Be Epic Training Preparation and Checklist

Section Three

Be Epic Checklist

» This final section is a simple checklist to help prepare your space and set-up for remote training.

» It is suggested that you review this at least 1 week prior to your first training session.

Section One

Technical Requirements

» This section outlines what basic technical needs are required to be successful with remote training.

» It is suggested that you review this at least 2 weeks prior to your first training session.

Section Two

Accessing Training Remotely

» Accessing your training and Epic requires a connection to the CHS network. This section describes the various steps necessary to access HealthStream and Epic.

» It is suggested that you complete this at least 2 weeks prior to your first training session.

I. Section One: Technical Requirements for Remote Off-Site Access

If you are onsite in a training room, skip to step 3

In order to complete training remotely off site, we have identified a list of specifications for your personal computer and internet service. Please read below and make sure your equipment meets these standards.

» Residential Internet Service
  › Bandwidth High Quality Video: 1.0 Mbps (Receive) and 1.5 Mbps (Send)
  › Wired or Wireless
» Personal Computer (or your Catholic Health issued computer)
  › Windows OS – Windows 7 or later
    › Browser — IE 10 or later, Edge 25, Chrome 65 or later, Firefox 49 or later
    › Horizon Client
    › Recommended WebEx Application
  › Mac OS – OS 10.13 or later
    › Browser – Safari 11 or later, Edge 25, Chrome 65 or later, Firefox 49 or later
    › Horizon Client
    › WebEx Application
» Headphones with a microphone
» Multi-Factor Authentication – Duo (see Section Two for instructions on requesting access)

If you have further questions about the technical requirements for a successful Epic Training experience, please contact the Help Desk at (716) 828-3600.

II. Section Two: Accessing Training Remotely (MUST be completed before your first training session).

Step 1) Setting up Duo
If you already have access to duo, you can skip to step 3

Duo is a "two factor authentication" replacement system that verifies your identity by using an app on your smartphone, a call to your home/desk/cellular phone, or a SMS text message to your cellular phone. This migration eliminates the need to carry a "FOB" for remote access, and instead gives you multiple options to authenticate.

1. Open 'Internet Explorer' and go to: https://webvpn.chsbuffalo.org

2. Authenticate into Catholic Health WebVPN with your standard CHS username and password

» **Username:** Enter your Active Directory Username

» **Password:** Enter your Active Directory Password

» **Realm:** Make sure Realm is set to "Duo"

3. Follow the Duo Setup steps on the screen to link your phone number (smartphone, cellular phone, home phone, desk phone or desk extension are all accepted)
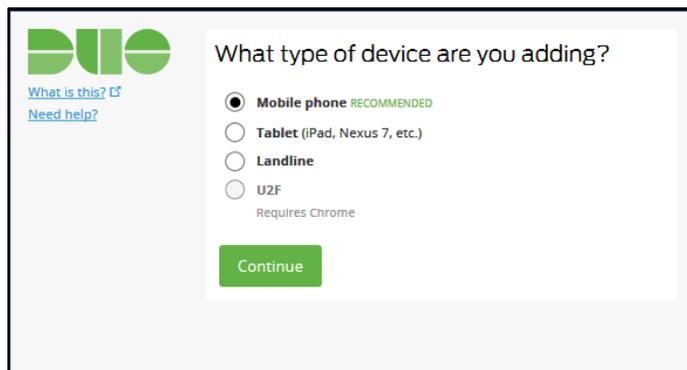
» **Mobile phone:** smartphone, cellular/flip phone

» **Tablet:** any Apple or Android (only works with WiFi)

» **Landline:** home phone, desk phone

or desk extension

» Enter your phone
number with area
code

» Optional: Enter ex-
tension if needed for
a "landline"

» Put a check in the
box to verify your
phone number is cor-
rect

» **iPhone:** any Apple
phone

» **Android:** phones
made by Google,
Samsung, LG, HTC,
etc.

