Epic Hyperspace Access
Steps for Success

Step 1:

Is the User an Employee of YNHHS?

No

Submit for access through the Remedy Customer Self-Service Portal located on the Hospital Intranet page

Yes

Step 2:

Is the User being Credentialed at YNHHS?

No

Sign up for training at https://ynhhs.skillport.com/skillportfe/login.action using the network ID received from Systems Administration

Yes

Sign up for training at https://ynhhs.skillport.com/skillportfe/login.action using a temporary ID requested from EpicTraining@ynhh.org

Step 3:

Has the User Completed Training?

No

Epic access will remain inactive in Production until the training completion date is marked in Skillport

Yes

Epic access will be activated the following business day based on the training completion date in Skillport

Additional Notes

- Access request process should begin 2 weeks prior to start date, but not more than 45 days to allow adequate time for training and access to be completed.
- Timeframe to provision access if an accurate “similar to” user is provided is 3-5 business days from receipt of request. Exception: Midlevel and above providers must complete YNHHS credentialing before access can be given.
- Same day access as completion of training requires the trainer to notify the Epic Security on-call analyst within business hours.