

# User Access Request (UAR) for UConn Epic

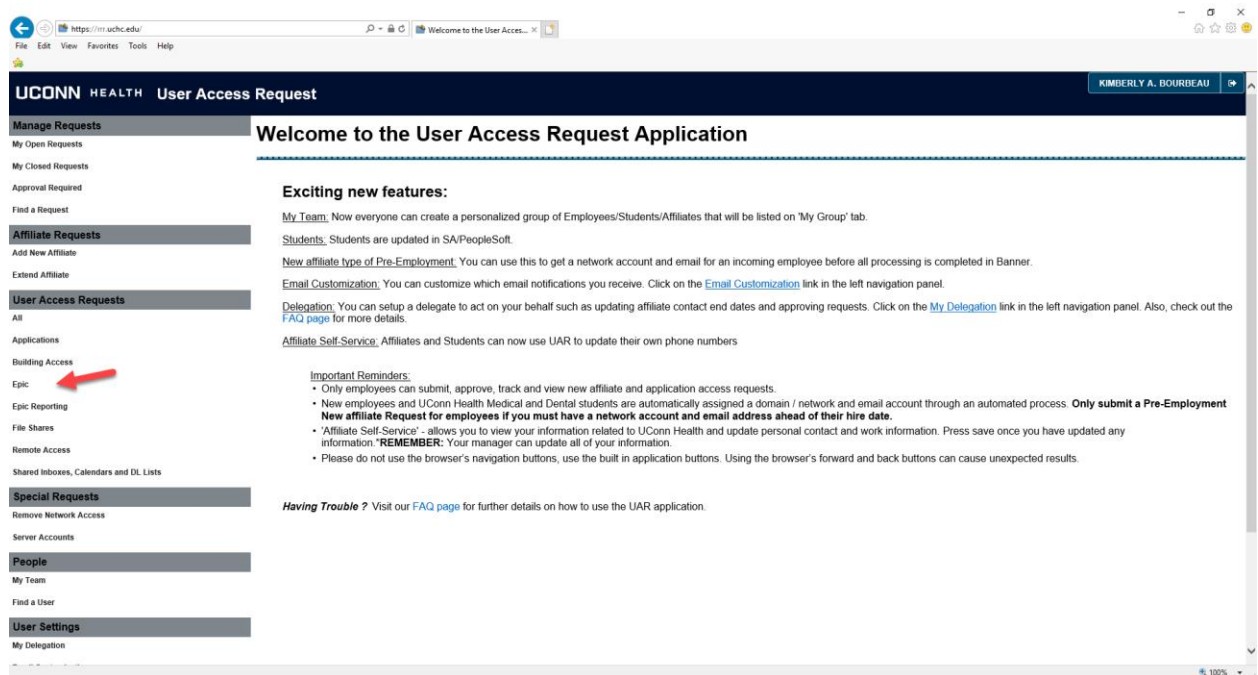
A request for access to Epic is submitted through the UConn Health User Access Request. The electronic submission can only be submitted by an UConn Health employee. Once a request is submitted, an approval is sent to the end user's Manager or alternate approver. Upon approval, the request will be sent to the Epic Training and IT Security teams for fulfillment.

- A. Submit a New Request
- B. Withdraw or Change a Request
  - a. Change a Request
  - b. Withdraw a Request
- C. Remove Access

---

## A. SUBMIT A NEW REQUEST

1. Go to <http://uar.uchc.edu/> and select the **Epic** tab.



2. Select **FIND A USER** and search for the end user by last name, first. Then select the **EPIC** tab.

UConn HEALTH User Access Request

Request User Access

To use this screen:

- USERS tab** • Select one or more users for whom you are requesting access.
- EPIC tab** • Select one or more roles.
- SUMMARY tab** • Review your request and then click on the **SUBMIT** button.
  - Use the **+** tab to add or remove application categories.
  - To enable the **SUBMIT** button you must be on the **SUMMARY** tab.

**USERS<sup>(1)</sup>** **EPIC** **SUMMARY**

**MY TEAM** **FIND A USER**

Find a user

☐ Selected Users

- ☒ Kimberly A. Bourbeau  
BOURBEAU@UConn.EDU  
APPLICATION ARCHITECT  
IT SECURITY

3. Choose the **Role category** and the **Role** i.e. NURSING and Nurse, Emergency and select **OK**.

UConn HEALTH User Access Request

EPIC

Access to Epic including Imprivata, HDA, and remote access. Dragon must be requested separately.