» **Windows Phone:**
Microsoft, Nokia

» **Other (and cell
phones):** any flip
phone or other non-
smartphone that can-
not download an app

If prompted, follow the instruc-
tions to search and download the
"**Duo Mobile**" app on your iPh-
one, Android, or Windows phone.
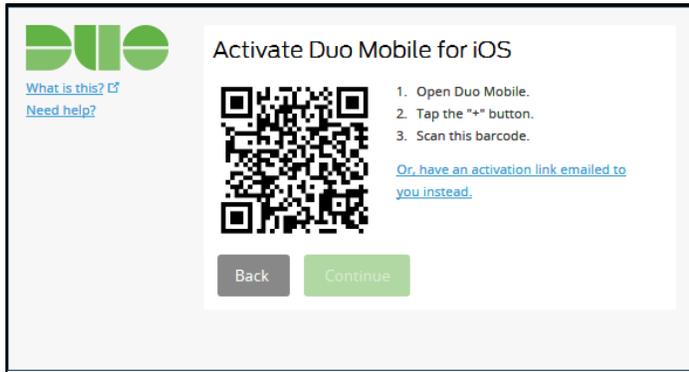
If prompted, use the Duo Mobile app on your phone to scan the barcode on your computer screen

Step 2) Setting up access to the Virtual Desktop Infrastructure (VDI)

1. If accessing from non-CHS equipment:

    » Uninstall any VMware View clients, if installed

    » Download & install the appropriate VMware Horizon Client. Open a web browser; go to https://desktop.chsbuffalo.org & click 'Install VMware Horizon Client' to download the client.

    › When prompted during install, the connection server address should be desktop.chs-buffalo.org.

2. If accessing from CHS equipment (laptop):

    Make sure you have VMware Horizon client installed. The desktop shortcut icon should look like one of the following:

    If you need it installed, have an older version installed (VMware View Client), or are un-sure if you have it installed, please contact the CHS Help Desk at (716) 828-3600.
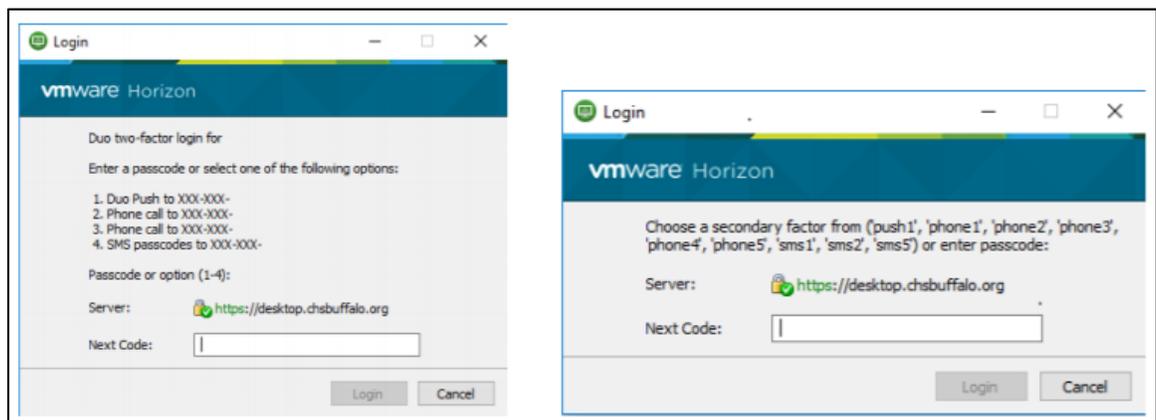
3. Open the VMware Horizon Client on your computer, double-click desktop.chsbuffalo.org. If you do not see this option, click and enter this address.

