CYFD

Directions to access Epics

User Manual for Food Program Sponsors/Monitors and Home Providers

Steps to access Epics system on the Web:

(1) Food Program Sponsors/Monitors request access to Epics using the Form: CYFD External User Request for EPICS CACFP. Contact Email : CYFDEPICS.CACFP@state.nm.us

(2) Home Providers request access to Epics through the Food Program Sponsors.

(3) Once the users account is set up, they will be notified via email to activate their account.

(4) Once they activate their account, another email is sent with their username and password to access Epics.

Following screen shots describe the above process:

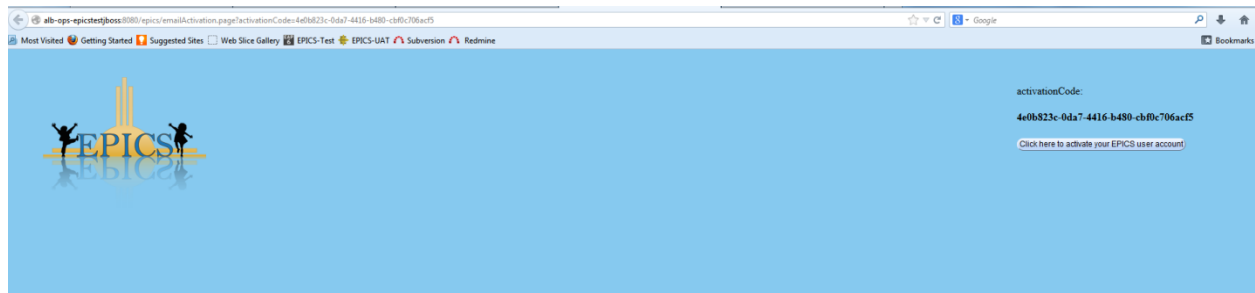(1) You will receive the first email for activation of your account in Epics.
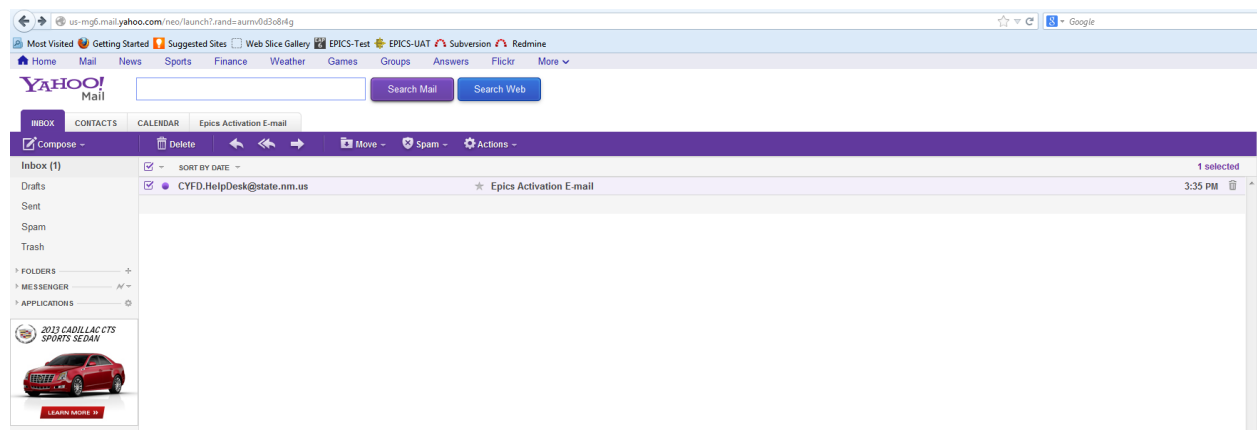

