



Lakeridge  
Health

# Orientation & Access

## Epic Virtual Training & Access

## Table of Contents

<b>1. Accessing Epic, our Clinical Information System.....</b>	<b>2</b>
<b>2. Information Technology (IT) Access.....</b>	<b>2</b>
<b>3. Epic Online Training .....</b>	<b>3</b>
<b>4. Virtual/Asynchronous Courses .....</b>	<b>5</b>
<b>APPENDIX - Part A .....</b>	<b>7</b>
Remote Access to Lakeridge Systems / Applications .....	7
<b>Appendix - Part B.....</b>	<b>10</b>
How to Access Epic for Your Training Exercises .....	10
<b>Appendix – Part C.....</b>	<b>12</b>
For MAC Users .....	12
<b>Appendix – Part D.....</b>	<b>14</b>
Troubleshooting / FAQ.....	14

# Orientation Package

## Epic Virtual Training & Access

### 1. Accessing Epic, our Clinical Information System

#### What is Epic?

Lakeridge Health along with six partner hospital organizations in the Central East Hospital Cluster (CEHC) have come together to develop and implement a regional Clinical Information System (CIS) that is transforming how we deliver patient care across Central East Ontario. The regional CIS is built on the **Epic** Systems platform, one of the world's largest providers of electronic record management.

The new CIS enabled by Epic, allows us to have one comprehensive medical record for each patient across our partnership of seven organizations in the Central East Region. Every provider in our partnership has access to the same patient record – including medical history, test results, and medication records.

Providers who work in multiple organizations will have one provider record. Please be sure to notify your manager/leader if you currently already have an Epic account with one of the 7 CEHC hospitals. (For more info about your specific training requirements in this case, please email [epictraining@lh.ca](mailto:epictraining@lh.ca) )

### 2. Information Technology (IT) Access

The first step in your Epic Training will be to get your Lakeridge Health IT access setup and ensure you can login and are familiar with our tools.

Below is a list of tasks you need to complete over the next few days.

- **Obtain your Lakeridge Health Username and Password** – Your Lakeridge Health Username and password will be provided to you by your manager.
- **Reset your Password** – The password you are provided with is a *temporary* password. You will need to update your temporary Lakeridge Health password to a new password of your choosing.
  - i. You can reset your password at <https://reset.lh.ca/>
  - ii. Your new password should be a minimum of 8 characters, with at least 3 of the following: uppercase, lowercase, number, symbol.
  - iii. Please choose a unique phrase or password that you will remember as you will need this new password to access all Lakeridge Health IT related resources.

Should you encounter any difficulty with resetting your password, please feel free to contact our Lakeridge Health IT Service Desk via 905-576-8711 ext. 34357

### 3. Epic Online Training

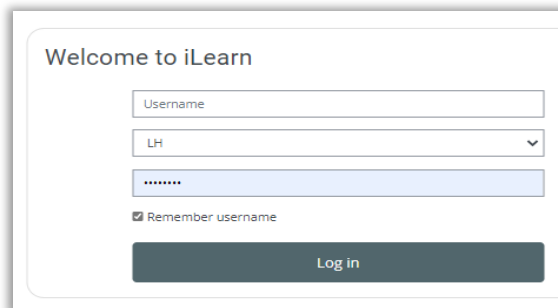
The next step in the process is to complete your virtual training. Epic training is provided through our online Learning Management System called iLearn. You will be able to access iLearn from any computer with a high-speed internet connection, modern browser (Chrome, Edge, Firefox). **It is important that your computer has speakers to listen to the training modules.**

***\*\*Please note that although you can access iLearn from any computer, you will need to log into Lakeridge VMware to access the Epic 'PLY' environment to follow along with your virtual course and to complete the quiz. (Instructions on how to access this are in Appendix A at the end of this resource.)***



#### How to Complete Your Epic E-Learning Course

1. Go to [www.ilearn.to](http://www.ilearn.to). This site can be accessed from any device that is connected to the internet.

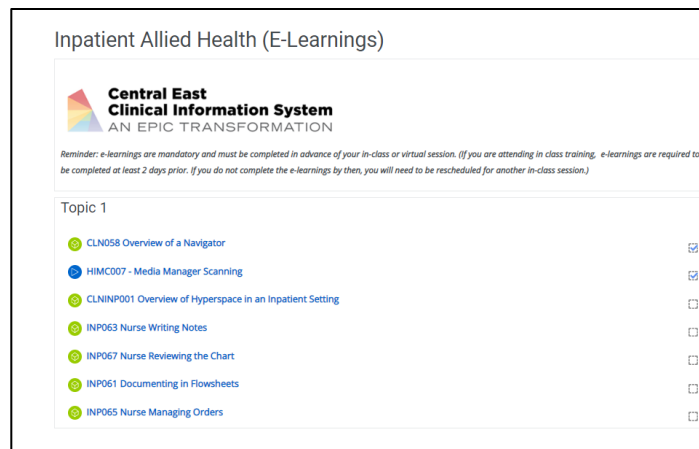


2. Login using your LH username and **newly** changed password. \*Please note that you **cannot** log into iLearn with a temporary password, will you need to change your temporary password first following the steps above before logging into iLearn.
  - i. **Ensure you select LH in the hospital field**
  - ii. Username - same as your email mnemonic (i.e. if your email is [abcd@lh.ca](mailto:abcd@lh.ca) your username would be "abcd" ; or if [v.abcd@lh.ca](mailto:v.abcd@lh.ca) your username would be "v.abcd" )
  - iii. Password - your **newly** changed email password