4. When prompted for Username & Passcode enter your **CHS Active Directory (AD) credentials** (username and 14-character password you typically use for signing into Catholic Health computer network).
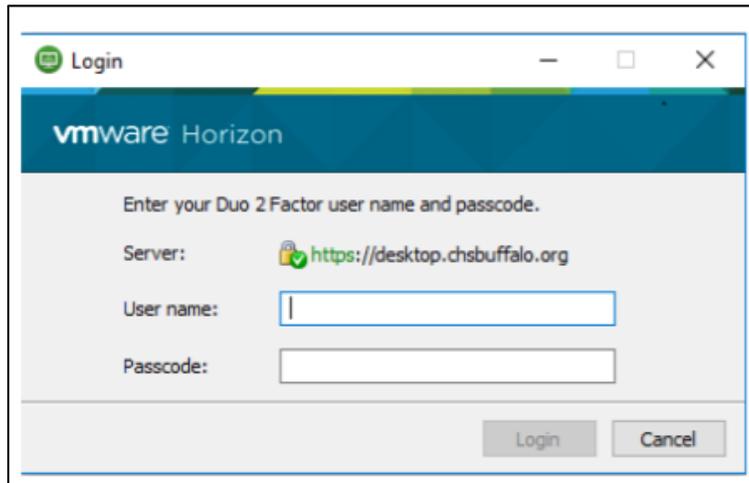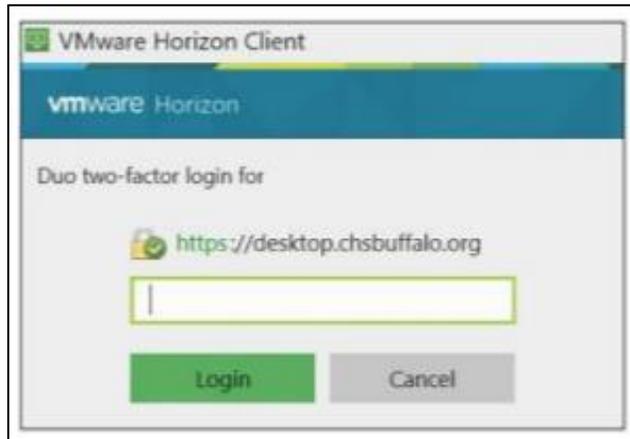

5. If you are working remotely, after you provide your username and password, you will be prompted for Duo authentication with a list of options on how to authenticate with Duo.

Proceed as instructed. You may instead be prompted without options (third image). If you receive this prompt, you should generate a Duo passcode with the Duo app and enter it in the VMware Client.

