

Physicians:

Based on feedback from medical staff, you will soon be able to reset your own Electronic Medical Record password. This begins on Tuesday, Dec. 15, and will require a one-time setup. Once that takes place, it eliminates the need to call the Renown Help Desk to reset passwords.

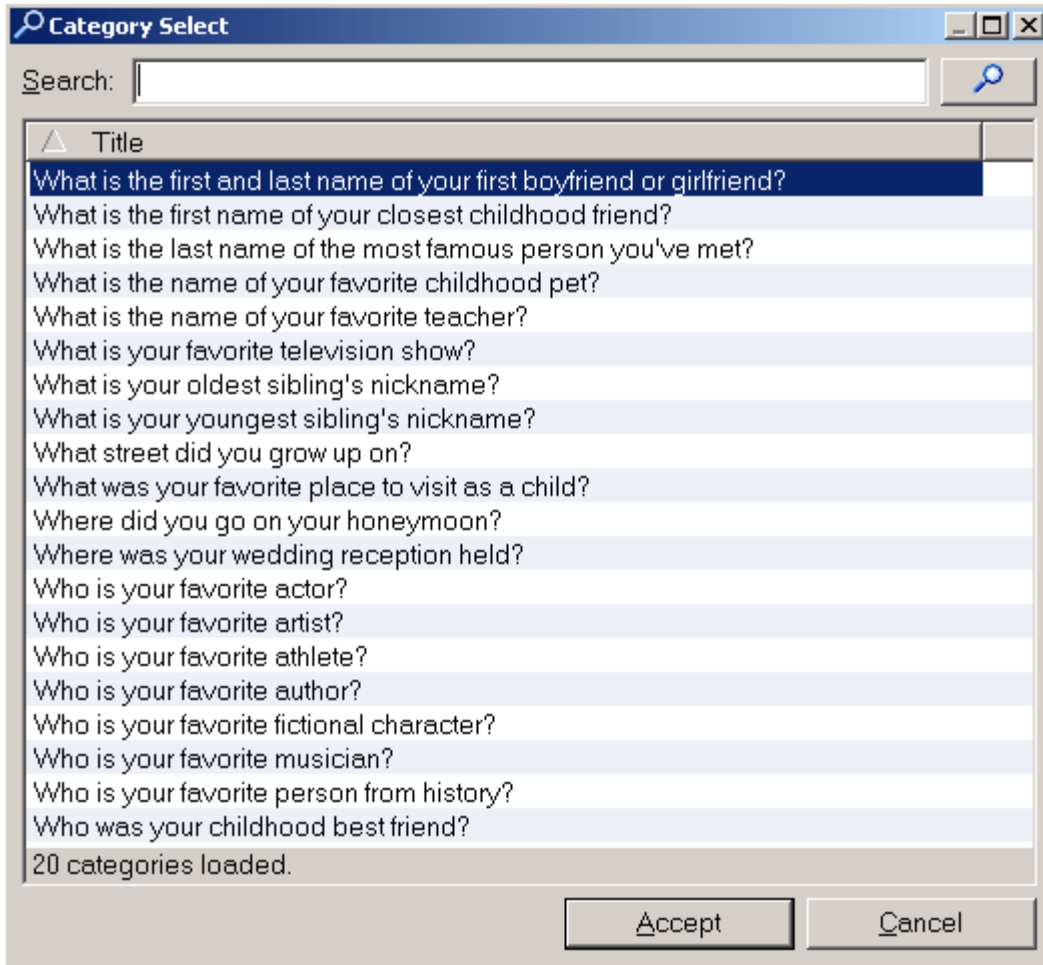
With several logins and passwords to remember, whether at Renown or other businesses, this new method will make the interaction with the Epic EMR system easier.