3. On the iLearn home page, click on the "My Progress" link at the top.













4. You will see your courses listed on the page. There are **multiple** components; all must be completed to satisfy the course.
  - i. **E-learnings** – mandatory viewing, to be completed before your virtual training.
  - ii. **LH Virtual** – this is the recorded training session(s) where you will watch an Epic Credentialed Trainer’s demonstrations
  - iii. **Read me first** – instructions for accessing the PLY environment which will be needed to follow along with training and for your final quiz
  - iv. **Classroom Information Sheets** – this provides you with the practice login information for completing the course and quiz in the EPIC PLY environment.
  - v. **Exercise Booklet** – used to follow along with the training, the trainer will tell you when to refer to the booklet. It is recommended that you open this on a separate screen if possible (and/or print it for your use).
  - vi. **Quiz (EUPA)** – to be completed after you have completed you elearnings and virtual training, successful completion is required to gain access to Epic.
  
5. Begin with viewing the E-learnings first. These are short interactive courses that provide an introduction to Epic and foundational knowledge.

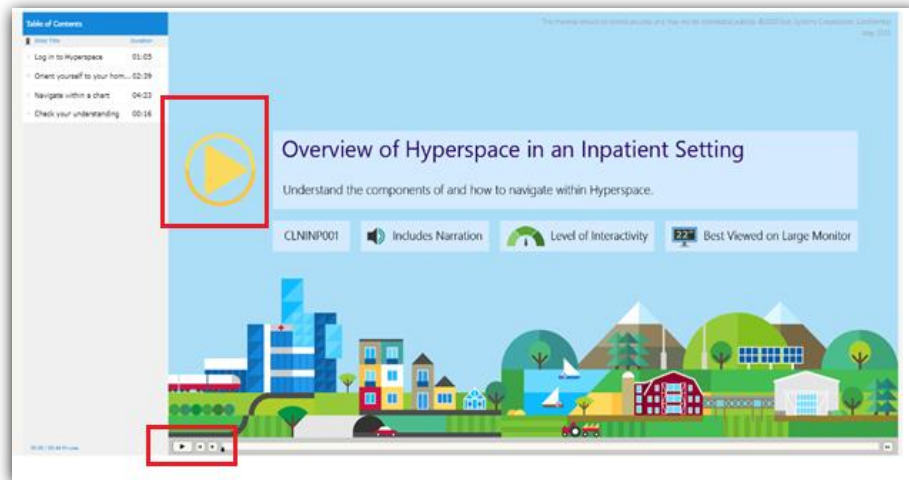


6. You will see a list of modules displayed. Click the module title to launch the e-learning. Upon completing an e-learning, a checkmark will appear letting you know that it has been done. You can revisit the e-learning at any time.

Topic 1

 CLNINP001 Overview of Hyperspace in an Inpatient Setting	
 OR102 Office Staff Case Requests	
 OR053 Overview of the Schedule	
 OR103 Case Creation and Scheduling	
 RAD051 Introduction to Ancillary Orders	

- Click on the yellow play button to start the module. You can navigate the video using the controls at the bottom. There will be a short quiz / knowledge check at the end of each e-learning.



7. Reminder - you will need to complete each elearning module listed.

## 4. Virtual/Asynchronous Courses

1. If your course is a multi-level course as shown (100, 101), please complete in order as the trainings build upon the previous learning.

Course	Duration	Status	Completed	Due Date
L&D Nurse (E-Learnings)	01:50	-	-	-
L&D Nurse (Quiz)	00:20	-	-	-
L&D Nurse 100 (LH Virtual)		<b>Complete First</b>	-	-
L&D Nurse 101 (LH Virtual)		<b>Complete Second</b>	-	-
LH Epic - Get your Epic Access	-	-	-	-

2. Log into the EPIC PLY environment prior to reviewing the course. See Appendix A. You will be able to pause and resume the recordings as needed.

3. Along with having EPIC PLY open, have the exercise booklet and EPIC classroom log in sheet with you as you complete the course. There may be sections where the instructor will pause with prompts to complete the practice exercises in the booklet and the EPIC PLY environment.

## 5. EUPA/QUIZ

1. Keep your EPIC PLY environment open and remain logged in with the training login name you have selected during your quiz.
2. You will have 3 attempts to successfully pass your quiz with 80% or above.
3. Note that the quiz is timed, based upon the course taken.
4. During the quiz you may be asked questions that specifically relate to a test patient, this requires you to continue to use the PLY environment during the quiz.

