

Three Ways to Get Help With Epic

Help! I have a question about UH Epic!



Self-Service

Hit the **F1** key while in Epic to see if there is a tip sheet or quick start guide in your Learning Home Dashboard.

In-Person Support

Locate a **Super User (orange lanyard and badge buddy)** or **At-the-Elbow (blue vest)** supporter in your area.



Virtual Support

If a Super User or ATE is unavailable to answer your question or resolve your issue, virtual support is available at

216-983-EPIC (3742)

Press 1

Epic Help Desk: 24/7 Support

*Enter a ticket for a **break-fix** issue*

Press 2

Epic How-To Hotline: 24/7 Support

*Questions about **workflow/functionality***

Command Center
Reviews and resolves issues



University Hospitals