

Greetings,

EPIC Log In Info:

Username: first name.lastname

(NOTE: The username is NOT case-sensitive.)

Temporary Password: Ca#xxxxxx

NOTES:

- A. All passwords (temporary and user-created) are **case-sensitive**.
- B. User will be prompted to create a new password after logging in with the temporary password.
- C. These are the **password requirements** -
 1. Password must have **at least eight (8) characters**
 2. Password must include **at least one (1) upper-case letter**
 3. Password must include **at least one (1) lower-case letter**
 4. Password must include **at least one (1) number**
 5. Password may include **at least one (1) special character**
 6. Password must not have your name in it
 7. Password must be new and one that has not been used before
- D. The temporary password is **valid for 90 days**.
- E. If a NEW account is never logged in within 90 days of its initial creation, user must call the SCVHHS Service Desk for password reset and provide Employee ID# and/or copy of ID badge via fax (1-408-885-4133) or via email (hhsisservicedesk@hhs.sccgov.org).
- F. Password reset requests on behalf of another employee are **prohibited**.

Impax Account Information:

general logins will be: firstname.lastname (coincides with HHS logins for consistency.)

Generic password of: vmc,1234

We strongly encourage everybody to have remote access and to check your EPIC In Basket occasionally, even between shifts, to look for any deficient chart notifications.

To set up remote access:

1. Call VMC IT Help Desk 408-885-5300 to provide your personal cell phone number to be able to retrieve the access code to set up remote access.
2. Go to <https://scvhhsrap.sccgov.org> to access the remote server.
3. Follow the instructions on the screen to enroll for remote access. Your user name and password are the same as you currently use to access the EPIC system while at the hospital.

For Remote Access please log in at the hospital first for initial setup then set up remote access if needed.

Any problem with your remote access and/or accounts, please call the help desk at 408-885-5300

Glad to have you on board!!

Best,

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