



## Computer/Security Access Quick Reference Sheet & FAQs

If you are having difficulty and need assistance, refer to the below information. This information can also be located on [New Innovations](#) under *Home Page Notices*.

### Computer Login Username & Initial Passwords

#### Step 1:

#### New Innovations

- **Username & Initial Password** - previously provided to you via email.

#### Step 2:

#### MyPassword

- Go to [MyPassword](#) at <http://mypassword.ochsner.org>
- Use your **Ochsner Network ID** and temporary password (located under *Home Page Notices* on New Innovations) to complete the enrollment process.
- You will use your new password for anything that requires your Ochsner Network ID as the username.

Your password will **expire every 90 days**. When you receive the notice, go to *MyPassword* to change your password before the expiration date. **Enrolling in *MyPassword* now will prevent inconvenience when your password expires.**

#### Step 3:

#### OHSLink

- Login to [OHSLink](#) using your **Ochsner Network ID** and your new password you created in MyPassword.

**NOTE:** New Innovations is NOT a component of the Ochsner computer systems. *Your login user ID is the same for both New Innovations and Ochsner's computer systems; however, the **passwords** are completely different.*

### Contact Information & FAQs

**New Innovations** - Contact [UQ@ochsner.org](mailto:UQ@ochsner.org) (or the [Clerkship Program Coordinator](#) for your rotation) for **ALL** New Innovations related inquiries.

#### Epic Access

- In order to receive access to the Epic System, you **must** first complete the Epic Modules in OLN (Ochsner Learning Network) via OHSLink.
- You do **NOT** get instant access to Epic as soon as you complete the modules. *Epic Security must unlock your access. Please allow at least one business day for this to be done.*

For assistance accessing the **Epic System** (after completing modules & exams) – Contact [EpicSecurity@ochsner.org](mailto:EpicSecurity@ochsner.org) or 842-EPIC (2EPIC)

**Ochsner ID Swipe Access Not Working** – Contact [UQ@ochsner.org](mailto:UQ@ochsner.org) or the [Clerkship Program Coordinator](#) for your rotation.

**The following applications can be accessed using OHSLink:**

- Ochsner Learning Network (OLN) – Orientation & Epic Training Modules
- Ochsner Medical Library
- Epic
- Ochweb

**Web Links**

- **New Innovations** - <https://www.new-innov.com/Login/>
- **OHSLink** – <https://ohslink.ochsner.org>
- **IS Service Desk** - <https://servicedesk.ochsner.org>
- **Ochsner Clinical School Website** – [www.ochsner.org/ocs](http://www.ochsner.org/ocs)
- **UQ-Ochsner SOM Website** - <http://www.medicine.uq.edu.au/ochsner-students>



**Undergraduate Medical Education** – 504-842-4780

**Information Services Help Desk** – 504-842-3610