TROUBLESHOOTING STEPS FOR ACCESSING EPIC FROM THE WEB

If you have difficulty launching EPIC Hyperspace Production from the web, please follow the below instructions:

*Note that we recommend Internet Explorer 7.0 or 8.0 at this time.

1) Add the Epic URL to the trusted sites in Internet Explorer.
   a) Click on Start and click on Control Panel.
   
   b) Once inside of control panel, double-click on Internet Options

On Windows XP
On Windows 7
c) Click on the Security tab to bring it forward as the active tab, and select *Trusted Sites*
d) Click the Sites button to display the Trusted sites window.
Uncheck the **Require server verification (https) for all sites in this zone.** Add the URL **https://citrixweb.epic.lsuhealthsystem.org** to the websites zone. Click **Close** and **Close**

e) Open your web browser to the site **https://citrixweb.epic.lsuhealthsystem.org** and login with your lsumc-master userid and password

f) Once you’ve logged in, you should see the Hyperspace icons. Double-click Production to launch the application.

2) In some cases, you may receive the following error:
In this case, do the following:

a. Open your web browser to http://www.citrix.com and click the Download tab

b. On the next screen, click on the Citrix Receiver under Most Downloaded section
c. Click *Download Receiver for Windows*. Note, if you have a different operating system, such as Macintosh, select the *View other Devices* link and pick the appropriate operating system.

d. At the next screen, click in the box to accept the license agreement, then select *Continue*:
e. Follow the instructions to finish downloading the file. If you receive a notice that the site was blocked, click the yellow Options bar to select to download the file:

f. Run the file
f. Once the receiver completes installation, restart your computer.

IF YOU WOULD LIKE THE ICONS TO APPEAR ON YOUR DESKTOP, DO THE FOLLOWING:

1) A pop-up box will appear indicating you do not have any accounts enabled. Click OK to open preferences.

2) On the Accounts window, click the ADD button to add a new account.
3) Key in “EPIC” (no quotes) for the account name, and
   https://citrixweb.epic.lsuhealthsystem.org/Citrix/PNagent/NonProd/config.xml as the URL, then
   click OK to save

![Add Account](image)

4) Once the file is added, click OK to close out of the Account box. A new window will appear with a
   logon box. Logon to epic with your LSUMC-MASTER userid and password

![Citrix Receiver](image)

5) On the green Citrix Receiver screen, click the Add Apps button to add shortcuts to your Citrix
   applications:
6) Select *All Applications* to display the applications you have access to. Then click on each application one time to have Citrix place a shortcut within the Receiver window. This will also place a shortcut to the application in your local Start Menu Programs.
Shortcuts appear in the Start Menu Programs section. You can then right-click on these to send them to your desktop.