**BILLING** **EPIC IT** **HIM** **LAB** **NON-CLINICAL SUPPORT** **NURSING** **OTHER CLINICAL SUPPORT** **PHARMACY** **PROVIDER** **REHAB SERVICES / THERAPY**

**RESEARCH** **STUDENT** **REMOVE**

- ☐ Nurse, Ambulatory
- ☐ Nurse, Ambulatory - Optime Case Edit
- ☐ Nurse, Ambulatory - with Chemo
- ☐ Nurse, Cardiology Invasive
- ☐ Nurse, Case Manager - Inpatient
- ☐ Nurse, Case Manager - Supervisor
- ☐ Nurse, CCMC
- ☐ Nurse, CPM
- ☐ Nurse, Dermatology
- ☐ Nurse, Dialysis -
- ☐ Nurse, Director
- ☐ Nurse, Emergency
- ☐ Nurse, Employee Health
- ☐ Nurse, Float
- ☐ Nurse, GI Procedures
- ☐ Nurse, Infection Control
- ☐ Nurse, Inpatient
- ☐ Nurse, Inpatient - Critical Care Float
- ☐ Nurse, Inpatient - Obstetrics
- ☐ Nurse, Inpatient Psychiatry -
- ☐ Nurse, Inpatient - with Chemo
- ☐ Nurse, Manager/ANM - Ambulatory Cancer Center
- ☐ Nurse, Manager/ANM - Inpatient
- ☐ Nurse, Manager/ANM - Inpatient Obstetrics
- ☐ Nurse, Manager/ANM - Inpatient with Chemo
- ☐ Nurse, Manager/ANM - OR/GI Procedures
- ☐ Nurse, Manager/ANM - Emergency
- ☐ Nurse, Navigator - Cancer Center

**OK** **CANCEL**

4. Complete the fields. The **Role Assignment** and **Business Justification** are required. Please choose an alternate approver if the manager is not available. Select **OK**.

UConn HEALTH User Access Request

Kimberly A. Bourbeau

**Epic**

Access to Epic including Imprivata, HDA, and remote access. Dragon must be requested separately.

☒ Nurse, Emergency

Alternate Approver

Role Assignment - select how this access impacts prior access

☒ New Access ☐ Replace Existing Access ☐ Add to Existing Access

\*Business Justification - Enter the specific reason this user requires this level of access.

New staff nurse starting in the Emergency department.

Comment - Any additional information that would be helpful to process this request.

☐ Nurse, Employee Health  
☐ Nurse, Float  
☐ Nurse, GI Procedures  
☐ Nurse, Infection Control  
☐ Nurse, Inpatient  
☐ Nurse, Inpatient - Critical Care Float  
☐ Nurse, Inpatient - Obstetrics  
☐ Nurse, Inpatient Psychiatry

OK CANCEL

5. The UAR home screen appears. Additional requests can be added by selecting the plus tab (+). Otherwise, select **Summary**.

UConn HEALTH User Access Request

Kimberly A. Bourbeau

**Request User Access**

To use this screen:

1. **USERS tab** • Select one or more users for whom you are requesting access.
2. **APPLICATIONS tab** • Select one or more applications and enter the request details.
3. **BUILDING ACCESS tab** • Select one building/location and specify a business justification for why access should be granted.
4. **FILE SHARES tab** • Enter the request details.
5. **EPIC tab** • Select one or more roles.
6. **REMOTE ACCESS tab** • Select the type of remote access needed. If you need to add an application to your Citrix profile, then select Citrix. If you need full remote access via VPN, select VPN.
7. **SHARED INBOXES, CALENDARS AND DL LISTS tab** • Select one or more Outlook assets and enter the request details.
8. **SUMMARY tab** • Review your request and then click on the **SUBMIT** button.  
• Use the (+) tab to add or remove application categories.  
• To enable the **SUBMIT** button you must be on the **SUMMARY** tab.

SUBMIT

USERS (+) APPLICATIONS BUILDING ACCESS EPIC (1) EPIC REPORTING FILE SHARES REMOTE ACCESS SHARED INBOXES, CALENDARS AND DL LISTS

SUMMARY (1)

☒ Epic  
Nurse, Emergency

6. This screen allows you to review the request and you can make any changes. Review the request and select **SUBMIT**. The request has now been submitted for approval. An email will be sent to the requestor, the end user and the manager.

