Parallels will be used to access Epic while away from support centers, training centers, or dental offices. This document applies to Windows computers.
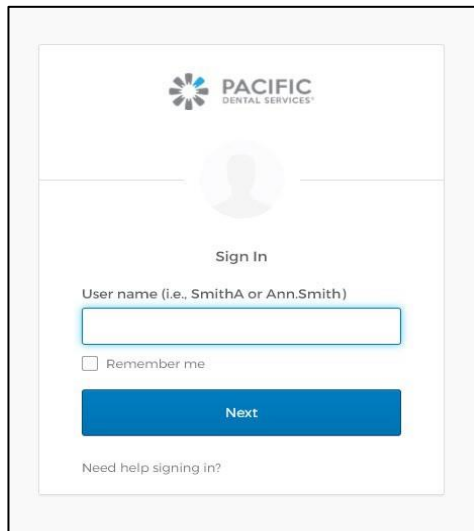
Request Remote Epic Access

Prior to attempting to access Epic while off-site, place an IT help ticket in the following category: Epic > Epic Access. In the ticket details, request remote Epic access.
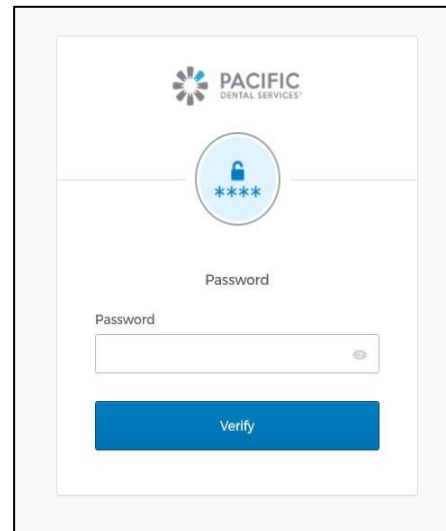
Access Epic Remotely

After IT has granted remote access to Epic, follow the steps below to access Epic. If using a personal computer, you will need to install the Parallels Client.

1. Open a web browser and navigate to https://connect.pdshealth.com/.
2. At the Okta prompts, log in with your PDS Health™ username and password.

3. Complete the Multi Factor Authentication prompt.
4. Click Detect Client Parallels will check your computer for the necessary software.

Native Parallels Client Detection

Your administrator recommends launching the apps and desktops in the native Parallels Client application. We need to detect if the application is installed.

Use Web Browser   Detect Client

a. If Parallels is not already installed on your computer, you will be prompted to install it. Click **Install Client**.

Parallels Client Is Not Detected

The native Parallels Client application is not detected. You can install the application or continue in the web browser.

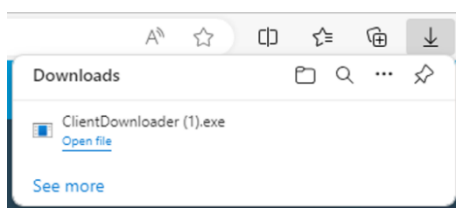Supported operating systems

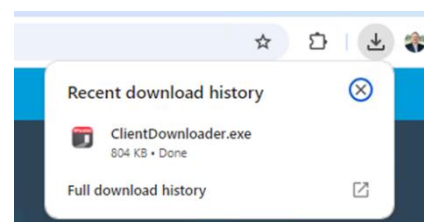1. Download   2. Install

Use Web Browser   Install Client   Try Again

b. In the download window, click the downloaded file to install the client.

