

Welcome to Epicor!

We have created this onboarding resource to help ensure you have what you need to succeed right from the start. Check out the sections below to explore our resources. You'll find your new to Epicor checklist on this page, so you don't miss a step.

Single Sign On (SSO): Streamlined Login

Before you go on to learn about your Epicor portals, let us introduce you to single sign on – which provides one set of credentials, your email and one password, for your Epicor portals such as EpicCare, EpicWeb, Epicor Learning Center, and Epicor Ideas.

Follow these simple instructions to setup your SSO account:

[SSO Instructions](#)

Watch the [SSO Solution on Demand Video](#)

If you're having trouble accessing your account, reach out to sso.support@epicor.com.

EpicCare: Your Support Site

Whether you want to gain more knowledge, troubleshoot, or check the status of an open support case, EpicCare is the place to do it. EpicCare is accessible 24x7 and home to self-service resources including:

- An extensive knowledge- based library
- Solution-on-demand videos
- Wayfinder

[Wayfinder](#) is your source for submitting non-technical requests like account maintenance and management. For example, use Wayfinder to submit requests for license or subscription, or make changes to your billing address.

Sign up here for the [EpicCare Best Practices Webinars](#) to master the use of EpicCare.

New to Epicor Checklist

- Set up your Single Sign On (highly recommended)
- Browse EpicCare to get familiar with the support resources
- Explore EpicWeb to get product downloads & documentation
- Navigate through Epicor Learning to access training resources
- Check out Epicor Ideas and propose/vote on enhancements
- Register for Cloud alerts on status.epicor.com
- Sign up for a EpicCare Best Practices Webinar



EpicWeb: Your Product Documentation and Downloads Portal

From learning about our latest releases with resources that include feature guides, technical documentation, and installation guides, to accessing pre-recorded webinars and getting software updates, get up to speed on your Epicor solution.

Epicor Learning Center: Your Digital Learning Management Portal

Epicor Learning is designed to accelerate onboarding and training, product adoption, and promote continuous learning.

Courses are mapped into role-based, learning pathways to support skills development for every learner. You'll find new and updated content for each product release, allowing you to stay current and drive adoption of new features and modules.

Note: If you don't have access to Epicor Learning and would like to, contact your CAM for more info.

Epicor Ideas: An Innovative Crowdsourcing Workspace

Submit and share innovative ideas for product enhancements directly with the Epicor teams and other users. When you create, vote, and comment on these product ideas, this directly helps Epicor prioritize features that are the most valuable to our customers.

Cloud Status: Get System Notifications for your Epicor® Cloud Solutions

If you're a cloud customer, status.epicor.com is the one-stop-place to get relevant system updates and notifications. Subscribe to receive Epicor Cloud product emails for routine updates, scheduled maintenance, or service issues.

To sign up, go to status.epicor.com:

- In the upper right corner, click [Subscribe to Epicor Cloud Status](#)
- Enter your email, and in the [Subscribed to](#) dropdown to select your cloud product, click on the + to choose your datacenter location
- Don't forget to subscribe to alerts for your other Epicor Cloud products

User Groups: Connect With Peers

Check out the different customer-led user groups. **Note:** Some user groups are not managed by Epicor.

- Become an [Epicor User Group Member](#)
- Explore [EpiUsers Help Forum](#)

Product Specific User Groups

- [Prophet 21® Worldwide User Group](#)
- [Eclipse™ User Group](#)
- [BisTrack™ User Group](#)

For Retail Customers

- [Eagle® Communities](#)
- [The Hardware Connection™](#)
- [Lawn and Garden Advice](#)
- [Hardware retailing](#)