Use the **+** tab to add or remove application categories.  
To enable the **SUBMIT** button you must be on the **SUMMARY** tab.

**USERS (1)** **EPIC (1)** **SUMMARY (1)**

☒ Kimberly A. Bourbeau  
BOURBEAU@UCHC.EDU  
APPLICATION ARCHITECT  
IT SECURITY  
Manager:  
Caitie D. Gray

**Epic**

☒ Nurse, Emergency

Alternate Approver

Role Assignment - select how this access impacts prior access

☒ New Access ☐ Replace Existing Access ☐ Add to Existing Access

Business Justification - Enter the specific reason this user requires this level of access.

New staff nurse starting in the Emergency department.

Comment - Any additional information that would be helpful to process this request.

Approver  
Caitie D. Gray or alternate

**SUBMIT**

## B. WITHDRAW OR CHANGE A REQUEST

To cancel a UAR, go to the *My Open Requests* screen, select the request to be changed or withdrawn.

UConn HEALTH User Access Request

LAURIE CAGNETTA

Manage Requests

**My Open Requests**

My Closed Requests  
Approval Required  
Find a Request

Affiliate Requests

Add New Affiliate  
Extend Affiliate

User Access Requests

All  
Applications  
Building Access  
File Shares  
HealthONE  
Remote Access  
Shared Inboxes, Calendars and DL

On this screen you can manage your open requests. Click on a request to view its details or take further action.

TYPE	STATE	REQUESTED FOR	SUMMARY	DATE REQUESTED	DATE RETURNED
Add Application Access	Awaiting Approval	Cagnetta, Laurie	HealthONE:Nurse, Emergency	2/22/2019	-

(1) PAGE 1 OF 1

## Change a Request

1. **RECALL** offers the opportunity to change the request.

The screenshot shows a web browser window with the URL <https://rrr.uchc.edu/ManageRequests/Details/105507>. The page title is "UConn HEALTH User Access Request". The user is logged in as "LAURIE CAGNETTA".

**Manage Requests**

- My Open Requests
- My Closed Requests
- Approval Required
- Find a Request

**Affiliate Requests**

- Add New Affiliate
- Extend Affiliate

**User Access Requests**

- All
- Applications
- Building Access
- File Shares
- HealthONE
- Remote Access
- Shared Inboxes, Calendars and DL Lists

**Special Requests**

- Remove Network Access
- Server Accounts

**People**

- My Team
- Find a User

**User Settings**

- My Delegation
- Email Customization

**Help**

- FAQ

### Add Application Access

On this screen you can view the details of the selected application request, and take further action (if applicable).

[BACK](#)

**DETAILS** **HISTORY**

**Laurie Cagnetta**

**Awaiting Approval**

<b>Request ID:</b> 105507	<b>Approvers:</b> Carrie D. Gray, Kimberly A. Bourbeau
<b>Requested by:</b> Laurie Cagnetta	<b>Last Action:</b> Action: Notify Requestor   A request to Add Application Access email confirmation has been sent to Laurie Cagnetta. Request Id: 105507. Requestor: Laurie Cagnetta, (UnityId: 186478), Action Comment: by System on 2/22/2019 11:09:11 AM
<b>Date Requested:</b> 2/22/2019 11:09:09 AM	
<b>Application:</b> HealthONE (Access to HealthONE including Imprivata, Dragon, and remote access)	<b>Business Justification:</b> New RN working in the Emergency Department needs access to Epic ASAP.
<b>Role:</b> Nurse, Emergency	<b>Comment:</b> Please mirror Samantha Smith, RN.

**Available Actions**

[RECALL](#) [WITHDRAW](#)

Send questions and/or comments about this application to [HelpDesk@uchc.edu](mailto:HelpDesk@uchc.edu)

UConn Health Disclaimers, Privacy & Copyright

2. Click **RECALL** to change a request.

The screenshot shows the 'Add Application Access' page for a specific request (ID: 105507). The page is titled 'UConn Health User Access Request'. On the left, there is a navigation menu with categories like 'Manage Requests', 'Affiliate Requests', 'User Access Requests', 'Special Requests', 'People', 'User Settings', and 'Help'. The main content area shows the request details: 'Request ID: 105507', 'Requester: Laurie Cagnetta', 'Date Recalled: 2/22/2020', and 'Role: Nurse, Emergency'. A modal dialog is open with the title 'Why are you performing this action?' and a text input field. Below the input field are 'SUBMIT' and 'CANCEL' buttons. The page also includes a 'BACK' button and 'DETAILS'/'HISTORY' tabs. At the bottom, there is a footer with contact information and a disclaimer.