(2) Click on the link to verify your email address.
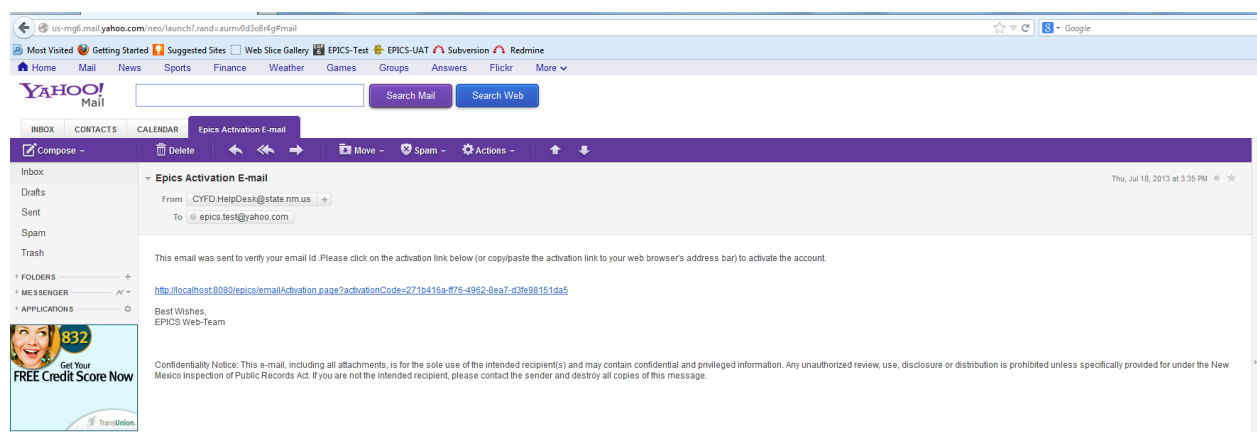
[Note: If you cannot click on the link, please copy and paste the link on the address bar of the browser and press Enter.]
