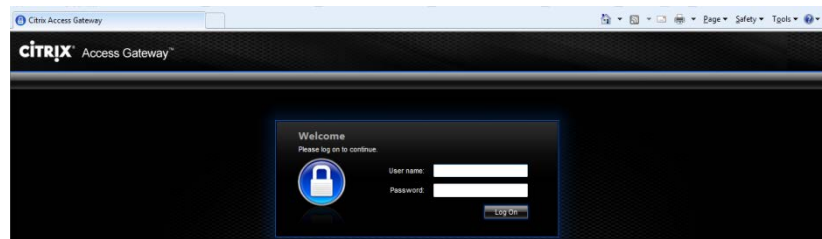
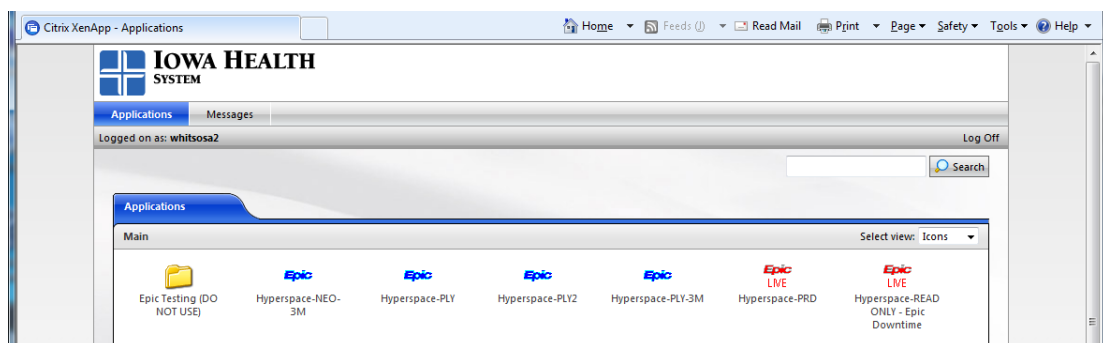


Instructions on loading and logging onto Citrix

1. To load Citrix: (The Citrix client will need to be loaded the first time you access this application **unless you already have Citrix loaded from another facility.**)
 - a. Go to www.citrix.com
 - b. Click on the Downloads tab
 - c. Click on “Looking for Citrix Receiver?” hyperlink under Featured Downloads
 - d. Click on Receiver for Windows, Mac (Note: If loading onto an iPad, go to the Apps store to download)
 - e. Click on the hyperlink to install
 - f. Select the “Open” or “Run” button.
 - g. Select “Yes” to install the Client. (Note: if Citrix doesn’t automatically open you may need to click on the icon on your computer screen to finish the set up).
 - h. Click “Yes” or “Accept” on the License agreement.
 - i. Once that is installed you will be able to launch our Citrix apps.
2. Open Internet Explorer and go to: <https://remote.unitypoint.org>



3. You may create a shortcut to the desktop or shortcut in Favorites at this point - St. Luke's Citrix
4. Enter your Epic Username and Password. If you receive an error or you need your password reset, notify the Service Center at 369-8181.
5. When the Log In to Citrix is successful, you will see your normal application icons available to you.
6. Click on the icon to launch “Epic Live – Hyperspace PRD” for normal access or in the event of downtime you can use the “Hyperspace-READ ONLY-Epic Downtime” icon.



7. A pop-up box will request the 6-digit multi-factor authentication code (sent to your cell phone via text message) prior to actually entering epic.
8. Call the Service Center at 369-8181 if you are having difficulties with logging in to Citrix or Epic.