Overview of the UserWeb

Last Reviewed: February 11, 2015

The UserWeb is an online collection of tools and information about Epic. On it, you can find:

- Educational and training materials
- Information about upcoming events
- Downloadable system content
- Customer discussion forums
- Industry and Epic news
- Implementation, upgrade, and support documentation.

Create a New UserWeb Account

The UserWeb is available at https://userweb.epic.com/.

Click the Request an account hyperlink on the login page to open the registration form and fill in the form on the next page.

When you’re finished entering your information, click Submit.
The Five Main Sections of the UserWeb

This overview will provide a high-level explanation of some of the most frequented parts of the UserWeb including:

1. UserWeb Discussion Forums
2. Events
3. Documentation
4. Support
5. Training

1. UserWeb Discussion Forums

When users log in, they’re taken directly to the user discussion forums, a place to share questions and ideas with Epic and across the Epic community. You can also see Epic announcements and invitations to webcasts on subjects including reporting, system optimization, upcoming development, and specialty topics like pediatrics and transplants from this page. Conversations and comments on Galaxy and Nova documentation automatically appear in the discussion forums.
2. Events

Register for Epic’s Annual Expert and Users’ Group Meetings, Review Session Agendas, and See Your Colleagues’ XGM and UGM Presentations

Visit the Events section to register for upcoming councils, forums, and users’ meetings, review session agendas, and view presentations from previous events.

Help Direct Future Development

Go to the Submit ideas section to suggest and vote for enhancements to help Epic prioritize development that matters most to you.

Preview Upcoming Development and Current Foundation Build

Log in to the Dev Preview and Foundation Hosted environments to test drive all the new development and Foundation System build. You can find login information for this environment, sorted by application, in our Upgrade Overviews.

3. Documentation

Explore Epic’s Documentation in Galaxy

Galaxy is home to Epic’s standard documentation. On it, you’ll find:

- Setup and support documentation
- Training companions and tip sheets
- Installation and upgrade strategy documentation
- The Physician’s Toolkit, a set of tools to help physicians get the most out of the system
- Development previews and upgrade overviews
- Satellite articles from Epic staff detailing advanced information on documentation topics

Here are some quick tips on using Galaxy:

- Use the application and document type filters on the left of the screen to narrow down your searches.
- Click the button in the search bar to open a list of advanced searching tips.
- Click the button to add documents to your favorites list. Your favorite documents are pinned to your Galaxy home page and you can choose to receive notifications whenever we update them.
Galaxy searches the entire UserWeb to bring you the most helpful results for your query, so you’ll see results from Galaxy, Nova, Sherlock, and more when you search in Galaxy. You can use the search toolbar from any section of the UserWeb to run a Galaxy search.

Refer to the [Galaxy: Everything You Want to Know](#) document for more information on Galaxy.

**Review Release Notes, Plan Upgrades, and Report on Your Progress with Nova**

**Nova** is Epic’s release note review activity, where you can view enhancement release notes for new versions, assign, track, and review release notes for your upgrade, and report on release note review progress. For more information, check out the [Nova Analyst quick start guide](#) or get in touch with your Documentation Coordinator.

**Reviewing a release note in Nova**

**Elevate Your Reporting Capabilities with the Epic Data Handbook**

The [Epic Data Handbook](#) contains in-depth information on all the ways you can get information in and out of Epic, including our standard Reporting Workbench and Crystal reports, registries, and print groups. Developers can explore the [Web Services](#) section to see Epic APIs and learn about Epic’s open system. The Data Handbook also houses the Data Dictionary, which you can use to dive deeper into Chronicles data.
See and Share Custom Content on the Community Library

The Community Library is a great resource for sharing content among Epic users and provides access to content from the Foundation System and customer environments. You can simply browse, or you can search for specific types of documentation.

To learn more about the Community Library, visit the Community Library Information page. To see our available standard reports, check out Epic's Report Repository.

4. Support

Search for and Track System Issues with Sherlock

Sherlock is Epic's customer support application, serving as a central support hub from which your project team can document, track, and prioritize issues. Check out the Overview of Sherlock document for more information on Sherlock.
Get the Support You Need

The Support navigator section of the UserWeb contains links to Epic’s system support materials, including:

- **System Pulse Analytics**, where you can see the big picture of your Epic system’s performance and scalability and compare your system to other Epic customers’ systems.
- **Epic-Hosted Foundation System**, where you can check out the most up to date version of Epic’s recommended system when considering adding applications or updates added after your organization went live.

You can also click the **Contact Epic** link to get in touch with our staff with questions, comments, and feedback.

5. Training

The Training section of the UserWeb is home to Epic’s training resources and exam materials. It contains content for both trainees and trainers, including:

- **The Training Home**, your one-stop-shop for information on your certifications, upcoming classes you’re signed up for, your Epic training history, the Epic course catalog, and exam and certification guidelines.
- **Training Wheels**, which provides your training managers and principal trainers with downloadable end-user training materials they can customize to match your organization’s system.
- **The Foundation Hosted and iSWTD environments**, where you can explore Epic’s Foundation System or work on training projects.
- **Epic’s weLearning portal**, where you can browse, play with, evaluate, and share e-learning lessons.
- **Epic Classics**, where you can watch highly rated presentations and seminars from Epic’s history.