## 6. After Completion

Once you have completed your Epic training and successfully passed your End User Proficiency Exam (EUPA), please email [Epictraining@lh.ca](mailto:Epictraining@lh.ca) to advise that your Epic training is completed and request that your training block be removed on your Epic account.

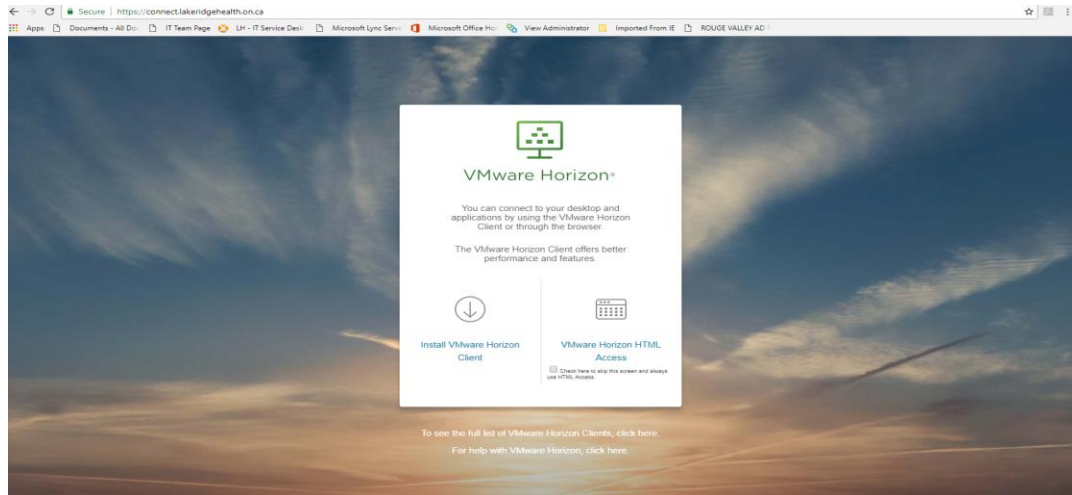
## APPENDIX - Part A

### Remote Access to Lakeridge Systems / Applications

Follow these instructions to access the EPIC 'PLY' environment.

#### Install & Configure VMware

- 1) Open a web browser (Internet explorer, google chrome, mozilla firefox, etc)
- 2) Browse to the page <https://connect.lakeridgehealth.on.ca/>



- 3) If you plan on using VMware to connect outside remotely frequently click the left icon to “Install VMware Horizon Client” or choose “VMware Horizon HTML Access” if you only plan on using VMware now and then to check email / applications.
- 4) In this case we are installing the client. Go to the link Below,

[https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=CART21FQ2\\_WIN\\_800&productid=1027&rPId=53291](https://my.vmware.com/en/web/vmware/downloads/details?downloadGroup=CART21FQ2_WIN_800&productid=1027&rPId=53291)

- 5) Hit the blue download button and the installer should start downloading to your device.

#### Download Product

Version	2006
Documentation	<a href="#">Release Notes</a>
Release Date	2020-08-11
Type	Product Binaries

[Product Downloads](#) | [Drivers & Tools](#) | [Open Source](#) | [Custom ISOs](#) | [OEM Addons](#)

#### File Information

**VMware Horizon Client for Windows**

File size: 222.43 MB  
File type: exe

[Read More](#)

[DOWNLOAD NOW](#)

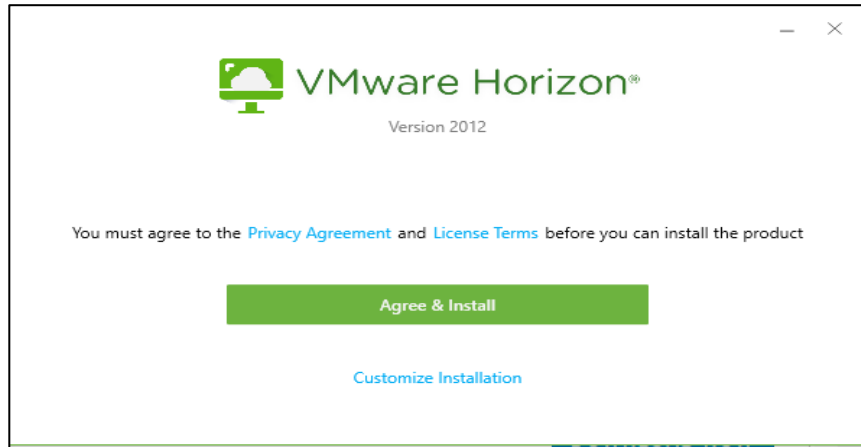
#### Product Resources

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

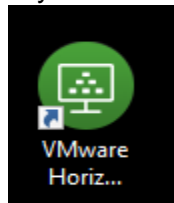
(\*For MAC users, see last page)

- 6) Once the installer is finished downloading, open the installer and hit “Agree & Install”.

