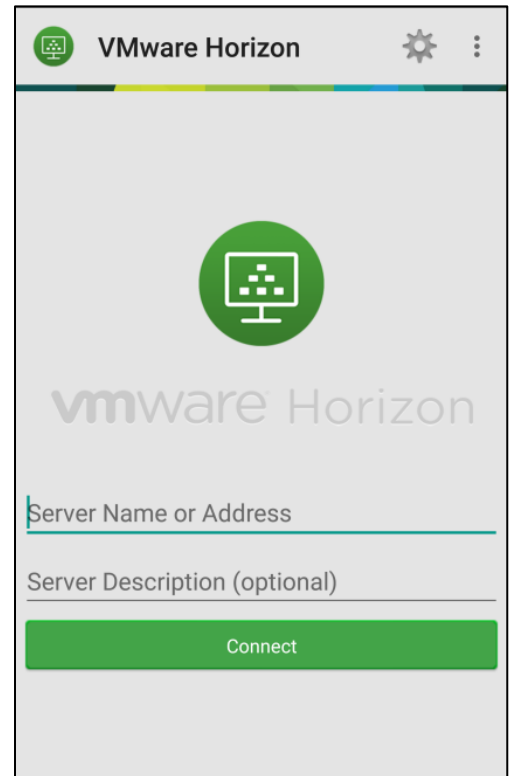
5. Enter your UMass Memorial network username and password. Make sure UMASSMEMORIAL is entered in the “Domain” field. Click “Login”.



6. After logging in, you will be provided icons depending on what you have access to. Select “FollowMe Desktop” to connect to the Clinical desktop.

## Android Smartphone and Tablets

1. On your Android smartphone or tablet, open the Play Store and search for “VMware Horizon Client”. Once you have located the application, install it.
2. Once the application has installed, go to your applications and open “VMware Horizon Client”.
3. Once the application has launched for the first time, it will prompt to add a server name.
4. Enter **view.umassmemorial.org** in the “Server Name or Address” field. Then, click “Connect”. No description is necessary.  
*(refer to top screen capture on the right)*
5. Enter your UMass Memorial username on the first line and your password on the second line. Then, click “Connect”.  
*(refer to bottom screen capture on the right)*
6. After logging in, you will be provided icons depending on what you have access to, select FollowMe Desktop to connect to the Clinical desktop.



# Mac OS Computers

1. Copy and paste the following URL into your internet browser: <https://www.vmware.com/go/viewclients>
2. You will see a list of available downloads. Click “Go to Downloads” to the right of “VMWare Horizon Client for Mac”.

Product Downloads

Drivers & Tools

Open Source

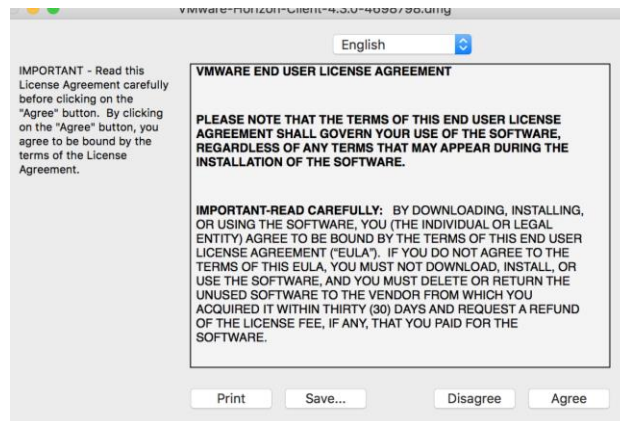
Custom ISOs

Product	Release Date
<div>▼ VMware Horizon Client for Windows</div> <div> <div>VMware Horizon Client for 32-bit Windows</div> <div>2014-06-19</div> <div>Go to Downloads</div> </div> <div> <div>VMware Horizon Client for 64-bit Windows</div> <div>2014-06-19</div> <div>Go to Downloads</div> </div>	
<div>▼ VMware Horizon View Client for Windows with Local Mode Option</div> <div> <div>VMware Horizon View Client for 32-bit Windows with Local Mode Option</div> <div>2014-06-19</div> <div>Go to Downloads</div> </div> <div> <div>VMware Horizon View Client for 64-bit with Local Mode Option</div> <div>2014-06-19</div> <div>Go to Downloads</div> </div>	
<div>▼ VMware Horizon Client for Mac</div> <div> <div>VMware Horizon Client for Mac</div> <div>2014-06-19</div> <div>Go to Downloads</div> </div>	

3. Click “Download”



4. When the download is complete, you will see the .DMG application launcher in your download folder. Double click that icon to open the installer.
5. Read the license agreement and click Agree to continue.

