

Physician Guide: How to Claim Your Epic Account and Test Your Credentials

In this guide, you'll be asked to follow some simple steps in order to claim your Epic account and test your credentials to verify you can see your Epic icons. Before getting started with step 1, **please read the following:**

- If you have already received an "access letter" containing your Epic credentials and have already logged into your Epic account, **you will still need to claim your account.** This is because we will need security questions and answers from you for identity verification purposes.
- Please follow these steps very carefully. If you receive the error message below when trying to claim your account, please do not click the **Back** button on your browser. Please click the **Next** button and then click **Home**. After clicking **Home**, you'll need to navigate back to <https://access.providence.org> to begin the account claiming process again.

Account Claiming

We are unable to verify you based on one of the following:

- Your account has already been claimed
- An account was not found based on the data you have provided
- You are trying to claim your account before your start date

If you believe you've received this message in error, please contact the Providence St. Joseph Health IS Service Desk at (800) 635-9295 for additional assistance. Please click 'Next' to proceed.

Next

Thanks for using Providence St. Joseph Health Account Claiming. Click 'Home' to leave this page.

Home

1. To begin claiming your account, navigate to <https://access.providence.org> and click **Claim Your Account**.

Claim Your Account ←
New to PSJH and need your account? Start here to get your initial account, set your security questions, and get your password.

Reset Your Password / Unlock Your Account
Can't remember your password or need to unlock your account? Use this self-service portal, answer a few security questions, and you're all set!

For assistance please contact the PSJH Service Desk: 1-800-635-9295

2. In the **Legal Name** section, insert your **Legal First Name, Legal Last Name**.
 - a. **Note** – these fields are **not** case sensitive

Legal First Name *

Legal Last Name *

3. In the **Date of Birth** section, use the dropdowns to select the **Month** and **Day** of your date of birth.

Date of Birth

Month *

Day *

- Next, type the **Last 4 digits of your Social Security Number** and click **Verify**.

Last 4 Digits of SSN *

Input last 4 digits of National ID if you don't have SSN

Verify

- After clicking **Verify** you will be presented with your Epic network logon ID. This is the network logon ID that you will use to login to Epic on a daily basis. Please take note of your network logon ID and click **Next**.

Account Claiming

Your network logon ID is below. This is the ID that you will use on a daily basis to log in to your workstation. Please take note of this before clicking 'Next'.

up-Ally.Cummings

Next

- 6. On the next page, you'll need to set **five different security questions and answers**.
 - a. These answers are **not case sensitive** but they are **space sensitive**.
 - b. You'll be asked for answers to a few of these questions if you forget your Epic password.
 - c. You cannot enroll the same question twice.
 - d. You cannot enroll the same answer twice.

Authentication Questions and Password

Set your Authentication Questions

Please select five security questions and provide answers to these questions. These security questions will be asked of you if you forget your password in the future.

Question 1 *

Answer 1 *

- 7. After setting your security questions, scroll down to the **Set Your Password** section, type a using the password policy requirements that are listed on the page, and confirm it. Once you've confirmed your password, click **Submit**.

Set your Password

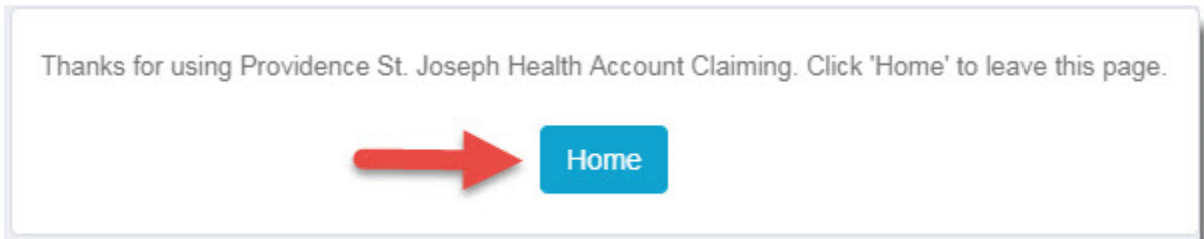
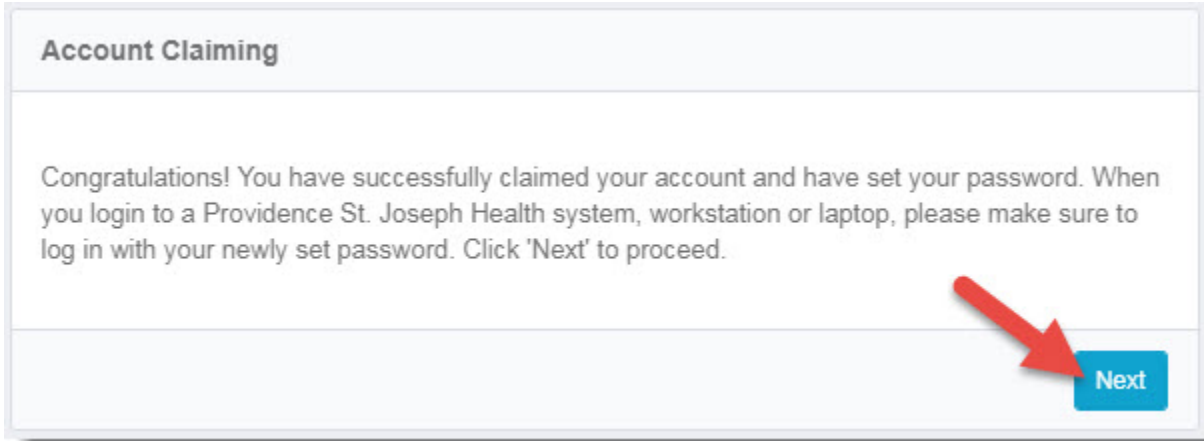
Set the password for your account: up-Ally.Cummings. Please make a note of your NETWORK LOGON ID.

Password *

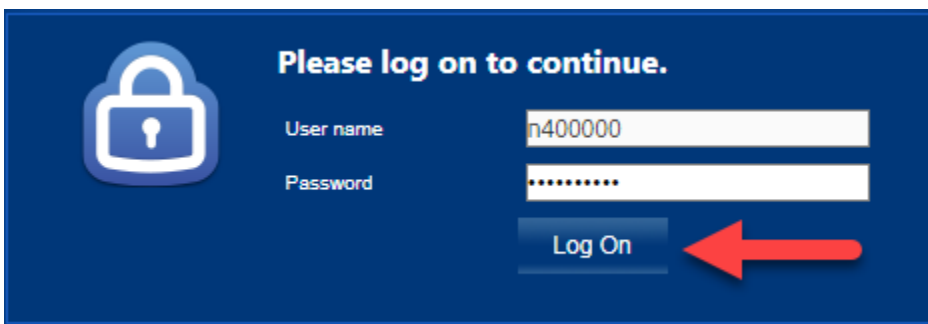
Confirm Password *

Submit

8. You have successfully claimed your account and now you need to test your credentials. Click **Next** to proceed, and click **Home**. After clicking home, navigate to <https://citrixapps.providence.org> and log in with the Epic account that you just claimed.
 - a. **NOTE** – if you **forgot** your network logon ID or your password, you can head back to <https://access.providence.org> and click **Reset Your Password**. You'll be asked to verify the security questions and answers that you enrolled prior to claiming your account.



- NOTE – the below screenshot is the login page for <https://citrixapps.providence.org>.



9. After you have logged in and have successfully claimed your account and tested your credentials, you're done!