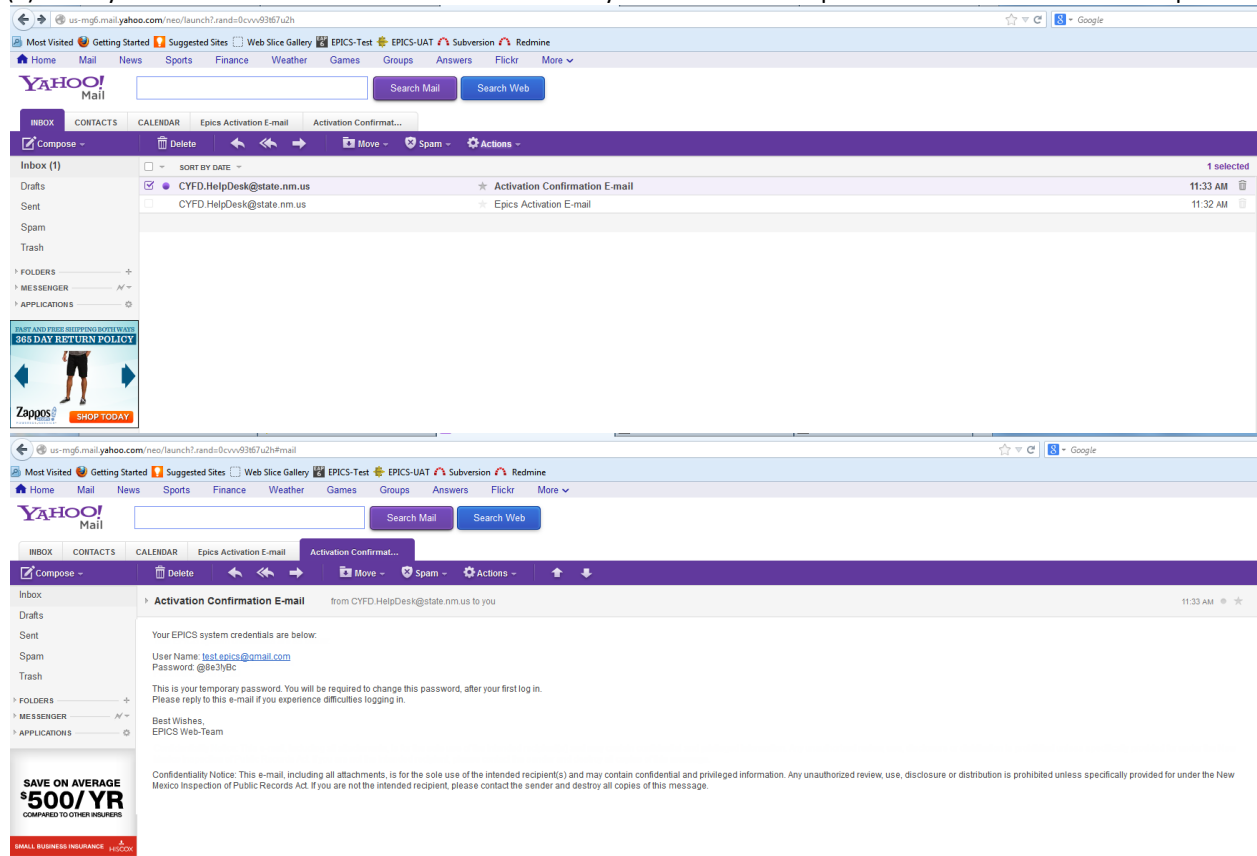
(3) Click on the button: **Click here to activate your EPICS user account** to activate your account.
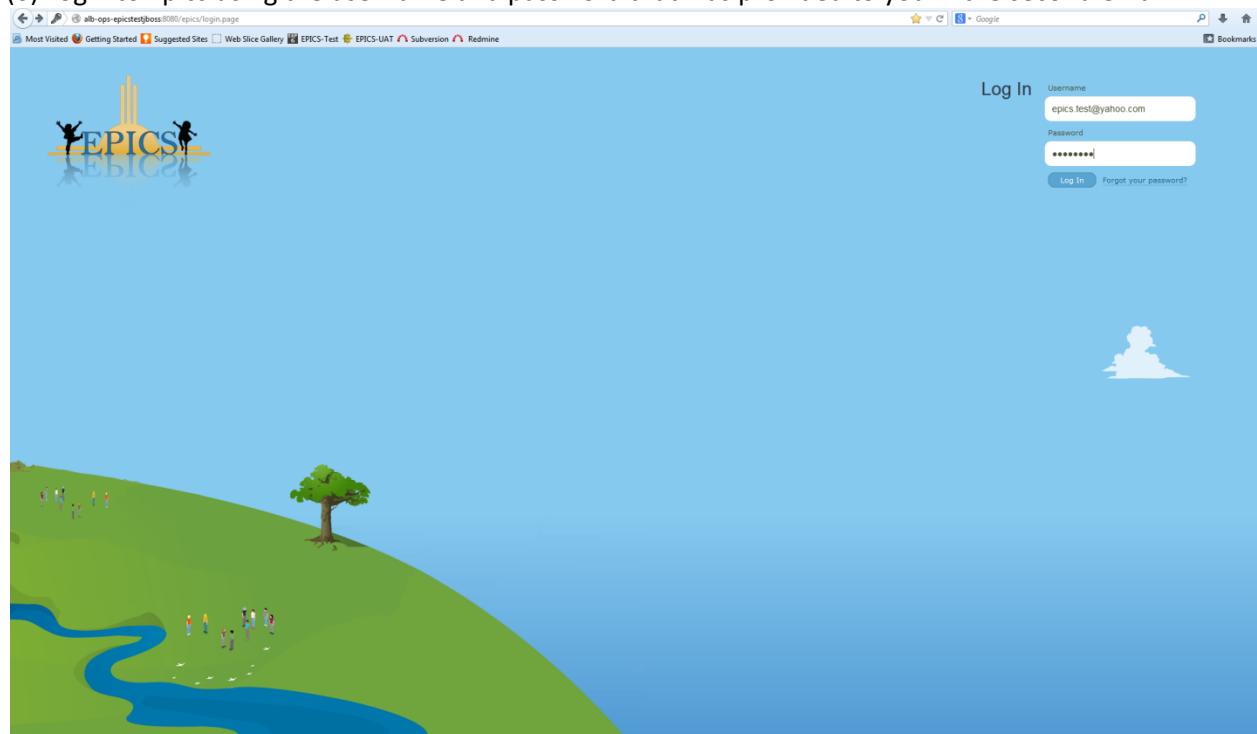