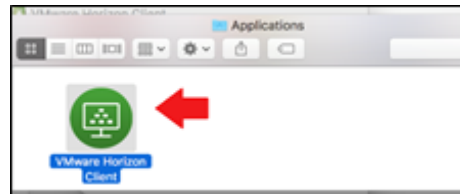


6. Click on the VMware Horizon Client icon and drag it onto the Applications icon.

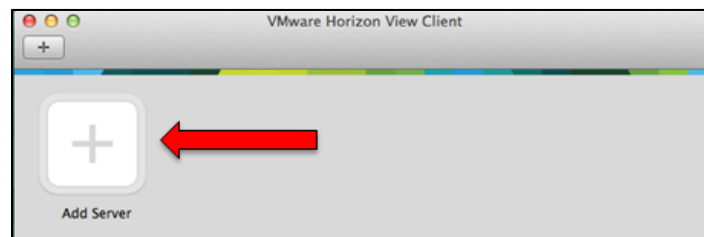




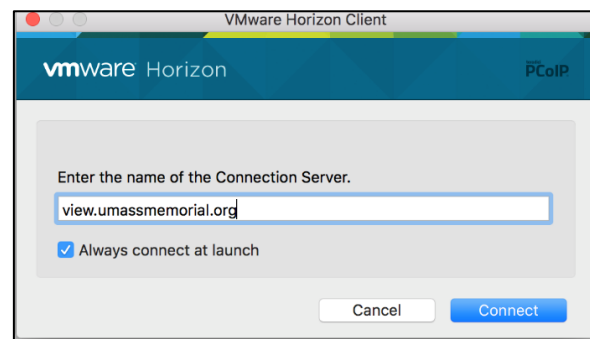
7. From the Finder Applications menu, double-click the “VMware Horizon Client” icon. You might be prompted to confirm that you wanted to open this app, please click “Open” if so (depends on version of MacOS).



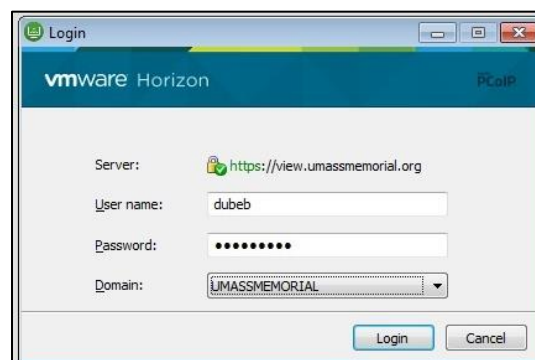
8. Click “Add Server”.



9. Enter **view.umassmemorial.org** in the field under enter the name of the Connection Server. Then, click “Connect”.



10. Enter your UMass Memorial network username and password. Make sure UMassMEMORIAL is entered in the “Domain” field. Click “Login”.



11. After logging in, you will be provided icons depending on what you have access to, select FollowMe Desktop to connect to the Clinical desktop.



## INSTALLING AND ACTIVATING RSA SECURID® AUTHENTICATE

This Job Aid provides instructions on enrolling an iPhone or Android smartphone in RSA. RSA provides an additional authentication method (an 8-digit code) that must be entered when working remotely, off-site, or on a non-UMass Memorial network. It will soon be needed for O365 and mobile email access for UMass Memorial and Community Health Link users.

1. Download the RSA SecurID Authenticate app on [iOS](#) or [Android](#)  
*If you do not own a smartphone, please contact the IS Support Center at 508-334-8800 for alternative authentication methods.*



2. Access the following website from a computer located at a UMass Memorial or Community Health Link campus/location. You are not able to complete this action from a non-UMass Memorial or non-Community Health Link network.

<https://umassmemorial-dev.auth.securid.com/mypage/#/login>

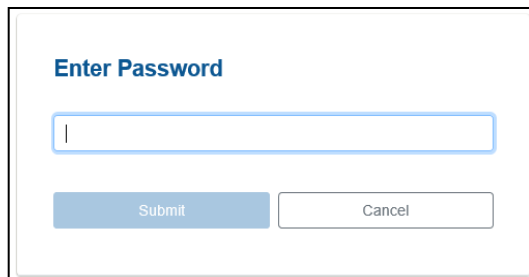
**NOTE:** If you experience problems utilizing this link in Internet Explorer, copy and paste the link into Google Chrome.