3. Enter the reason for the recall. Click **SUBMIT**.

This is a close-up of the modal dialog from the previous screenshot. The title bar reads 'Why are you performing this action?'. The text input field contains the text 'Need to change request'. At the bottom right of the dialog are two buttons: 'SUBMIT' and 'CANCEL'.

4. The *My Open Requests* appears with a recall warning. Select the request.

UConn HEALTH User Access Request

Manage Requests

My Open Requests

My Closed Requests

Approval Required

Find a Request

Affiliate Requests

Add New Affiliate

Extend Affiliate

User Access Requests

All

### My Open Requests

On this screen you can manage your open requests. Click on a request to view its details or take further action.

Recall occurred successfully

TYPE	STATE	REQUESTED FOR	SUMMARY	DATE REQUESTED	DATE RETURNED
Add Application Access	Recalled	Cagnetta, Laurie	HealthONE:Nurse, Emergency	2/22/2019	-

(1) PAGE 1 of 1

5. The *Edit Returned/Recalled Application Request* screen appears. Make any changes and click **RESUBMIT**.

UConn HEALTH User Access Request

Manage Requests

My Open Requests

My Closed Requests

Approval Required

Find a Request

Affiliate Requests

Add New Affiliate

Extend Affiliate

User Access Requests

All

### Edit Returned/Recalled Application Request

Please update the information for the new application request and click "Resubmit" to submit the request. The request will be sent to "Approver" for approval.

BACK

REQUEST DETAILS HISTORY

Laurie Cagnetta

Recalled

Requested Application:  
HealthONE

Requested Application Role:  
Nurse, Emergency

Alternate Approver  
Kimberly A. Bourbeau

"Business Justification" - Enter the specific reason this user requires this level of access.

New RN working in the Emergency Department needs access to Epic ASAP.

Comment - Any additional information that would be helpful to process this request.

Please mirror Sam Smith, RN.

RESUBMIT WITHDRAW

Send questions and/or comments about this application to HelpDesk@uchc.edu

## Withdraw a Request

1. Go to the *My Open Requests* screen, select the request to be withdrawn or cancelled. Choose **WITHDRAW**.

The screenshot shows a web browser window with the URL <https://my.uchc.edu/UserAccessRequests/Edit?resourceRequestId=105507>. The page title is "UConn HEALTH User Access Request" and the user is logged in as "LAURIE CAGNETTA".

**Manage Requests**

- My Open Requests
- My Closed Requests
- Approval Required
- Find a Request

**Affiliate Requests**

- Add New Affiliate
- Extend Affiliate

**User Access Requests**

- All
- Applications
- Building Access
- File Shares
- HealthONE
- Remote Access
- Shared Inboxes, Calendars and DL Lists

**Special Requests**

- Remove Network Access
- Server Accounts

**People**

- My Team
- Find a User

**User Settings**

- My Delegation
- Email Customization

**Help**

- FAQ

### Edit Returned/Recalled Application Request

Please update the information for the new application request and click "Resubmit" to submit the request. The request will be sent to "Approver" for approval.

[BACK](#)

**REQUEST DETAILS** **HISTORY**

**Laurie Cagnetta**

**Recalled**

**Requested Application:**  
HealthONE

**Requested Application Role:**  
Nurse, Emergency

**Alternate Approver**  
Kimberly A. Bourbeau

**"Business Justification" - Enter the specific reason this user requires this level of access.**

New RN working in the Emergency Department needs access to Epic ASAP.

**Comment - Any additional information that would be helpful to process this request.**

Please mirror Samantha Smith, RN.

[RESUBMIT](#) [WITHDRAW](#)

Send questions and/or comments about this application to [HelpDesk@uchc.edu](mailto:HelpDesk@uchc.edu)



2. Enter the reason for the withdrawal or cancellation of the request.

UConn HEALTH User Access Request

LAURIE CAGNETTA

### Edit Returned/Recalled Application Request

Please update the information for the new application request and click "Resubmit" to submit the request. The request will be sent to "Approver" for approval.

BACK

REQUEST DETAILS HISTORY

Laurie Cagnetta

Recalled

Why are you performing this action?