(4) You will be redirected to the following page with a message in Red to check your Email for username and password.
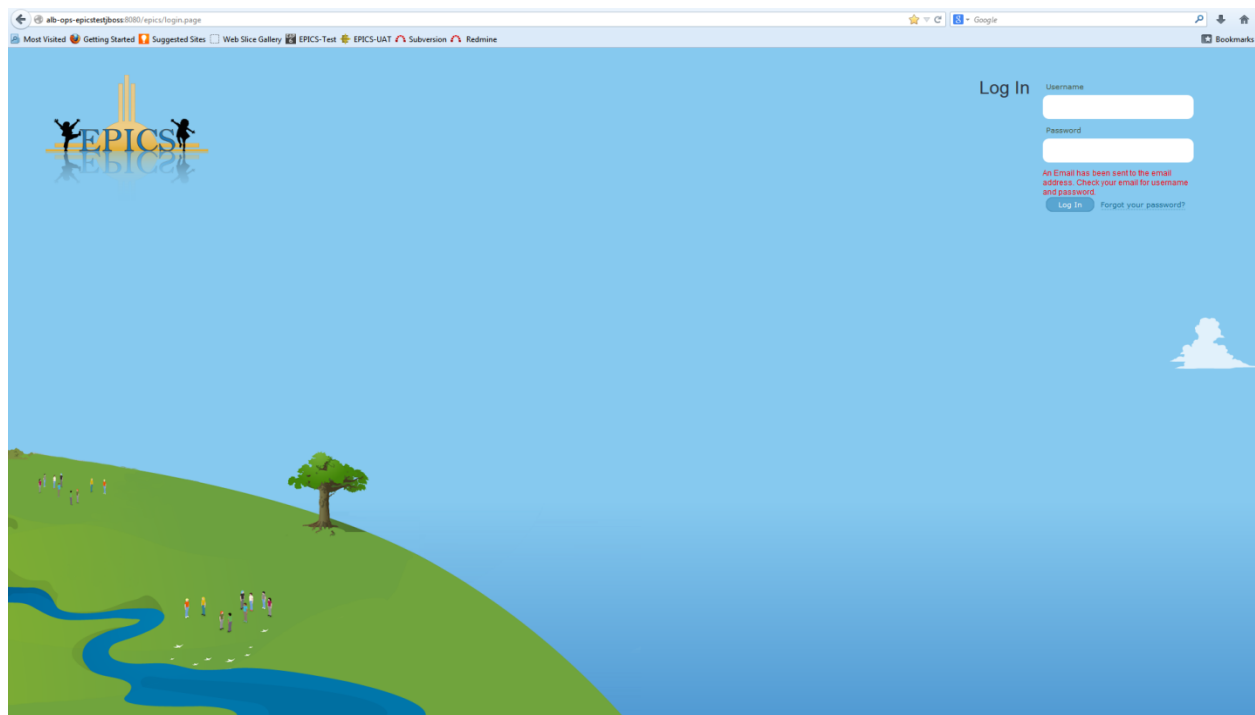
(5)Check your email for the second email that contains your username and password for account access in Epics.

(6) Log into Epics using the username and password that was provided to you in the second email.

(7) You must (a) Change the password after your first login and (b) read and accept the **Terms Of Use** to access Epics.

(8) Read the "Welcome to EPICS" information box for tips and notifications of changes, outages, etc. Then, click on Search to begin.

Notes:

(1) For issues related to logging into Epics contact CYFD.HelpDesk@state.nm.us
(2) For reporting any errors in Epics;
    (a) Home Providers contact Food Program Sponsors
    (b) Food Program Sponsors contact CACFP through CYFDEPICS.CACFP@state.nm.us
    Please include the following details in your report:
(1) Date and time the error occurred. Ex: 7/16/2013, 1:30 pm.
(2) Describe the sequence of steps that was executed before encountering the error.
    Example Scenario:
    (i) Searched and selected Home Provider with ID# 100121
    (ii) Updated the Home provider record for address change
    (iii) Clicked on Save to save the changes made
    (iv) Following error message pops-up: "Home Provider information could not be saved".
(3) Include screen shots (MS-Paint, MS-Word, SnagIt, Snipping Tool)