Once you have approved the login with Duo, the client should either start logging into the virtual desktop or show prompt with choices to connect. Once at this stage select 'TrainingView.'
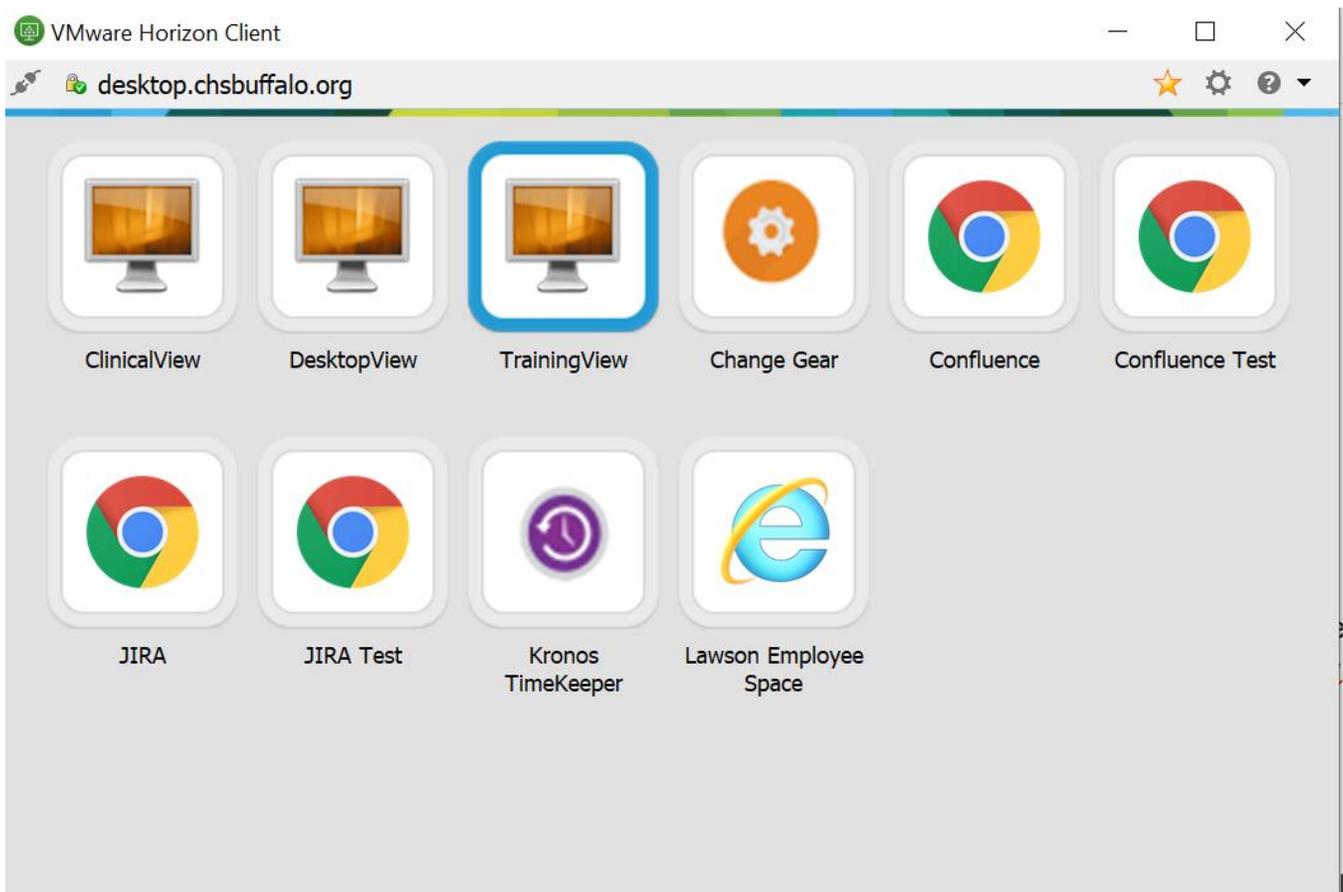
Epic Training Day

Please arrive 15-20 minutes before each session (in person if you are using a computer on campus, virtually if you are training from home) and get yourself settled. Some rooms will be locked to protect the equipment. You may need to call Security to open the door. Be sure to give yourself enough time for them to respond, if needed.

Please log onto your email at the time of class to see if there are messages from your trainer.

If you are using a campus computer at one of the Catholic Health training spaces that is already on 'auto log on,' the computer will activate by simply moving the mouse. Open an Internet Explorer browser. Proceed pass the Be Epic page to the Catholic Health Intranet.

Scroll down on the left hand side of the page until you see the icon for 'webmail':

Enter your Active Directory (AD) username and 14-character password that you typically use to log into the Catholic Health computer network. You will be launched into your email. The email from your trainer, which you should have review before class, contains helpful instructions for how to join the class. It also includes contact information for your trainer! If you have problems with Healthstream, WebEx or other technical issues, email your trainer to find IT support so your class participation isn't delayed.

If you are participating remotely, navigate to the Catholic Health public website at chsbuffalo.org, Click on Associates link at the bottom of the page, Under Logins, click on Webmail link.