Requested Application: HealthONE

Requested Application: Nurse, Emergency

Alternate Approver: Kimberly A. Bo

\*Business Justification - Enter the specific reason this user requires this level of access.

New RN working in the Emergency Department needs access to Epic ASAP.

Comment - Any additional information that would be helpful to process this request.

Please mirror Samantha Smith, RN.

SUBMIT CANCEL

Click **SUBMIT**.

REQUEST DETAILS HISTORY

Laurie Cagnetta

Withdrawing

Recalled

Why are you performing this action?

Access no longer needed.

Requested Application: HealthONE

Requested Application: Nurse, Emergency

Alternate Approver: Kimberly A. Bo

\*Business Justification - Enter the specific reason this user requires this level of access.

New RN working in the Emergency Department needs access to Epic ASAP.

SUBMIT CANCEL

3. The *Add Application Access* screen appears with a statement of successful withdrawal of request.

The screenshot shows a web browser window with the URL <https://m.uchc.edu/ManageRequests/Details/105507>. The page title is "UConn HEALTH User Access Request" and the user is logged in as "LAURIE CAGNETTA". The left sidebar contains navigation links for "Manage Requests", "Affiliate Requests", "User Access Requests", "Special Requests", "People", "User Settings", and "Help". The main content area is titled "Add Application Access" and includes a "BACK" button. A prominent orange banner states "Withdraw occurred successfully". Below this, the "DETAILS" tab is active, showing information for Laurie Cagnetta's withdrawn request. The details include the Request ID (105507), Requested by (Laurie Cagnetta), Date Requested (2/22/2019 11:09:09 AM), Approvers (Carrie D. Gray, Kimberly A. Bourbeau), Last Action (Request for Add Application Access Withdrawn. Request ID: 105507. Requestor: 105507. Comments: Access no longer needed. by Laurie Cagnetta on 2/22/2019 2:19:03 PM), Application (HealthONE (Access to HealthONE including Imprivata, Dragon, and remote access)), Role (Nurse, Emergency), Business Justification (New RN working in the Emergency Department needs access to Epic ASAP), and Comment (Please mirror Samantha Smith, RN).

**UConn HEALTH User Access Request** LAURIE CAGNETTA

**Manage Requests**

- My Open Requests
- My Closed Requests
- Approval Required
- Find a Request

**Affiliate Requests**

- Add New Affiliate
- Extend Affiliate

**User Access Requests**

- All
- Applications
- Building Access
- File Shares
- HealthONE
- Remote Access
- Shared Inboxes, Calendars and DL Lists

**Special Requests**

- Remove Network Access
- Server Accounts

**People**

- My Team
- Find a User

**User Settings**

- My Delegation
- Email Customization

**Help**

FAQ

## Add Application Access

On this screen you can view the details of the selected application request, and take further action (if applicable).

[BACK](#)