3. Enter your UMass Memorial email address and click “Next”.

**NOTE:** Community Health Link users, do NOT use your UMass Memorial email address, instead enter the email address in the following format: [username@communityhealthlink.org](mailto:username@communityhealthlink.org)  
(Example: [jsmith@communityhealthlink.org](mailto:jsmith@communityhealthlink.org))

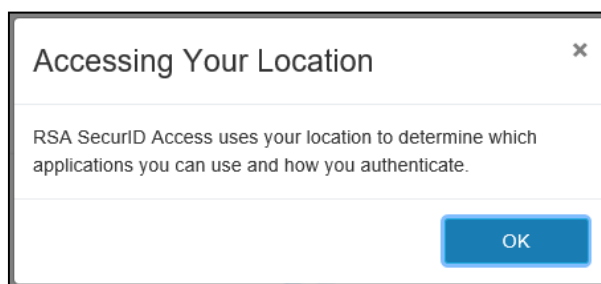
## INSTALLING AND ACTIVATING RSA SECURID® AUTHENTICATE

4. Enter your UMass Memorial or Community Health Link network password and click “Submit”.



A dialog box titled "Enter Password" with a text input field and two buttons: "Submit" and "Cancel".

5. The browser will ask for permission to access your location. Click “OK” at the “Accessing your Location” screen. Then, click “Allow Once” at the next popup.

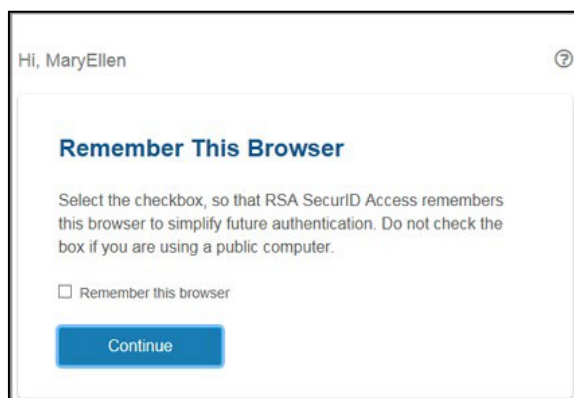


A dialog box titled "Accessing Your Location" with a close button (X) in the top right corner. The text inside reads: "RSA SecurID Access uses your location to determine which applications you can use and how you authenticate." There is an "OK" button at the bottom right.



A browser notification bar from "umassmemorial-dev.auth.securid.com" that says "wants to track your physical location." It includes "Allow once" and "Options for this site" buttons, and a close button (X).

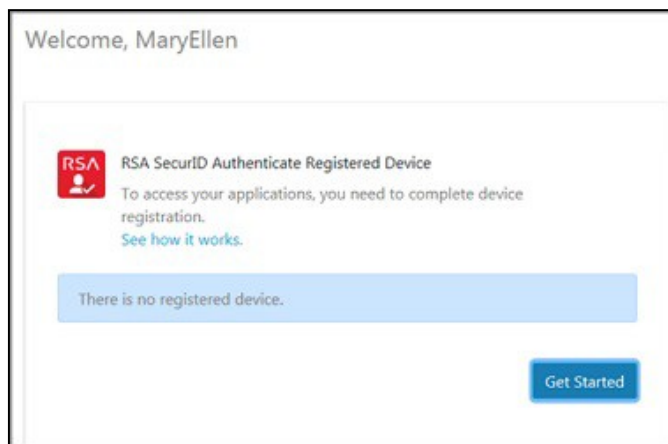
6. Click “Remember this Browser”, and then “Continue”.



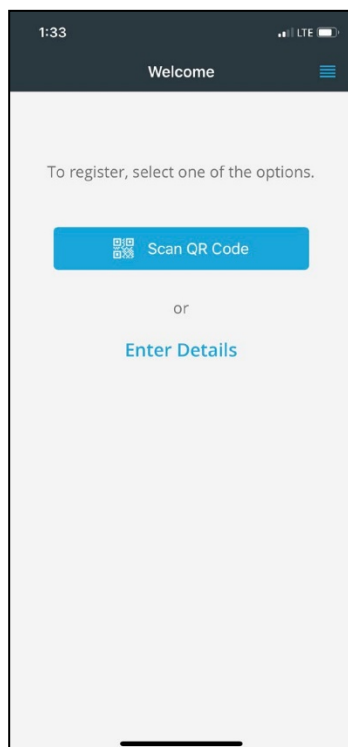
A dialog box titled "Remember This Browser" with a close button (X) in the top right corner. It says "Hi, MaryEllen" at the top. The text reads: "Select the checkbox, so that RSA SecurID Access remembers this browser to simplify future authentication. Do not check the box if you are using a public computer." There is a checkbox labeled "Remember this browser" and a "Continue" button at the bottom.

## INSTALLING AND ACTIVATING RSA SECURID® AUTHENTICATE

- Click “Get Started” to begin registering the app on your smartphone.



- Open the RSA SecurID Authenticate app on your smartphone. You will be prompted to scan a QR code. Tap “Scan QR Code” and aim your device’s camera at the QR code displayed in your browser (scanning the QR code in the example below will not work).



9. After scanning the QR code, registration will be complete.