Step 3) TrainingView access and using HealthStream for Epic

1. Once logged into TrainingView users will see a desktop with shortcuts including these icons:
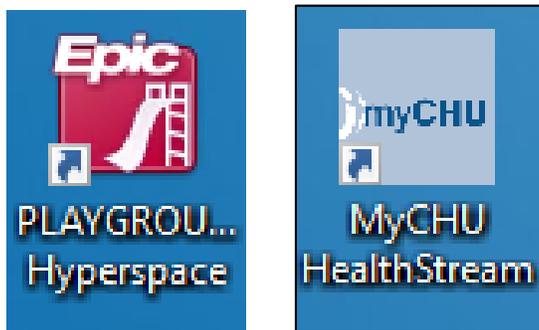
2. Select the HealthStream icon on your desktop. This will open an internet browser and take you to HealthStream

3. Log in with your normal AD credentials (username and 14-character password typically used for signing into Catholic Health network) and select the 'To Do' tab.
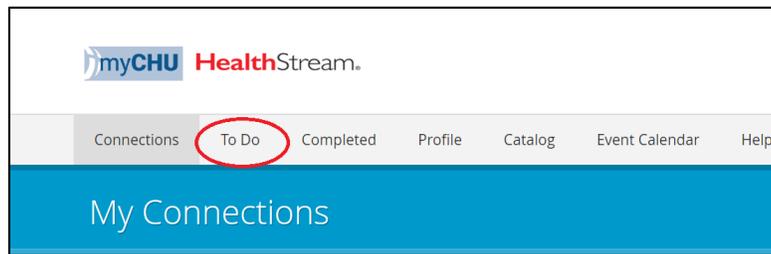
4. You will see all of the assigned Epic-related courses you are required to complete. To start a class, simply click the start button and complete all the assigned work in the class. **Be sure to complete all of the modules in the class as well. Failing to do so will result in you class being incomplete**. If any of your required classes do not appear, contact your manager to make sure they are assigned to you.
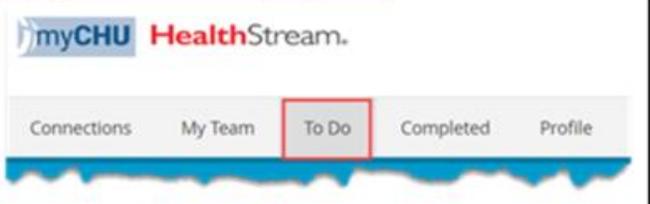

5. In some cases, your class will be live. The steps are the same, but start 'view' rather than 'start.' Scroll down and select 'Join' on right. For more detail on this please, see step 4 (Accessing your class's WebEx) below.
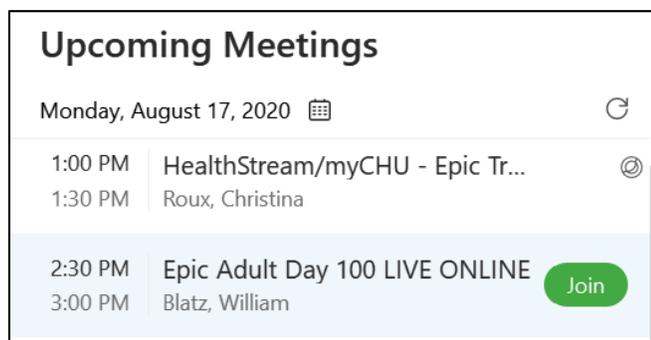
6. Note: Nothing is saved on this TrainingView environment after log off (sign out). If you need to save documents or other files, please use the S: and H: drives.

Step 4) Accessing your classes via WebEx

In order to access the WebEx for your specific class, please follow these instructions:

III. Section Three: Be Epic Checklist

Below is a list of suggestions to optimize your remote Be Epic training experience:

- » Find a quiet place for the duration of your instructor-led course
- » Confirm that your internet connection works in the space prior to the scheduled time for the course
- » Test the volume on your headset prior to training
- » Confirm that the connection to the Virtual Desktop Infrastructure (Horizon Client) is working
- » Log into HealthStream to find the course and confirm the meeting time
- » Have a writing utensil and paper handy for taking notes
- » Keep your webmail open to receive any messages from your trainer