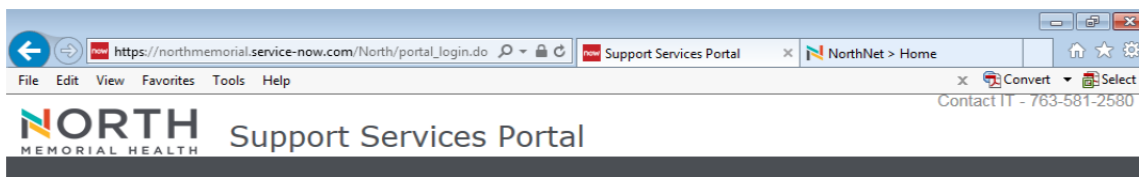


Requesting Epic Access for Students and Faculty at Maple Grove Hospital

- Service-now at North Memorial is used to request Epic access for students and faculty coming to Maple Grove Hospital for a clinical experience
- Individuals at each school have been set up with codes to access Service-Now
- If there has been a staff change and a new individual needs to be set up with access, contact Elizabeth Germick at 763-581-1816.
- You can log into Service-Now directly at <https://northmemorial.service-now.com/navpage.do>

Service-now Login Screen



Log in below with your IT Identity (user name) and Password.

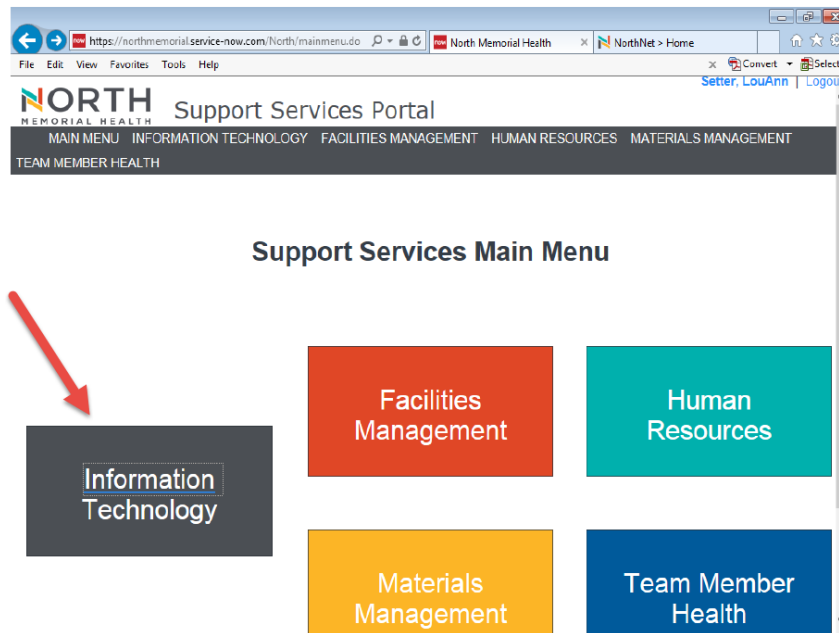
User name	
<input type="text"/>	
Password	
<input type="password"/>	
Forgot Password ?	<input type="button" value="Login"/>

If you have an immediate need:

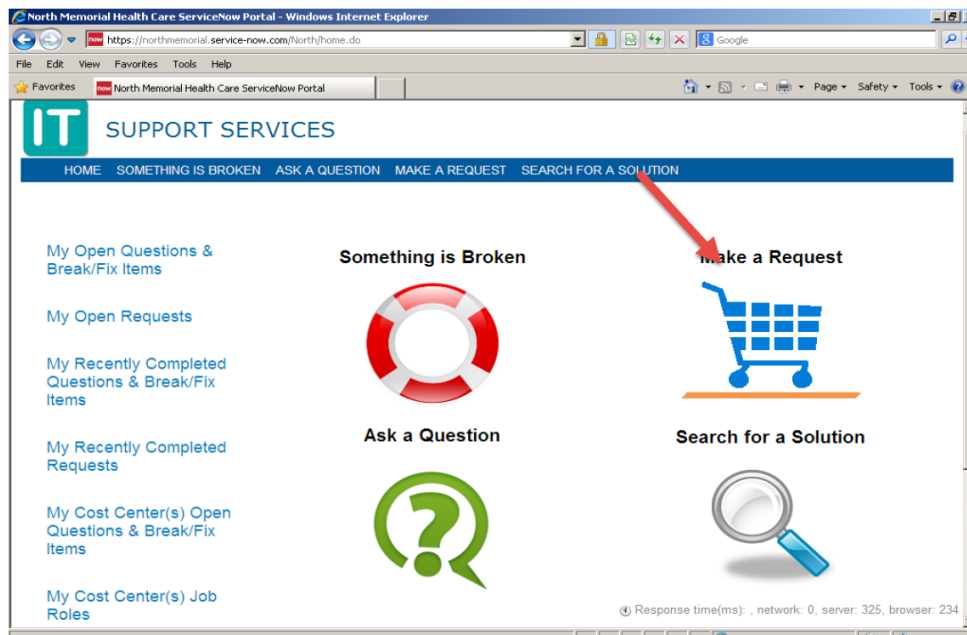
IT Department: please call our Service Desk at 763-581-2580.

Requesting Epic Access for Students and Faculty at Maple Grove Hospital

Click on "Information Technology"

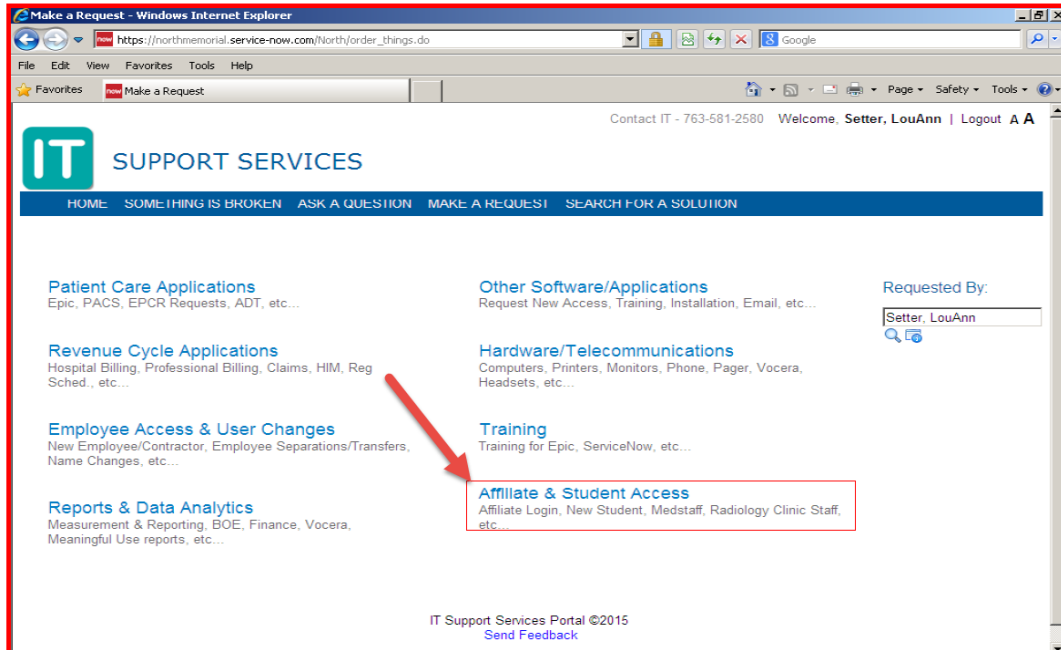


Click on the Shopping Cart "Make a Request"

