



Epic Training FAQs

The following Epic Training topics are covered in this FAQ:

Epic University

Registration

Prerequisites

Class/Day-in-the-Life Activities

Assessments

NBC Training Center

If your question is not answered in this FAQ, visit
www.nchmd.org/epic for all things training or email
EpicTraining@nchmd.org!



Epic University

Questions

Where do I go to start?

What do I do if I get an error when attempting to access Epic websites?

I am being prompted for multi-factor authentication, and I am not sure how to complete it. What should I do?

I think my training in Epic University is incorrect. How do I get help?

I have multiple roles at NCH, but my EpicU account only reflects one of those roles?

I accidentally navigated away from Epic University and I'm elsewhere on the Epic UserWeb or Galaxy. How can I get back?

Can I change the email address, phone number, or other demographic information associated with my Epic University account?

What is the deadline for when all my requirements in my EpicU account need to be completed?

Answers

Go to <https://training.epic.com/EUT> and select your organization from the login page. Please visit [Epic | NCH Healthcare System \(nchmd.org\)](https://www.nchmd.org) and read *How to Set Up your Epic University Account*.

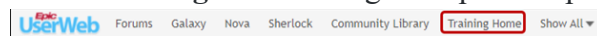
Ensure you are logging in on an NCH device. Create a [ticket for Epic Training Services](#) for the issue if you receive an error while logging in on an NCH device.

Review the *How to Log into Epic University with Multi-Factor Authentication* on [Epic | NCH Healthcare System \(nchmd.org\)](https://www.nchmd.org) to review the two processes for logging in with multi-factor authentication.

Fill out the [Epic Training Services](#) form.

Fill out the [Epic Training Services](#) form.

Click **Training Home** along the top of the page.



Yes, click your name in Epic University to update your profile.



You should complete all your training prior to June 4, 2022. Only individuals who have completed their entire tracks within EpicU by go-live will be given access to Epic.



How long will all my training take to be complete?

Training tracks vary in length and time required. An individual with more tracks in their account will require more training time.

How does my manager know I have completed my training track and can work in the Epic system?

Your manager will be receiving reports from the NCH EUTS Training Team on who has completed their training and who has not.

Will this training be annual?

This is not an annual training. Additional training for End Users will occur if they switch roles within the NCH organization.



Registration

How do I register for classes and day-in-the-life activities?

Please visit [Epic | NCH Healthcare System \(nchmd.org\)](https://nchmd.org) and read *How to Register for classes*.

What if I never receive or accidentally delete the calendar hold for my classes?

Go to <https://training.epic.com/EUT> and log in if prompted. You can find the date and time of the class in the **Your Upcoming Classes** section on the right. If you'd like, create your own calendar hold as a reminder.

What if I can no longer attend class at my scheduled time?

You must unregister yourself from the class within Epic University. Please unregister yourself from the class as soon as possible to let other ends users register for said class. If you need help to do so, please visit [Epic | NCH Healthcare System \(nchmd.org\)](https://nchmd.org) and read article, *How to Unregister from Classes*.

Pre-Requisites

When should I take my pre-requisites?

You should complete your pre-requisites no earlier than 2-weeks prior to your class.

Where can I watch my pre-requisites?

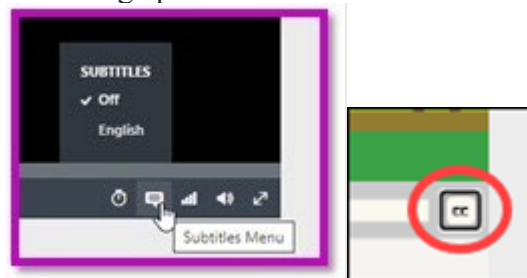
You can complete your pre-requisites at the NBC Training Center and/or at any NCH facility.

Do I need to watch all my pre-requisites at once?

No, you can watch your pre-requisites at your leisure. For you to gain credit for completion, each video must be watched in its entirety.

Is closed captioning available for the e-learnings?

Yes, all e-learnings have English captions available. Depending on the video, you will see one of the following options to choose from:





I watched some pre-requisites/e-learnings, but they are not showing as completed in Epic University.

Ensure that you are watching the entire lesson from start to finish.

Class/Day-in-the-Life Activities

I don't have a class on my timeline. Is that an issue?

No. This may mean that you have been assigned to an asynchronous track. For those with this track, your education is fully independent self-learning, except for the day-in-the-life activities which will occur at the NBC Training Center.

My class is several hours long. Will there be any breaks?

There will be breaks every 90 minutes so individuals can go to the bathroom, stretch their legs, etc.

What if I am late to class or must leave early?

If you know you'll miss more than 20% of a class, reschedule for a more suitable time.

Do I have to manually check off that I attended class?

No, your Epic trainer will check you in.

Do I have to manually check off that I attended a day-in-the-life activity?

It depends on the day-in-the-life activity. Your facilitator will inform you the day of how attendance will be taken.

Assessments

Is there an assessment for every track?

Yes, there is at least one assessment for every track an End User is assigned to. Some tracks have more than one assessment.

When should I take my assessment?

You should take your assessment right after class.

What if I take the assessment and fail?

You can attempt to take the assessment up to twice per day. After three failed attempts, you will have to go through the class again.



NBC Training Center

What is the address of the NBC Training Center?	1100 Immokalee Rd Naples, FL 34110
How early should I plan on getting to the NBC building prior to my class?	You should plan to be at the NBC building no later than 30 minutes prior to your class. Please give yourself enough time to park, check-in at the registration desk, and get to your classroom. If you are planning on taking any pre-learnings at NBC prior to your class, please give yourself enough time to complete those as well (timing ranges for completion, can be up to 2 hours long).
Where can I park?	TBD. More information to come. Please check back at a later date.
What entrance of the building should I enter through?	You must enter through the back entrance of the building. There will be signs to help direct you.
Is NBC wheelchair accessible?	Yes, there is a ramp at the entrance to enter and exit the building. There is also an elevator available if any of the end user's classes are held on the 2 nd floor.
Do I need to bring my Employee ID?	Yes, please adhere to NCH rules regarding wearing your NCH badge.
Do I need to check in?	Yes, there will be a registration desk after you enter the building. Please check in there and you will receive help and guidance on where to go.
How do I clock in to ensure I get paid?	There are two time clocks located near the registration desk. You will clock in when you arrive and clock out when you leave for the day.
How do I find my classroom?	There will be people at the NBC building help those find their way. There will also be maps available for handout.
Will the schedule for the day be posted?	Yes, classroom schedules will be placed on every class door. Additionally, there will be TV screens around the building that will be sharing the schedule for the entire day.



Are bathrooms available?

Bathrooms will be readily available both inside and outside the building. They will also be noted on the maps available for handout.

Are there any areas of the building I cannot go?

Yes, there is a large area on the 2nd floor that NCH employees are not allowed in. This area is for the Naples Daily News Center. There will be signs and maps to show exactly where that space is.

Will food be provided?

No, food will not be provided.

If I bring my lunch, where can I place it while I am in training?

There will be multiple refrigerators for people to place any brought food in while they are in class or a day-in-the-life activity.

Where can I eat my lunch/dinner?

There is a cafeteria and break room on the first floor for people to eat while on break from class(es).