**Withdraw occurred successfully**

**DETAILS** **HISTORY**

**Laurie Cagnetta**

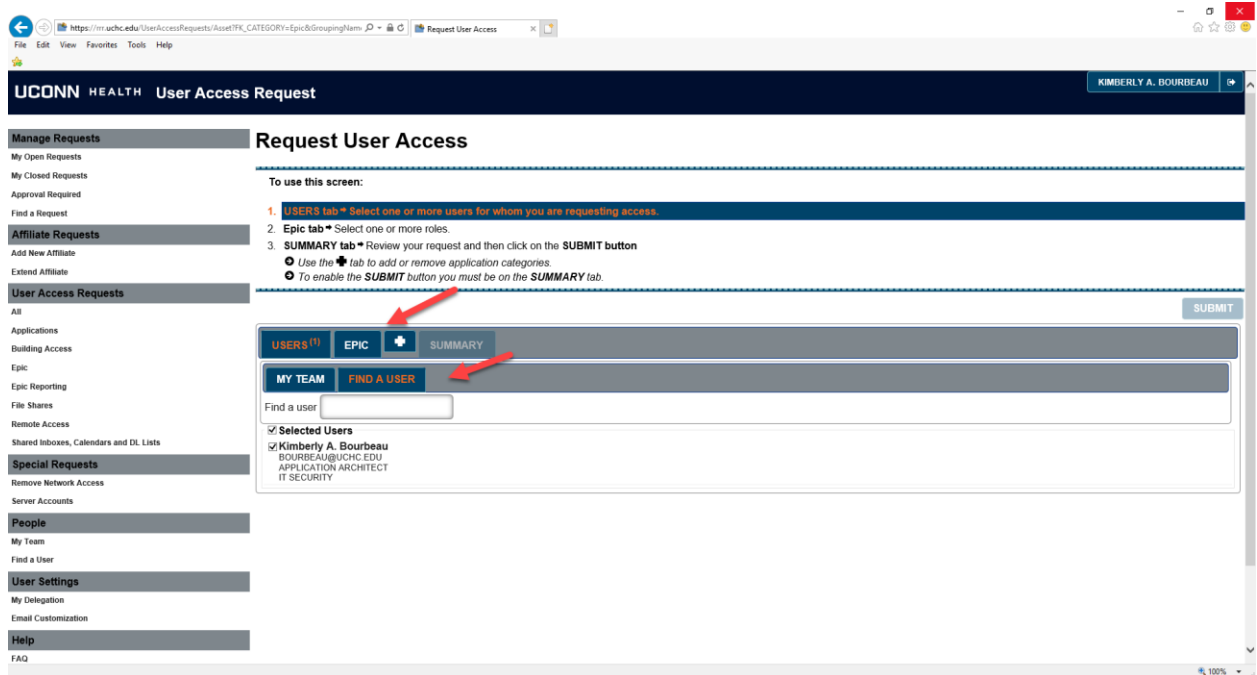
**Withdrawn**

<b>Request ID:</b> 105507	<b>Approvers:</b> Carrie D. Gray, Kimberly A. Bourbeau
<b>Requested by:</b> Laurie Cagnetta	<b>Last Action:</b> Request for Add Application Access Withdrawn. Request ID: 105507. Requestor: 105507. Comments: Access no longer needed. by Laurie Cagnetta on 2/22/2019 2:19:03 PM
<b>Date Requested:</b> 2/22/2019 11:09:09 AM	
<b>Application:</b> HealthONE (Access to HealthONE including Imprivata, Dragon, and remote access)	<b>Business Justification:</b> New RN working in the Emergency Department needs access to Epic ASAP.
<b>Role:</b> Nurse, Emergency	<b>Comment:</b> Please mirror Samantha Smith, RN.