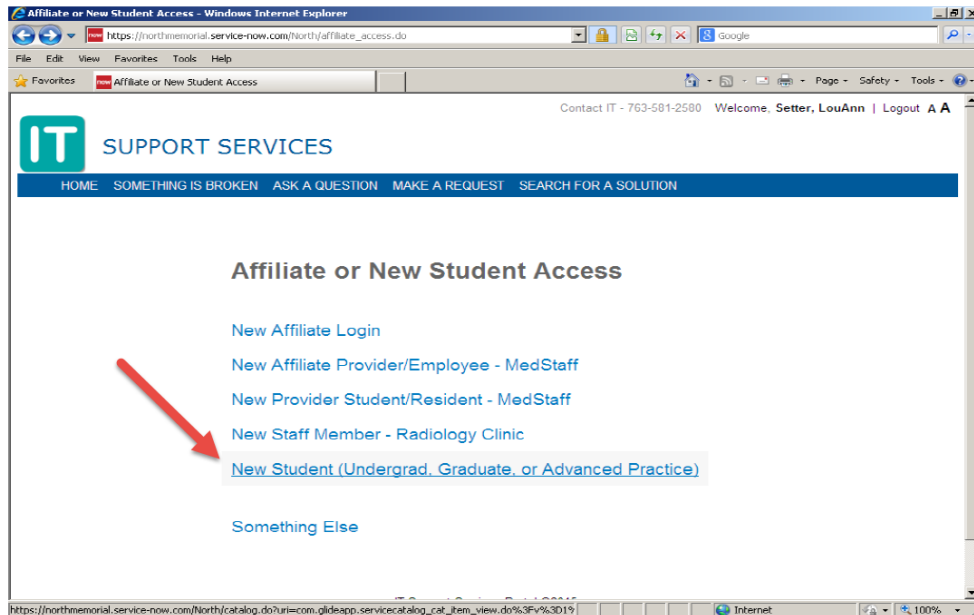


Requesting Epic Access for Students and Faculty at Maple Grove Hospital

Click on “Affiliate and Student Access”



Click on:
“New Student (Undergrad, Graduate or Advanced Practice)”



Requesting Epic Access for Students and Faculty at Maple Grove Hospital

Complete Form

If you are ordering multiple items, once you complete the form for the next item, you must either "Order Now" or "Add to cart" to add the item. "Order Now" will add the item and leave the form. "Add to cart" will add the item and you will stay in the current form. This is used when you have several of the same item to order with different information in the fields. Selecting "Submit Order" completes the request.

The screenshot shows a web browser window displaying the 'Employee Self-Service Portal - Service-now.com'. The page title is 'IT SUPPORT SERVICES'. The navigation bar includes links for 'HOME', 'SOMETHING IS BROKEN', 'ASK A QUESTION', 'MAKE A REQUEST', and 'SEARCH FOR A SOLUTION'. The main content area is titled 'Catalog Item - New Student (Undergrad, Graduate, or Advanced Practice)'. Below this, there is a detailed instruction: 'In order to accurately provision the applications and services for your new student, please answer the questions below and click: "Order Now" or "Add to Cart". This request automatically includes access to Epic. All students will need to complete and have submitted the IT Network Acknowledgment & Consent Form, and when applicable submit an Epic Training Score before access will be granted.' A note states: 'If there isn't a job role that matches your new student's position, please call 763-581-2681 to have a new job role added.' The form contains several input fields: 'Legal first name', 'Legal last name', 'Legal middle initial' (a dropdown menu with '-- None --'), 'Anticipated start date', 'Anticipated end date', 'Email address', 'Email unavailable' (checkbox), 'Student type' (dropdown menu with '-- None --'), and 'Supervised by' (dropdown menu with 'Physician'). On the right side, there are buttons for 'Order this Item', 'Order Now', and 'Add to cart', along with a 'Shopping Cart' section showing 'Empty'.

For Assistance

The North Memorial IT Service Desk can be
reached at:

763-581-2580