**Medical Residents & Clinical Fellows**

**Epic Systems Training Registration for Learners: Resources**

The following links contain responses to several frequently asked questions about Epic Systems training and registration for learners.  Please note that you will see **Elevate** and **SRS** mentioned several times throughout the EPIC training webpages:

* **Elevate** is Unity Health’s Learning Management System (LMS) where you can complete the required training.
* **SRS** is Unity Health’s Student Registration System.

[**Epic Training Components: Learning Plans**](https://studentcentre.unityhealth.to/epic-training-components-learning-plans/)

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| **Asynchronous Virtual Training** | Asynchronous – virtual  Learners will complete their training virtually, at a location and time of their convenience.  Computer space is available on-site at Unity for those who require/wish it. | All learners | This can be done ***without***Unity Health login cre |

[**Training registration overview**](https://studentcentre.unityhealth.to/training-registration-overview/)

**How do I know if I need to complete training?**

**You MUST complete training if:**

* Your learner role requires that you use the new Epic EPR system

**You do NOT need to complete training if:**

* You meet the [**exemption criteria**](https://studentcentre.unityhealth.to/training-exemption/) and successfully pass the end user proficiency assessment/quiz/(EUPA) and user settings lab (if applicable); OR
* You work in the Houses of Providence or one of Unity Health’s Family Health Teams (with no clinical work in any other part of Unity Health e.g. obstetrics, emergency)

**What are the steps to completing training?**

**How do I know which training session(s) to complete?**

Learners are pre-enroled in the training that they require, based on learner type and physical area of practice/work. When you log into the SRS and navigate to the **“My Requirements”** tab, you should see a link to your mandatory training at the bottom of the page.

**~~I require more than one day of Epic systems training, do I need to register for back-to-back days?~~**

~~Some learners will require more than one day of instructor-led training.  You can find this information in Elevate when you are registering for the instructor–led portion of the training.   Where possible, it’s preferred to have learners registered for their two training days as close to each other as possible.~~

**Do I need to register in a particular sequence?**

Learners are pre-enroled in the training that they require, based on learner type and physical area of practice/work. When you log into the SRS and navigate to the **“My Requirements”** tab, you should see a link to your mandatory training at the bottom of the page.

**Do I need to have a Unity Health computer login to access and complete Epic training?**

~~Please ensure that you have~~ You do not need your Unity Health computer login and FortiToken to complete the mandatory asynchronous learning. You will need your computer login to complete the User Settings Lab.

[**Registration logistics and troubleshooting**](https://studentcentre.unityhealth.to/registration-logistics-and-troubleshooting/)

**How do I enroll for training?**

Please log into the SRS and navigate to the “**My Requirements**” tab. A link to the mandatory Epic training will be located at the bottom of the page **“Mandatory Epic Training”**.

Learners are pre-enroled in the training that they require, based on learner type and physical area of practice/work.

**~~Please click that link and follow the instructions to register for a synchronous in-person or virtual session.  Please note that Clinical Fellows’ training is in-person only.~~**

**~~If you are registering for an in-person session~~**~~– please ensure that there is a room location noted in the option.~~

**~~If you are registering for a virtual session~~**~~– please ensure that there is no room location noted in the option.~~

**~~Please also ensure that you have talked to your supervisor/scheduler to ensure that the timing of your mandatory Epic training does not conflict with your service needs.~~**

**~~How will I know if I’ve been successfully registered for training?~~**

**What do I do if Epic training isn’t listed under my requirements?**

Please check whether you’ve selected the correct program, level and unit/area/service when logging into the SRS. Please select your service and NOT the unit you’re working on. If you still don’t see Epic training listed in your requirements, please contact the Student Centre team at:

**What do I do if multiple training options appear under my requirements?**

or the majority of learners you should only see one learning plan/training option.

Please check whether you’ve selected the correct program, level and unit/area/service when logging into the SRS. Medical learners, please select your service and NOT the unit you’re working on. If you still see multiple options and think that’s in error, please contact the Student Centre team at:

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| --- | --- | --- |
| **SMH** | **SJHC** | **PHC** |
| [studentcentre@unityhealth.to](mailto:studentcentre@unityhealth.to) | [meded.sjhc@unityhealth.to](mailto:meded.sjhc@unityhealth.to) | [Justin.erickson@unityhealth.to](mailto:Justin.erickson@unityhealth.to) |

**What do I do if I’m mapped to the wrong training module?**

Please check whether you’ve selected the correct program, level and unit/area/service when logging into the SRS. Medical learners, please select your service and NOT the unit you’re working on. If you still appear to be mapped to the wrong training module, please contact the Student Centre team at:

**~~Do I need to let my supervisor know that I’m registering for training?~~**

**~~What should I do if I need to cancel or unenrol in my training session last-minute?~~**

**Do I need to be on site to access virtual Epic training?**

**No.** You do not need to be on site, using a Unity Health device or connected to Unity Health’s VPN to access the Epic training.

**List of Computer labs:**

**Who is responsible for marking training as complete in the LMS?**

Once you complete training, it will automatically be marked as complete. The IT team will review the completed status, based on EUPA results, to grant you with access to Epic.

