UMass Medical Student FAQ

You must have downloaded and installed FMD and RSA to access the Clinical IS network. Additional information can be found at the UMass Medical School Student Resources site. See your student introduction letter for your Clinical IS login credentials.

Once logged into the Clinical IS network you can access either the Epic EHR Classroom or the Epic Production system, however, you must first complete the Epic training and attest.

- Complete Epic training by selecting this link. Follow the on-screen instructions.
- Once you have completed all Epic Training modules take the EUPA to attest within the given deadline. After you have completed the attestation an Epic Training block will be removed from your Epic account. Then you can access the EHR Classroom or Epic Production.

How to Access the EHR Classroom:

- Double click on the AEMR Icon on your FMD desktop and enter your username and password.

How to Access the Epic Production:

- Double click on the PRD icon on your FMD desktop and enter your username and password to login to Epic.

How To access the Clinical IS Support Center for login issues, remote access issues, Epic questions, etc.

- Password Resets: Call 508-334-8800 and select option #1.
    - ***For your password to be reset you must provide the Clinical IS Support Center with your personal PIN which is the last four digits of your medical student ID.***
    - *Please note that you will be prompted to change your password annually*
- Epic Support: Call 508-334-8800 and select option #2
- Online Support: Go to the Clinical IS support portal by clicking this link UMMH IS Self Service. Enter your user username and password to gain access to the portal.
- Additional support information can be found at the UMass Medical School Student Resources site.