

EPIC Support

Resources

1. **Super Users:** If you encounter an issue, first look for a person in a **BLUE** vest. Super Users are knowledgeable about both UMMHC workflows, as well as the EPIC system.
2. **Go-Live Support:** If the Super User is not able to assist you, look for Go-Live Support. These individuals will be wearing **YELLOW** vests or surgical caps. While they are knowledgeable about the EPIC system, please be aware they may not be as familiar about UMMHC workflows.
3. **Technical Support:** For a password reset or a device (e.g., printer, scanner, computer) look for an Information Services (IS) team member wearing a **GREEN** vest.

IS Support Center: 508-334-8800

- If you need help with your username, password or if you are unable to access Epic, **press 1**
- Clinicians with an Epic workflow question, **press 2**
- Dragon voice recognition issues, **press 3**
- Other issues related to Epic or related applications, such as AGFA or Hyland, **press 4**
- For all other issues, **press 5**
- Or visit [IS Support](#)

Reporting an Issue

When reporting an issue - provide as much detail as possible:

- Name
- Contact Number
- Location/Unit