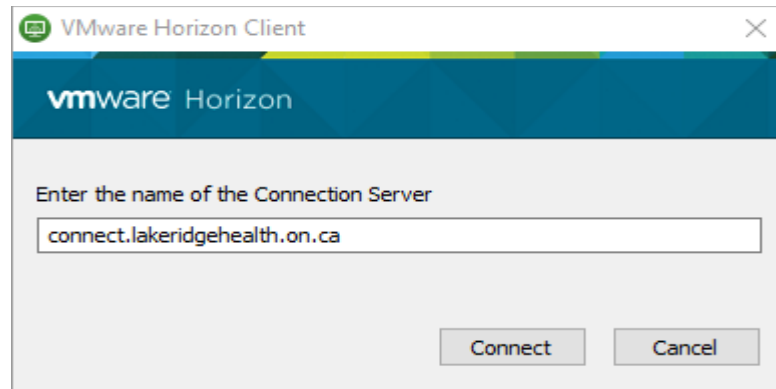




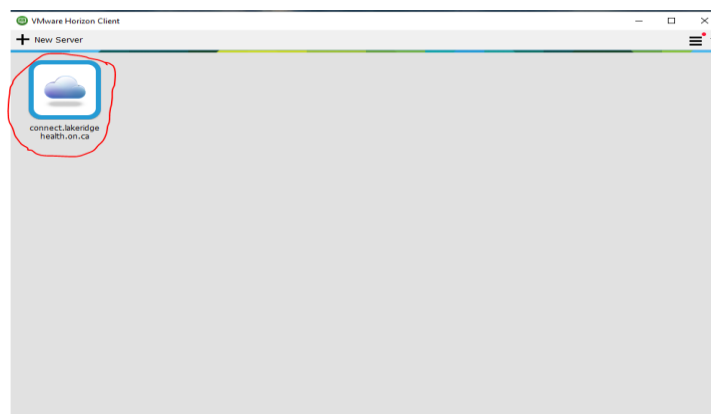
- 7) The installer will start copying / installing all the necessary application files to your device.
- 8) Once completed you will be prompted to restart your device. Go through with the restart and look for the VMware Horizon Client icon on your desktop when you have logged back in.



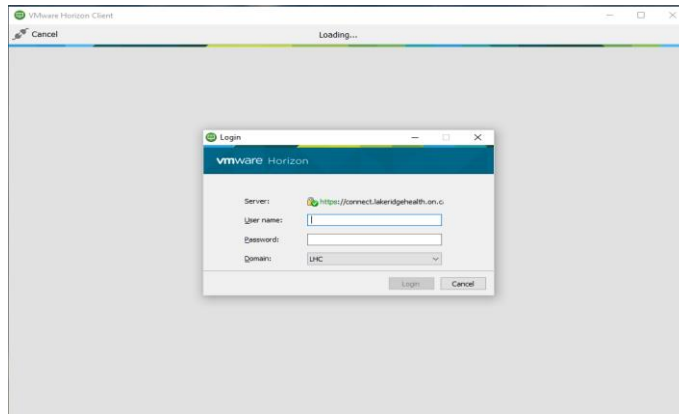
You will be prompted to “Enter the name of the Connection Server”  
See below:



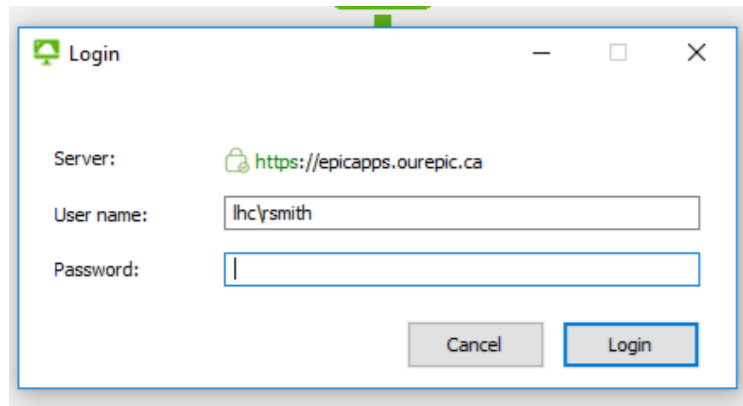
- 9) Hit “Connect” and you will see a cloud with the connection server you just added



- 10) Login with your LH user id and **newly created** password. (This is also referred to as the 'Windows' / Email username & password for Lakeridge.)

