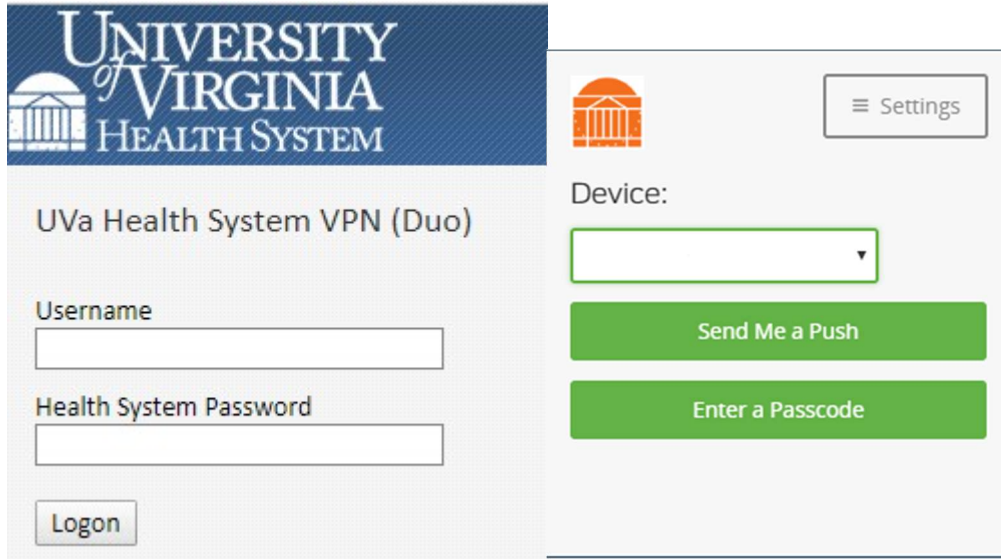


Accessing Epic Remotely in Windows

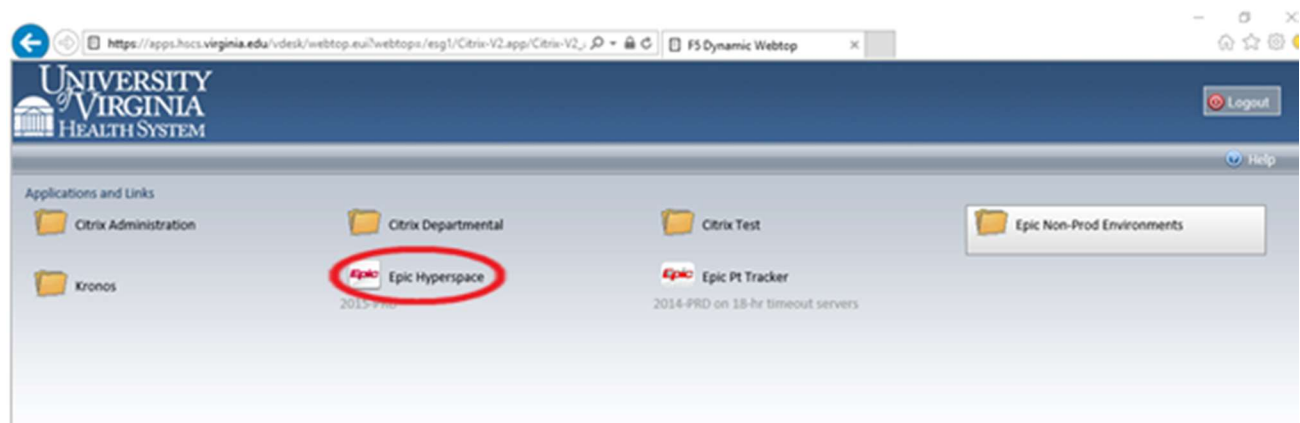
Preliminary Notes:

- First time users will need administrative access on their computer to install the necessary software.
- To connect to the network you must have a working token generator and be able to generate a token code. These codes cannot be reused and expire after 5 minutes.
- If you have trouble installing this software or questions call the Helpdesk at (434) 924-5334

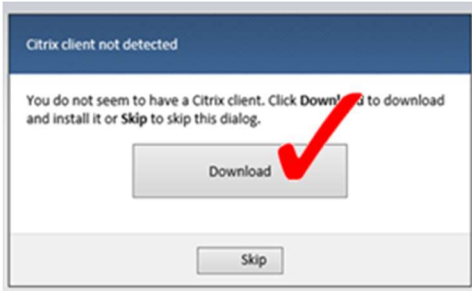
Go to the site: <https://apps.hscs.virginia.edu> , enter your credentials, and complete 2-step login.



Click on the Epic Hyperspace icon



First time users will be prompted to download the Citrix receiver.



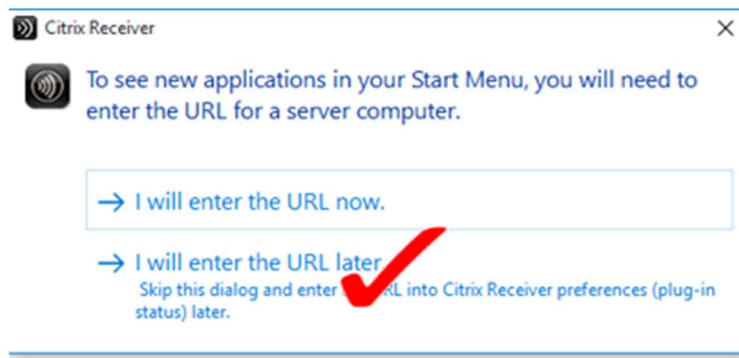
Run the downloaded file.



Then install Citrix Receiver.



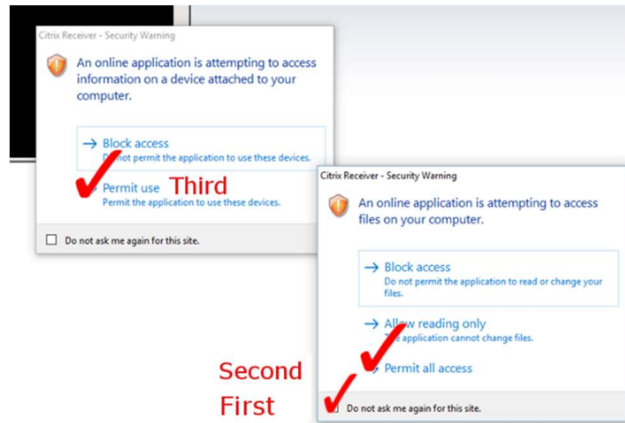
Click "I will enter URL later"



The Citrix Receiver is now installed.

Return to the Epic Hyperspace icon and double click it. Several windows will open:

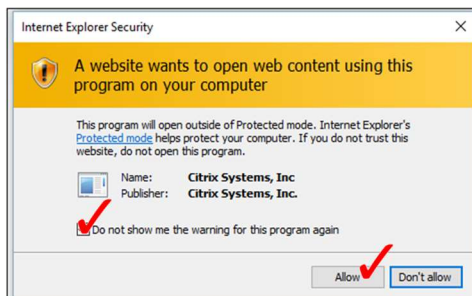
You will make three sequential choices (clicks): “Do not ask me again for this site”, “Permit all acces”, and finally “Permit use”. This will prevent you from having to make these choices every time you open Epic.



Log in as you normally do



Check the box, “Do not show me the warning for this program again” and click “Allow”



Click open at the bottom of the screen.

