

WELCOME TO MNHC!



NEW EMPLOYEE IT QUICK START GUIDE

-  Printer
-  Computer
-  Outlook
-  EPIC
-  Mobile Apps



Quick Start Guide (Interactive)

Scan to open a PDF with clickable links to IT resources.



IT HELP DESK

-  IT Support: • (813) 606-4345
-  Submit an IT Request for Support
dasmnhc.com/Support/
-  Email: support@dasmnhc.com
-  Location: Shotwell, 2nd Floor,
Admin Area - Room 271



USE THE IT REQUEST FORM

Submit tickets online for:

- Faster response
- Better tracking
- Complete issue history



DASMNHCCOM
DASMNHCCOM/QuickStart

Disclaimer: This guide and the accompanying website were independently created by Greg Tremo as voluntary resources to assist MNHC staff. They are unofficial reference materials and are not maintained or /endorsed by DAS Health. For official IT support, please contact the DAS Help Desk.

Hey Lady! Productions

Need More Help?

Account & Passwords

- Password Reset
- MFA
- Unlock Account
- New Phone

EPIC

- EPIC Support
- Remote Access
- Haiku
- Imprivata EPCS

Computer & Printing

- Add a New Printer
- Docking Station
- Restart Computer

Communication

- Outlook
- Teams
- RingCentral

Self Service Troubleshooting

- Common Error Messages
- EPIC Remote Errors

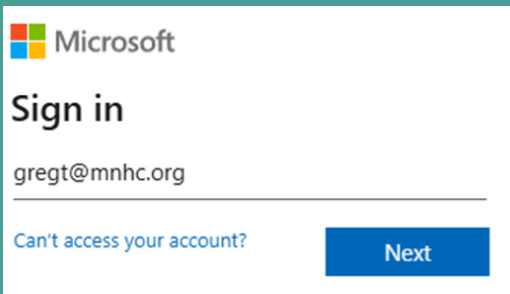


Scan the QR code to access the
IT Support Website

*Find step-by-step guides, submit support requests, and
troubleshoot common IT issues.*

STEP 1 GET STARTED

- ☒ Sign in to Outlook and Teams
- ☒ Select "No, this app only" when prompted during sign-in
- ☒ Connect Your Cell Phone to Guest Wi-Fi at each MNHC location.
- ☒ Install the Outlook & Microsoft Teams mobile apps
- ☒ How to Log into Training



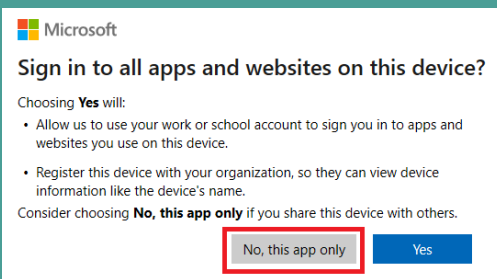
Microsoft

Sign in

gregt@mnhc.org

[Can't access your account?](#) [Next](#)

Log in with First Name + 1st Initial of Last Name@mnhc.org



Microsoft

Sign in to all apps and websites on this device?

Choosing **Yes** will:

- Allow us to use your work or school account to sign you in to apps and websites you use on this device.
- Register this device with your organization, so they can view device information like the device's name.

Consider choosing **No, this app only** if you share this device with others.

[No, this app only](#) [Yes](#)

Click "No, this app only"

STEP 2 PREPARE YOUR COMPUTER

- ☒ Set Google Chrome as your default browser
- ☒ Set your Default Printer - Required for EPIC Printing
- ☒ Disable Focused Inbox (New Outlook) - Recommended

HELPFUL TIPS



RESTART WEEKLY

Restart your computer at least once a week to apply updates and keep it running smoothly.



KEEP DESKTOPS POWERED ON

Leave your desktop powered on overnight so updates and patches can install automatically.



LOCK YOUR SCREEN

Press Win + L whenever you leave your workstation.

This helps protect patient information and keeps your account secure. Try it Now!



When signing in to a Windows computer at MNHC, always use your **Windows username**.

Do NOT use your email address (e.g., gregt@mnhc.org).



Enter **only** your Windows username (not your email), then your password.

Example:

Username: **gregt**

Password: *****



Other user

gregt

Password

Sign in to: MNHC

[How do I sign in to another domain?](#)

STEP 3 EPIC ACCESS

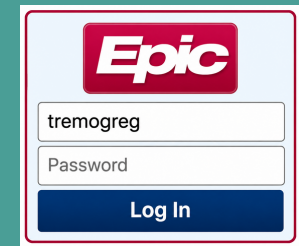
- ☒ Register your Imprivata Badge
- ☒ Launch EPIC using the Desktop Shortcut - EPIC Hyperspace



Hyperspace



On-site Login: LastName+FirstName only



Epic

tremogreg

Password

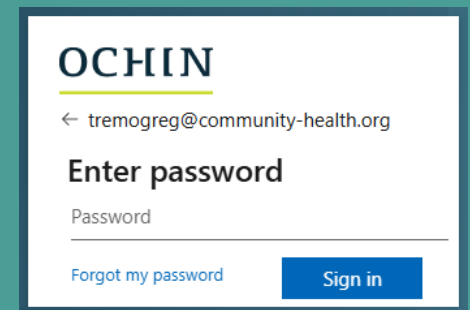
[Log In](#)



Request Remote EPIC Access (5-7 Business Days) - (Required only if you are authorized to work remotely)



Choose the correct EPIC Login Page: On-Site or Remote (Off-Site)



OCHIN

← tremogreg@community-health.org

Enter password

Password

[Forgot my password](#) [Sign in](#)

Remote users sign in with:
LastName + FirstName@community-health.org