[**~~Training schedules and availability~~**](https://studentcentre.unityhealth.to/training-schedules-and-availability/)

[**Training program overview**](https://studentcentre.unityhealth.to/training-program-overview/)

**How long does it take to complete training?**

**How long does it take to complete training?**

Training is individualized depending on the learner type and the physical unit that the learner is working.  Please refer to your individual learning plan in Elevate to determine how long this will take.

Please note that there is a specific order in which to complete the training program:

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| **Option 1** | **Option 2** |
| I have equivalent Epic experience at an approved healthcare organization and will attest out of the training.  ([**Exemption criteria.**](https://studentcentre.unityhealth.to/training-exemption/)) | I do not have previous Epic experience and will require the full training |

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| **Please ensure that you have your computer login and FortiToken (moved to step 4)** |

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| **Step 1** | Read and complete the Attestation document (testing out) | Complete pre-class learning |
| **Step 2** | ***Highly recommended –***Review the ‘Recommended E-Learnings’ in the EUPA to ensure greater success | ~~Attend instructor-led training~~  ~~(Residents can choose in-person or virtual synchronous; Fellows and Core Anesthesia and Haem/Onc. must attend in person)~~  Launch training and complete |
| **Step 3** | Complete EUPA ~~(during the classroom session)~~ minimum score of 80%) after a maximum of 2 attempts | Complete EUPA ~~(during the classroom session~~) minimum score of 80%) after a maximum of 2 attempts |
| **Step 4** | Complete the User Settings Lab ([~~Accessing User Setting Labs for exempted users~~](https://studentcentre.unityhealth.to/wp-content/uploads/2024/12/Accessing-User-Setting-Labs_v2.pdf)~~)~~ | Complete the User Settings Lab |
| **Step 5** | N/A | Submit post-training survey |
| **Important** | Please note, if you are not successful in your EUPA – you must complete the full epic training | Please note, if you are not successful in your EUPA – you must complete the remedial training |

**~~Can I still attend synchronous in-person or virtual classroom training if I have not completed e-learning in advance?~~**

**What is the end user proficiency assessment/quiz (EUPA)?**

EUPA is a multiple-choice assessment/quiz of staff, physician and learner knowledge of the new Epic system. Staff, physicians and learners will take the EUPA following virtual or classroom training, and have two (2) chances to achieve 80% in order to be granted access to the new system. Staff, physicians and learners who are exempted from training can proceed directly to the EUPA.

**What is the User settings lab?**

The User Settings course teaches you how to customize your Epic experience to meet your needs, streamline your workflows, and boost efficiency. You will learn to personalize tools like order sets, order panels, SmartPhrases, and macros.

Personalization can only be completed **after you finish your main Epic course,** as per your placement, **and obtain Unity Health credentials**.

We strongly recommend personalizing 1 note and 1 order in Epic Hyperspace during your first 2 weeks of using Epic.

Instructions on how to complete these tasks will be listed under your Epic modules or can be found here:

* [How to Personalize a Basic Note in 5 Min](https://studentcentre.unityhealth.to/wp-content/uploads/2025/04/How-to-Personalize-a-Basic-Note-in-5-Min.pdf)
* [How to Personalize a Basic Order in 5 Min](https://studentcentre.unityhealth.to/wp-content/uploads/2025/04/How-to-Personalize-a-Basic-Order-in-5-Min.pdf)

~~User Setting Labs are live guided course sessions offered to providers where they learn how to personalize the system to their needs.~~

~~During these sessions you will learn how to customize ordering tools such as an order set, or order panel, and customize note writing tools like a SmartPhrase or macro. You will learn to create shortcuts and preferred tools that will allow you as an end user to tailor your Epic experience to meet your needs and preferences.~~

~~Personalizing your Epic profile will allow you to customize the system and will identify opportunities to streamline workflows and increase efficiency within Epic.~~

~~Instructions for exempted users:~~[**~~Accessing User Setting Labs~~**](https://studentcentre.unityhealth.to/wp-content/uploads/2024/12/Accessing-User-Setting-Labs_v2.pdf)

**How do I request accommodations?**

If you require accommodations for your EPR training, please complete this [**Accessibility Services Request Form**](https://unitynet.unity.local/wp-content/uploads/2024/08/Epic-Systems-Training-Accessibility-Services-Request-Form.pdf) and submit it to the EPR Education team at least three (3) weeks prior to your classroom training session. More information can be found in the form.

**How do I access supplementary learning?**

Residents and Clinical Fellows may need to review supplementary learning for EPIC systems that is specific to their service in order to become proficient in the unique workflows, protocols, and functionalities of their respective departments or specialties. Please refer to the step-by-step instructions below on how to access these materials.

1. Click on your Epic Training section of My Requirements in your SRS profile to access Supplemental training material located in ELEVATE

* This will take you directly to your Learning plan
* Scroll through your learning plan to find the section labeled **After Class Supplementary Learning for Residents**

2. Click **Play/Resume** next to the content to access the course.

3.**View the Course Syllabus**

* Click on the button in the top left hand corner of the screen to show the course Syllabus and access the courses

4.**Select Your Program/Area/Service**

* Find the content that you wish to view by clicking on the **down arrow** of the course. This will expand the section to show all available lessons.

5.**View the e-learning module**

* Click on any **lesson title** to access the specific content.

[**Training completion and access to the new EPR system**](https://studentcentre.unityhealth.to/training-completion-and-access-to-the-new-epr-system/)

[**Training Exemption**](https://studentcentre.unityhealth.to/training-exemption/)