

- **Do NOT send the completed form to the IT department.**

# EPIC Remote Access Requests Form

## Instructions

- The processing time for this request is 5-7 business days. The form was sent to your email on day one as an attachment titled ***EPIC Remote Access Request Form.pdf***.
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- **EPIC Remote Access Requests:** Submit an EPIC ticket requesting EPIC remote credentials and attach the completed form to the ticket.
  - **EPIC Remote does Not need a VPN.**
  - MS Authenticator is the 2-Step authentication app used for remote access to EPIC.
  - [Microsoft Authenticator Setup Steps](#)
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- **VPN Access Requests:** Please send the completed form to Jacqueline Castro, clearly indicating that the request is for VPN access only and not for EPIC.
  - You will need to register with the DUO application. DUO is the 2-Step authentication app used to access network drives or other MNHC applications or resources remotely.
  - [DUO Registration](#)
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- If you use a **personal** (NON-MNHC) laptop for remote work, a support program must be installed on it. Please submit a DAS ticket requesting assistance with this installation.
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