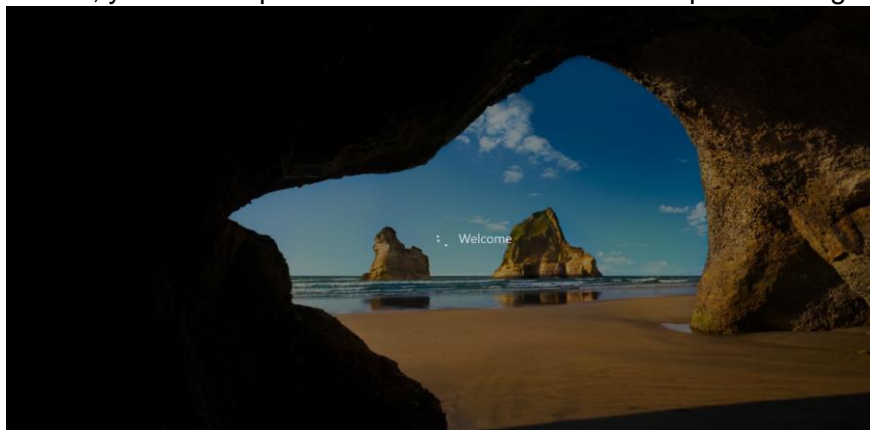


**Tip:** if you receive an error upon logging in, try adding `lhc\` in front of your user name



- 11) You will see a box that looks like this image

- 12) After clicking the box, your desktop for remote connection will start provisioning...



## Appendix - Part B

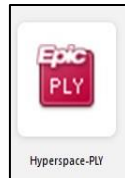
### How to Access Epic for Your Training Exercises

#### Epic Launch Instructions

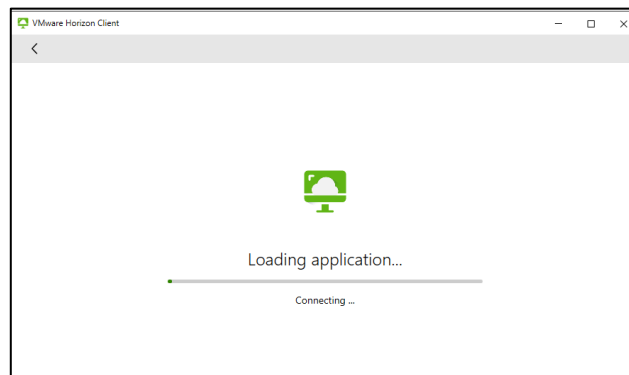
1. Login to your device following the device login instructions.
2. Select "Vmware Horizon Client" from your desktop

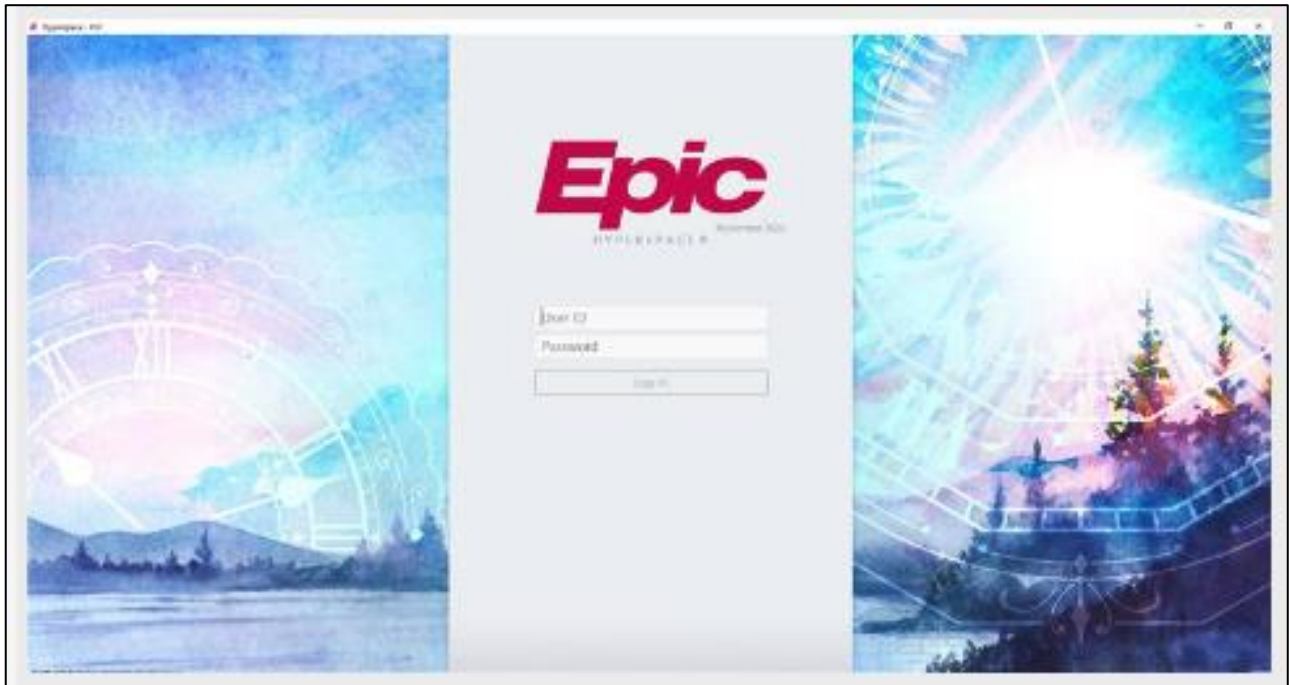


3. On your Vmware desktop, find the EPIC 'PLY' icon. This is the Epic playground / training environment. Double click on the icon.



