

Issues with **Epic**?

Open a **Get Help** Ticket

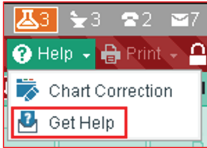
Benefits of **Epic** Get Help Tickets

- ▶ You don't have to make a call to resolve a problem with Epic!
- ▶ When you open a Get Help Ticket, user /patient context is maintained for easier and more targeted problem resolution.
- ▶ Tickets will be automatically sent to the most appropriate applications or support team for faster resolution.

Tips for Entering Epic Get Help and Enhancement Tickets: Click "Get Help" at the top of the screen!

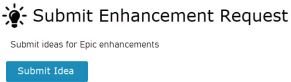
ISSUE

1. Open your ticket from the EXACT screen where the issue is occurring
 - This will confirm that patient information/ important data will be captured and placed into your ticket.
 - The "Get Help" option will always show at the top of your screen for easy access!



ENHANCEMENT

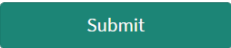
1. Open your enhancement ticket using the "Get Help" feature in Epic
2. Navigate to "Submit Enhancement Request" and choose "Submit Idea"
 - Submit Enhancement Request
 - Submit ideas for Epic enhancements
 - Submit Idea



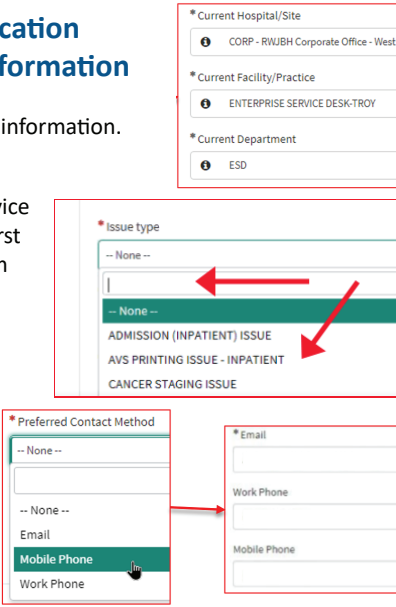
2. Navigate to "Report EHR Issue" and choose "Report Issue"
 - Report EHR Issue
 - Report an Epic workflow issue/problem
 - If your issue requires immediate escalation please call 844-513-4357
 - Report Issue



3. Verify your current location, complete your information, and submit your idea
 - Submit



3. Verify your current location and complete your information
 - Validate the pre-populated information.
 - Select the "Issue type" Service Category by typing in the first few letters or choosing from the dropdown.
 - Choose your "Preferred Contact Method."
 - Finalize and Submit the ticket.



To help the troubleshooting process and speed up resolution:

Provide as much detail as possible

- Preferred contact method (email /phone number)
- What activity/workflow were you accessing?
- What were you expecting to happen? What actually happened?
- Was there an error message?
- **Printing issues:** Provide computer ID number and printer ID information.
- **Epic Access Issues:** Provide name of department colleague with appropriate security access, if possible.

Remember:
The more details you provide,
the faster your issue will be resolved!

IF YOU NEED HELP IMMEDIATELY: Call the Epic Help Desk - Available 24/7
Providers: (844) 414-2273 Non-Providers: (844) 513-4357

Issues with **Epic**?

Open a **Get Help** Ticket

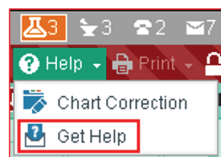
Benefits of **Epic** Get Help Tickets

- ▶ You don't have to make a call to resolve a problem with Epic!
- ▶ When you open a Get Help Ticket, user /patient context is maintained for easier and more targeted problem resolution.
- ▶ Tickets will be automatically sent to the most appropriate applications or support team for faster resolution.

Tips for Viewing Epic Ticket Status and Revising Tickets: Click "Get Help" at the top of the screen!

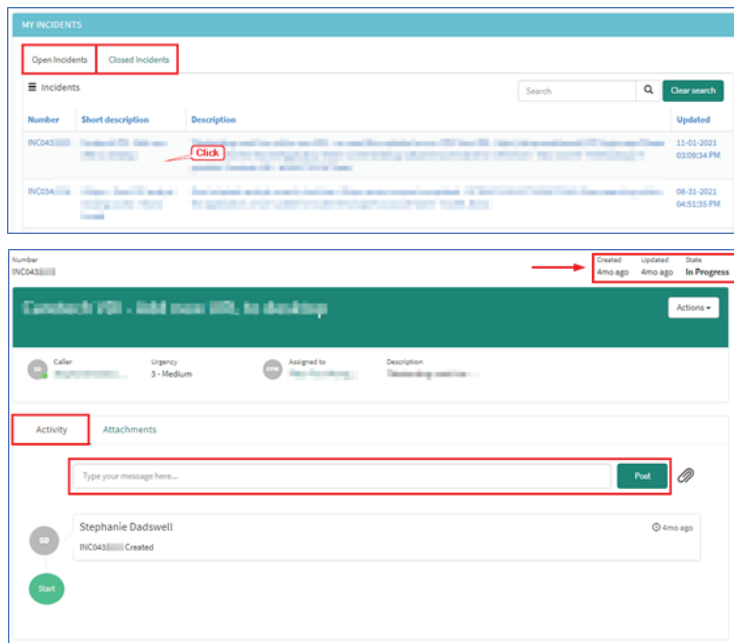
1. Click "Get Help" within Epic.

- The "Get Help" option will always show at the top of your screen for easy access!



2. Add an update to your ticket

- Locate the ticket in question (flip between the Open/Closed tabs) and click to open.
- You can see the current status of the ticket in the top right corner. All updates will show in the Activity tab located in the center of the screen. Add an update (if necessary) on the ticket by typing in the message field and clicking Post to submit.



Remember:

The more details you provide,
the faster your issue will be resolved!

IF YOU NEED HELP IMMEDIATELY: Call the Epic Help Desk - Available 24/7
Providers: (844) 414-2273 Non-Providers: (844) 513-4357