The new password process uses “challenge questions” similar to those used by online accounts such as banks and merchants. Here is how the process works:

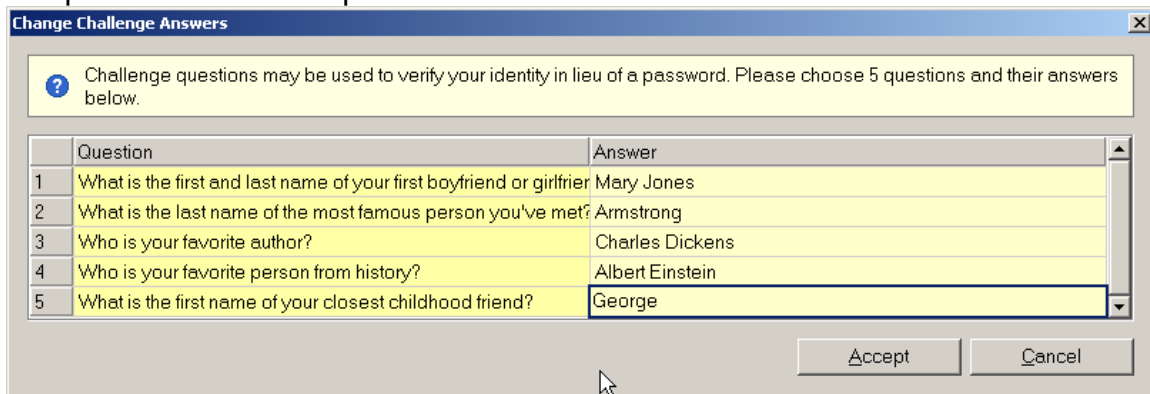
The first time that you log in to the Epic system after this process has been implemented, you will receive a prompt to create your challenge questions and answers. You do have the option of clicking Cancel on this screen and not setting up your questions right away; however, you will be prompted to set them up on every login until you have done so.

	Question	Answer
1		
2		
3		
4		
5		

There are several questions from which you can select. You will need to select and answer five of these questions. To select the first question, simply click the magnifying glass icon to pull up the list (**see examples on next page**).



After selecting the question, enter the answer to the right of the question. Repeat this process for all five questions.



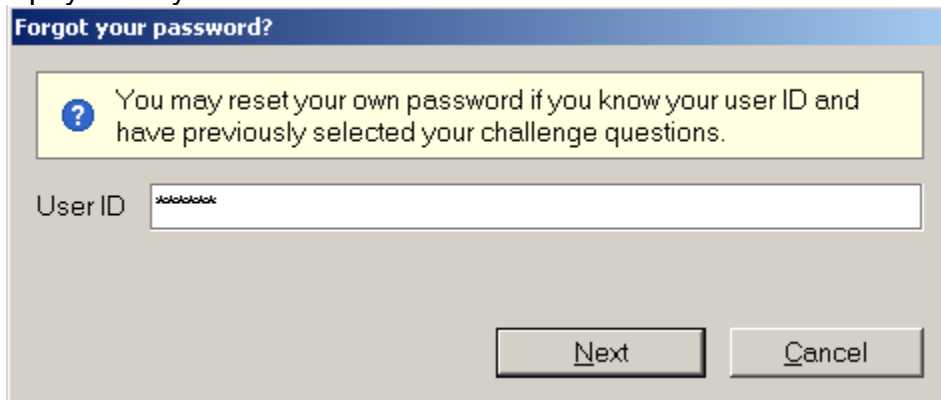
Once you have selected and answered all five questions, click the Accept button to save them.

- more on next page -

After this, if you ever forget your Epic login password, you can reset it on your own by clicking on the “Forgot your password?” link on the login screen (see example on next page)




If you have not yet entered your User ID in the login screen, clicking on this link will prompt you for your User ID:



Enter your User ID if necessary and click next to receive your Challenge Question (**see example on next page**)


Forgot your password?

 You may reset your own password if you know your user ID and have previously selected your challenge questions.

What is the first and last name of your first boyfriend or girlfriend?


You will have to correctly answer three challenge questions.

Forgot your password?

 You may reset your own password if you know your user ID and have previously selected your challenge questions.

Who is your favorite author?

Forgot your password?

 You may reset your own password if you know your user ID and have previously selected your challenge questions.

What is the first name of your closest childhood friend?

Once you have correctly answered all three questions, you can change your password (***see example on next page***)