4. The Vmware program will now launch an 'Epic Hyperspace' window. Once loaded, you should see a login screen.





5. For the User ID and Password, you will login using the provided PLY practice login credentials (see Classroom Information Sheet posted in your virtual iLearn course).

**Tip:** *The Epic 'PLY' playground/practice environment will **not** accept your LH credentials, you must use the practice logins on the Classroom Information Sheet.)*

### Please note:

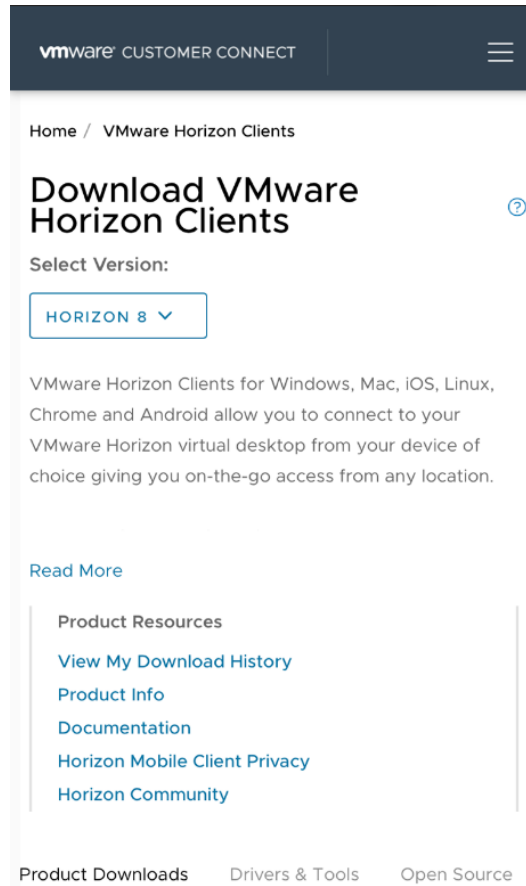
For IT technical issues contact the IT Service Desk at 905-576-8711 ext 34357

For EPIC training related issues contact [epictraining@lh.ca](mailto:epictraining@lh.ca)

## Appendix – Part C

For MAC Users

Open your Safari browser, search for VMWare.



vmware® CUSTOMER CONNECT

Home / VMware Horizon Clients

### Download VMware Horizon Clients

Select Version:

HORIZON 8 ▾

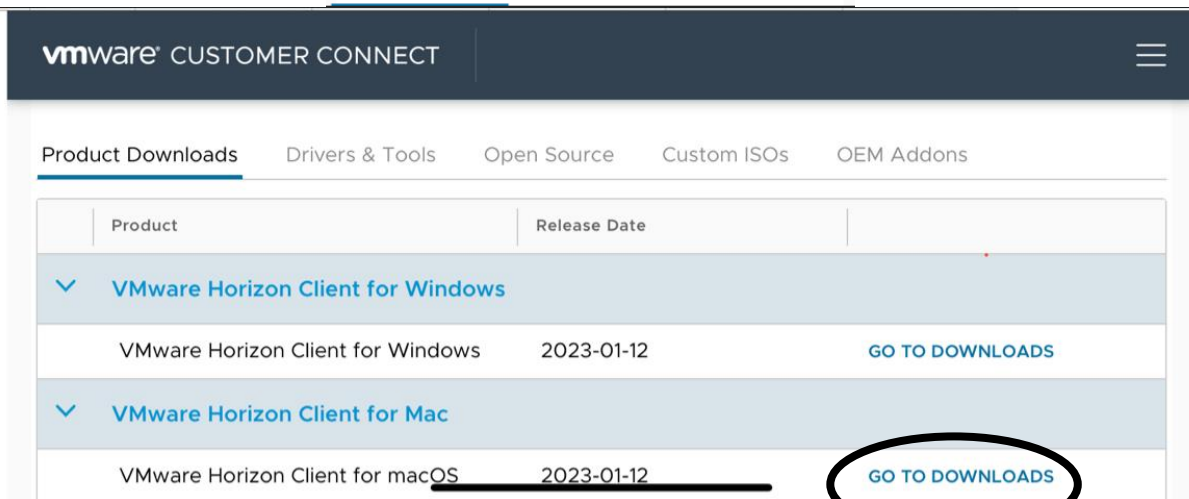
VMware Horizon Clients for Windows, Mac, iOS, Linux, Chrome and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

[Read More](#)

**Product Resources**

- [View My Download History](#)
- [Product Info](#)
- [Documentation](#)
- [Horizon Mobile Client Privacy](#)
- [Horizon Community](#)