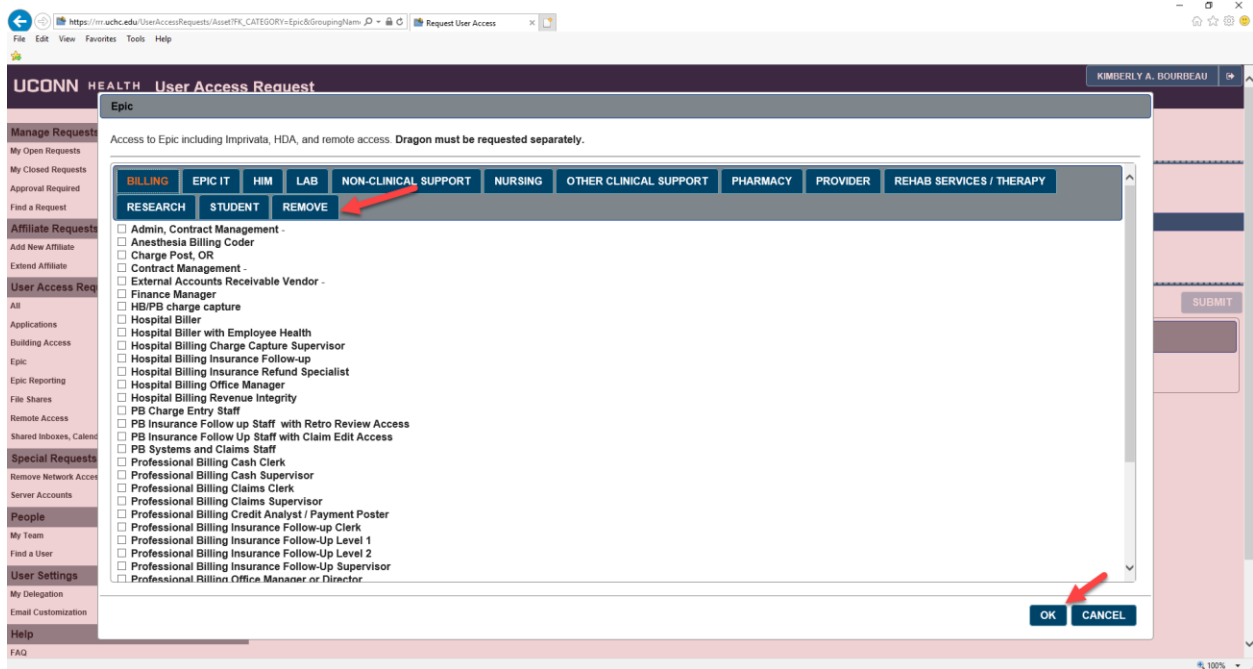
100%

## C. REMOVE ACCESS

1. Select **FIND A USER** and search for the end user by last name, first. Then select the **EPIC** tab.



2. The category and role selection screen appears. Select the **REMOVE** tab and choose **OK**.



3. Fill out the removal request with the **Date** and **Comment** of why access is being removed. Choose **OK**.

The screenshot shows the 'Request User Access' form in the UConn Health system. The 'REMOVE' tab is selected. The form includes a section for 'Epic' access removal, with a note: 'Access to Epic including Imprivata, HDA, and remote access. Dragon must be requested separately.' Below this, there are tabs for 'RESEARCH', 'STUDENT', and 'REMOVE'. The 'REMOVE' tab is active. The form has a section for 'Alternate Approver' with a text input field. Below that is the 'Effective Date' field, which is set to '12/07/2020'. A red arrow points to the date field. The 'Comment' field contains the text: 'Transferring to a job role that no longer requires Epic access.' A red arrow points to the comment field. At the bottom right, there are 'OK' and 'CANCEL' buttons.

4. The Request User Access screen appears. Select the **SUMMARY** tab.

The screenshot shows the 'Request User Access' form in the UConn Health system. The 'SUMMARY' tab is selected. The form includes a section for 'Epic' access removal, with a note: 'Access to Epic including Imprivata, HDA, and remote access. Dragon must be requested separately.' Below this, there are tabs for 'USERS (1)', 'EPIC (1)', and 'SUMMARY (1)'. The 'SUMMARY (1)' tab is active. The form has a section for 'Epic' access removal, with a note: 'Remove - Please note that removal of Epic is "FINAL" and will remove "ALL" access to the application.' A red arrow points to the 'SUMMARY (1)' tab.

## 5. Review request and Choose **SUBMIT**.

The screenshot shows a web browser window with the URL [https://mr.uchc.edu/UserAccessRequests/Asset?PK\\_CATEGORY=Epic&GroupingName=D](https://mr.uchc.edu/UserAccessRequests/Asset?PK_CATEGORY=Epic&GroupingName=D). The page title is "Request User Access".

**Left Sidebar:**

- My Closed Requests
- Approval Required
- Find a Request
- Affiliate Requests**
  - Add New Affiliate
  - Extend Affiliate
- User Access Requests**
  - All
  - Applications
  - Building Access
  - Epic
  - Epic Reporting
  - File Shares
  - Remote Access
  - Shared Inboxes, Calendars and DL Lists
- Special Requests**
  - Remove Network Access
  - Server Accounts
- People**
  - My Team
  - Find a User
- User Settings**
  - My Delegation
  - Email Customization
- Help**
  - FAQ

**Main Content Area:**

**To use this screen:**

- USERS tab** - Select one or more users for whom you are requesting access.
- Epic tab** - Select one or more roles.
- SUMMARY tab** - Review your request and then click on the **SUBMIT** button.
  - Use the **+** tab to add or remove application categories.
  - To enable the **SUBMIT** button you must be on the **SUMMARY** tab.

**SUBMIT** button (highlighted with a red arrow).

**Form Fields:**

- USERS (1)** | **EPIC (1)** | **SUMMARY (1)**
- Kimberly A. Bourbeau**  
BOURBEAU@UCHC.EDU  
APPLICATION ARCHITECT  
IT SECURITY  
Manager:  
Caitie D. Gray
- Epic**
  - ☒ **Remove** - Please note that removal of Epic is "F I N A L" and will remove "A L L" access to the application.
- Alternate Approver**
- Effective Date** - After APPROVAL, date to complete request (leave blank for completion of request on APPROVAL)  
12/07/2020
- Comment** - Any additional information that would be helpful to process this request.  
Transferring to a job role that no longer requires Epic access.
- Approver**  
Caitie D. Gray or alternate