

Welcome to your UMass Medical School Clinical IS Onboarding!

First, you must download and install [FMD](#) and [RSA](#) to access the Clinical IS network. Click on each hyperlink to download instructions on how to install each. If these items don't download automatically, refer to this website:

<https://www.umassmed.edu/oume/student-resources/epic-materials/>


When logging on to the network for the first time, you will be prompted to change your temporary password (in email). Thereafter, you will be prompted to change your password annually.

Password criteria: **15** or more characters. There are no specific requirements regarding upper- or lower-case letters, numbers or special characters.


Once logged into the Clinical IS network you can access either the Epic EHR Classroom or the Epic Production system, however, you must complete the training and attest first.

- Complete Epic training by selecting this [link](#). Follow the on-screen instructions.
- Once you have completed all Epic Training modules take the EUPA within the given deadline. After you have completed the attestation an Epic Training block will be removed from your Epic account. Then you can access the EHR Classroom or Epic Production.

How to Access the EHR Classroom:

- Double click the AEMR Icon  and enter your Clinical IS username and password.

How to Access the Epic Production:

On your desktop you will see the Epic icon. Double click on the PRD Icon  and enter your username and password to login to Epic.

How To access the Clinical IS Support Center for login issues, remote access issues, Epic questions, etc.

- **Password Resets:** Call 508-334-8800 and select option #1.
 - *For your password to be reset you must provide the Clinical IS Support Center with your personal PIN which is the last four digits of your medical student ID.*
- **Epic Support:** Call 508-334-8800 and select option #2
- **Online Support:** Go to the Clinical IS support portal by clicking this link [UMMH IS Self Service](#). Enter your Clinical IS username and password to gain access to the portal.
- Additional support information can be found at the [UMass Medical School Student Resources site](#).