

Epic Access Tip Sheet

Thank you for joining us at Ochsner for your clinical education experience!

Before you can access Epic, you must follow each of the steps in order as outlined below:

Step 1: Password Reset

1. **Reset** your temporary password at MyPassword.Ochsner.org
 - a. The temporary password can only be used once and only at MyPassword
 - b. Your new password must be at least 10 characters long and contain 1 capital letter, 1 number, and one special character
2. **Register** your updated password in MyPassword so that it can be reset
 - a. Click “Enroll” while in MyPassword and set up 3 security questions.

*Do not attempt to reset your password more than once

-If you have reset it three or more times, you will be locked out and receive an error message. You must call the IS help desk at 504-842-3610 to submit a new ticket.

-Next, please email medicaleducation@ochsner.org with the ticket number provided by IS.

Step 2: Complete OLN Training Modules

1. Use the **Chrome** browser to log in to OLN
 - a. Microsoft Edge, Safari, Firefox, Brave, and other browsers may not work
2. Type oln.ochsner.org directly into the address bar
3. Enter your “v-ADID” as your username
 - a. Do *not* enter v-ADID@ochsner.org
4. Enter your *updated* password
 - a. The temporary password will not work. You must use MyPassword first – see Step 1.
5. Complete the training modules found in the “Certifications” tab.

Step 3: Attempt Epic Log-In After 3-5 Business Days

1. Please allow at least 3 business days for Epic access to be granted.

Troubleshooting:

- If you are unable to log in at any point *after* following these exact steps, take a **screenshot** of your error message and send it to both the IS Help Desk as an attachment on the ticket you open with the assistance of your preceptor and then to medicaleducation@ochsner.org with your IS ticket number and any additional relevant information.
- **When you are able to log in, please update us.**

We appreciate your positivity and Teamwork as we work together to Put Patients First, show Compassion, practice Inclusivity, and utilize the Epic system with Integrity for patient care and academic Excellence.

Medical Education
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