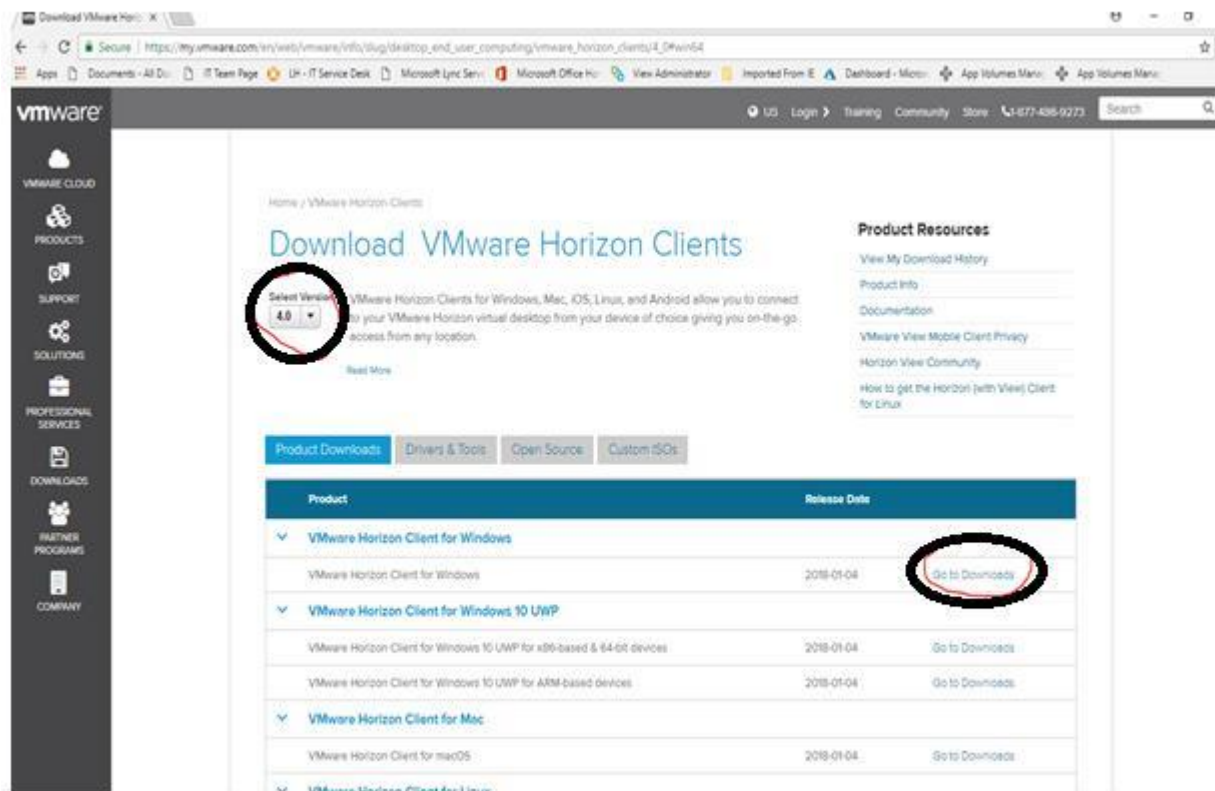
[Product Downloads](#) [Drivers & Tools](#) [Open Source](#)



vmware® CUSTOMER CONNECT

[Product Downloads](#) [Drivers & Tools](#) [Open Source](#) [Custom ISOs](#) [OEM Addons](#)

Product	Release Date	
▼ <a href="#">VMware Horizon Client for Windows</a>		
VMware Horizon Client for Windows	2023-01-12	<a href="#">GO TO DOWNLOADS</a>
▼ <a href="#">VMware Horizon Client for Mac</a>		
VMware Horizon Client for macOS	2023-01-12	<a href="#">GO TO DOWNLOADS</a>



