

## **Nursing Students: SPHP Network ID & Epic Access**

### Quick Reference for Nursing Programs/Clinical Instructors

**Is your student having trouble logging in to an SPHP computer, or having issues logging into Epic? Is the HelpDesk telling them to open a ticket or reach out to Nursing Professional Development?**

**Please follow the directions in this document prior to reaching out to Nursing Professional Development**

1. Is the student fully compliant with all SPHP onboarding requirements in ACEMAPP?

If you are a clinical instructor, please reach out to your school's ACEMAPP administrator to confirm compliance on any individual in question.

If they are not ACEMAPP compliant, they will not yet have access to our network/epic and cannot be on site in our facilities until compliant.

2. Has the 7-10 business day wait occurred?

From the date of full ACEMAPP compliance, students/faculty must **wait** 7-10 business days before they call the SPHP helpdesk for their credentials.

This is the time frame by which we receive the student's information on an ACEMAPP upload and start the access request process. If they call the helpdesk during that 7-10 day wait period, they will be told they are not active yet.

**Please do not reach out to SPHP NPD until both #1 and #2 have been confirmed by your schools ACEMAPP administrator.**

**If both 1 and 2 have occurred, and the student's mobile # is on file, they can call the SPHP HelpDesk directly for their credentials/password reset.**

If a student is new to SPHP as of Fall 2023 and has not been placed with us prior, their mobile number is on file with the HelpDesk.

If they are returning students or students that have forgotten their password/let it inactivate, they should first call the helpdesk to attempt reset, but may need to follow the process below.

If they call the SPHP HelpDesk and they are told they have no mobile # on file or they need a ticket opened on their behalf, please follow this process: The student needs to get an "IMS number" from the HelpDesk technician they are speaking with. This number needs to be provided to Jamie Eames, who will reach out to the helpdesk and will be given another IMS number that will be provided to the school. The student then has to call the helpdesk *again*, provide the second IMS number to the technician, and can be reset from there. Please help us avoid this process and ensure your students accounts are kept active/passwords remembered, including time in-between rotations at SPHP. SPHP network and Epic accounts must be logged into at minimum every 90 days to remain active.

**Repeated calls to the helpdesk for forgotten passwords or reactivating accounts may result in reactivation delay and will impact their ability to document for clinical experiences.**