

# Signing into your new Epic UserWeb account:

- RWJBarnabas Health and Rutgers uses Single Sign On (SSO), so you should log into UserWeb with the Single Sign On option.
- To sign into your UserWeb account, follow this link:
- <https://userweb.epic.com/SSO/Authenticate?RedirectURL=https://userweb.epic.com/&whr=http://www.okta.com/exkpwz0mbvhNSV2j5d6>
- Sign in with your RWJBH credentials (Network User ID and Password).
- When you initially attempt to sign in, you will be asked to fill out employment verification questions.
  - If you are not an analyst and only supporting RWJBH select option 1 or 2.
  - If you are on a temporary assignment then choose option 3 as a consultant.

Or, If you go to <https://userweb.epic.com/reset>, you will see an icon for RWJBH. If the wrong organization is listed on top, click on “I’m from a different organization”.

If you don’t have an organization listed on the top, you can search or scroll down to look for RWJBH. Once selected, you will sign into your account by entering your customer site Windows credentials.

- If you’re unable to log in, please email a screen shot of the error message you’re receiving to [userwebsupport@epic.com](mailto:userwebsupport@epic.com)
- Please let us know if you have any further questions. You can call Epic directly at **608-271-9000** -- Ask to speak with **UserWeb Support** for assistance.

If you see an error with your organization’s logo on it, you may need to reach out to your internal I.T. to have them check your setup in active directory so you can access the UserWeb through single sign on.