


1. Complete HIPAA training in Blackboard (BBL) -- The Health Insurance Portability and Accountability Act (HIPAA) of 1996 legislates data privacy and security for patient information. It is an important component of our patient trust and relationships and training is REQUIRED before you receive your clinical username/password and before you can begin seeing or working with patients and/or reviewing their personal health information/data.
 - a. Information has been shared by the Office of Student Affairs (OSA) about how to log in and complete the annual regulatory training, which includes the HIPAA training. Once you have completed the annual regulatory training, you will be provided with your clinical username and initial password. We strongly encourage you to complete this training this week, before classes begin on Friday. The training should take you approximately 30-45 minutes to go through all modules and exams.
2. You must have downloaded and installed [FMD](#) and [RSA](#) to access the Clinical IS network. Additional information can be found at the [UMass Medical School Student Resources site](#). See your student introduction letter for your Clinical IS login credentials.
3. Once logged into the Clinical IS network you can access either the Epic EHR Classroom or the Epic Production system, however, you must first complete the Epic training and attest.
 - a. Complete Epic training by selecting this [link](#). Follow the on-screen instructions.
 - b. Once you have completed all Epic Training modules take the EUPA to attest 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 on the AEMR Icon on your FMD desktop  and enter your username and password.
4. While the Clinical System (UMMHC) and the School (UMMS) are close partners please note that they have separate IT helpdesks with different responsibilities. Be sure to contact the correct helpdesk and identify that you are having difficulty with EHR Classroom.

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.***
 - *Please note that you will be prompted to change your password annually*
- **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 user username and password to gain access to the portal.
- Additional support information can be found at the [UMass Medical School Student Resources site](#).