Download VMware Horizon Clients

Select Version: 4.0

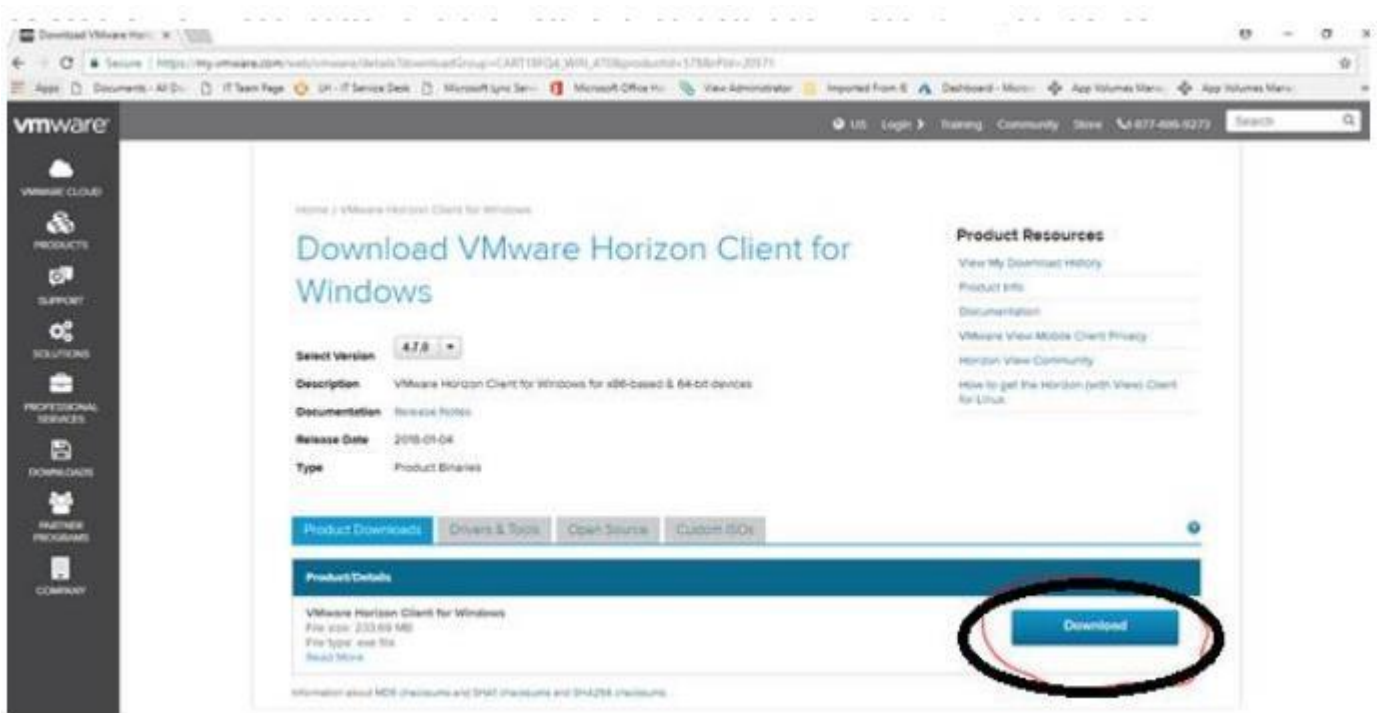
VMware Horizon Clients for Windows, Mac, iOS, Linux, and Android allow you to connect to your VMware Horizon virtual desktop from your device of choice giving you on-the-go access from any location.

Product Resources

- View My Download History
- Product Info
- Documentation
- VMware View Mobile Client Privacy
- Horizon View Community
- How to get the Horizon (with View) Client for Linux

Product	Release Date	Action
VMware Horizon Client for Windows	2018-01-04	Go to Downloads
VMware Horizon Client for Windows 10 UWP	2018-01-04	Go to Downloads
VMware Horizon Client for Windows 10 UWP for x86-based & 64-bit devices	2018-01-04	Go to Downloads
VMware Horizon Client for Windows 10 UWP for ARM-based devices	2018-01-04	Go to Downloads
VMware Horizon Client for Mac	2018-01-04	Go to Downloads
VMware Horizon Client for Linux	2018-01-04	Go to Downloads

Select the 'Download' button and the installer should start downloading to your device



Download VMware Horizon Client for Windows

Select Version: 4.7.8

Description: VMware Horizon Client for Windows for x86-based & 64-bit devices

Documentation: Release Notes

Release Date: 2018-01-04

Type: Product Binaries

Product Details

VMware Horizon Client for Windows  
File size: 233.69 MB  
File type: exe file  
Read More

Download

## Appendix – Part D

### Troubleshooting / FAQ

#### 1. Where can I obtain my Lakeridge Health user ID and password?

See page 2, #2.

- Your Lakeridge Health Username and password will be provided to you by your manager.

#### 2. I'm having trouble accessing iLearn. I entered the Lakeridge Health user ID and password that was provided to me by my manager but it isn't working. How can I access iLearn?

See page 2, #2.

If you have not already done so, you will need to reset your LH password.

- **Reset your Password** – The password you are provided with is a *temporary* password. You will need to update your temporary Lakeridge Health password to a new password of your choosing.
  - iv. You can reset your password at <https://reset.lh.ca/>
  - v. Your new password should be a minimum of 8 characters, with at least 3 of the following: uppercase, lowercase, number, symbol.
  - vi. Please choose a unique phrase or password that you will remember as you will need this password to access all Lakeridge Health IT related resources.

Should you encounter any difficulty with resetting your password, please feel free to contact our Lakeridge Health IT Service Desk via 905-576-8711 ext. 34357

#### 3. I'm having trouble with my login for the PLY environment, it is not accepting my user ID and password, how can I get this to work?

See Appendix – Part B, page 11.

The Epic 'PLY' playground/practice environment will not accept your LH credentials, you must use the practice logins on the Classroom Information Sheet.

#### 4. Who can I contact for additional help, questions?

For all access-related issues connect first with your manager

For IT technical issues contact the IT Service Desk at 905-576-8711 ext 34357

For Epic training related issues contact [epictraining@lh.ca](mailto:epictraining@lh.ca)

