General Information:

- The IT department does Not communicate on Teams.
- **DAS DOES NOT SUPPORT EPIC** Except for Printing, Launching EPIC, and Imprivata Card **Registration** via Windows Login

First Support Link to Use   https://dasmnhc.com/

MNHC Support Page: https://mnhc.sharepoint.com/sites/MNHC2

DAS Computer Support: Call DAS Help Desk at 813-606-4345 or
Send an email to DAS Services Helpdesk: support@dasmsp.com

Outlook on the Web   https://outlook.office.com/mail/

If you will be working Remotely: - Changed 5/2025
EPIC Remote Access – Remote/Offsite access https://remote.ochin.info/vpn/index.html
You will need to Request authorization to work remotely. Submit an EPIC ticket to request Remote Ochin access. Submit the VPN Form with your Ticket.

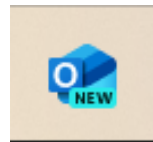**MS Authenticator:** is the multifactor (2MFA) phone app used to access EPIC remotely
DUO is the multifactor (2MFA) phone app used to access network drives remotely.

You need to fill out the "MNHC VPN and Remote Access 9-2024" for any remote work.
This process takes 5-7 business days to complete

Restart Daily – Do Not Shut Down Desktops
Laptops are suggested to be powered off

Avoid Edge, Mail, and 'New Items'

Avoid using Edge and Mail App

Download MS Authenticator - The image is Below.

Microsoft Authenticator

Protects your online identity

Choose the 2nd app that is listed.