Edge   Chrome

Downloads
ClientDownloader (1).exe
Open file
See more

Recent download history
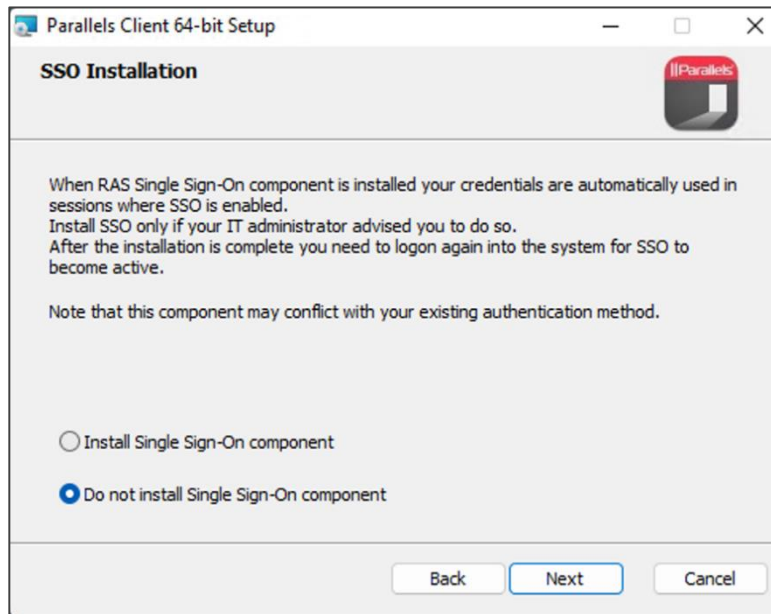ClientDownloader.exe
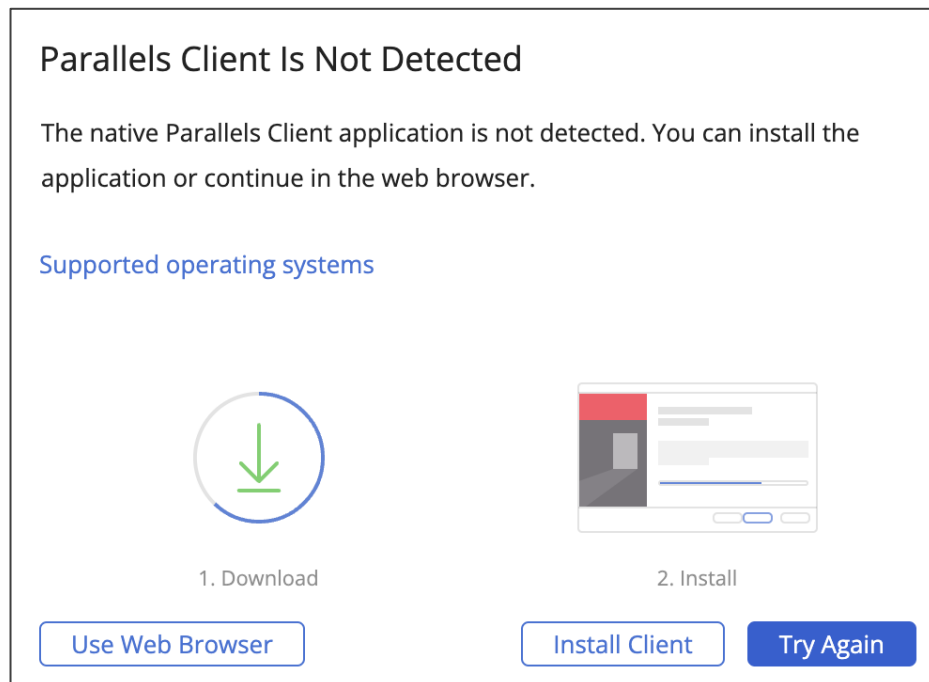804 KB • Done
Full download history

c. Continue through the installer application until it is complete.

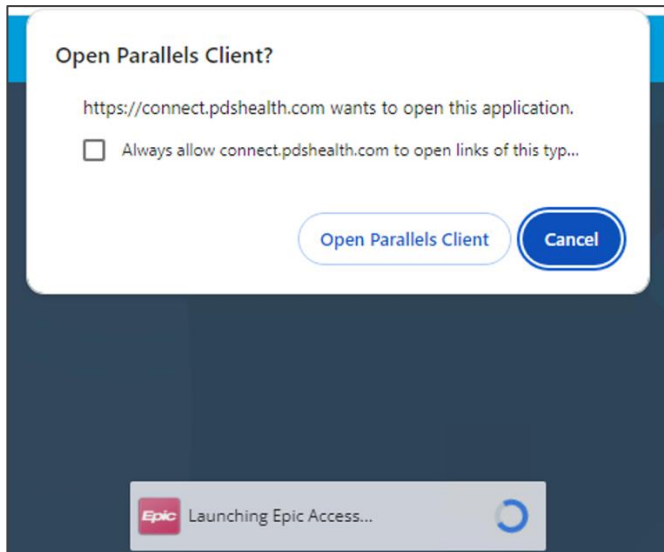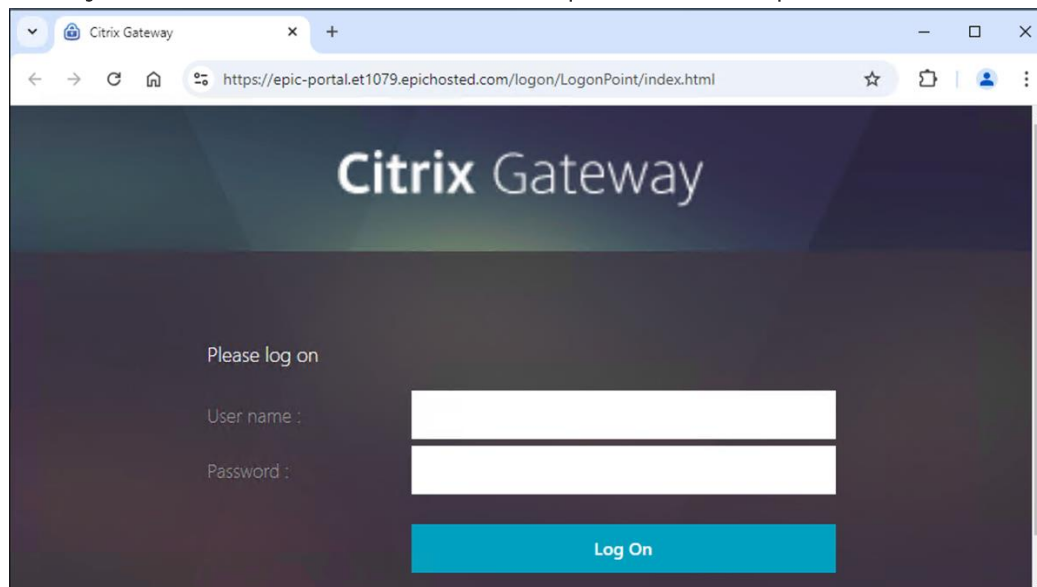> ⓘ DO NOT enable the Single Sign-On Component when prompted, as shown below.

d. Once installation is complete, return to the web browser and click **Try Again**.

5. All applications available to you will display in the window.
6. Click **Epic Access** to launch Hyperspace.
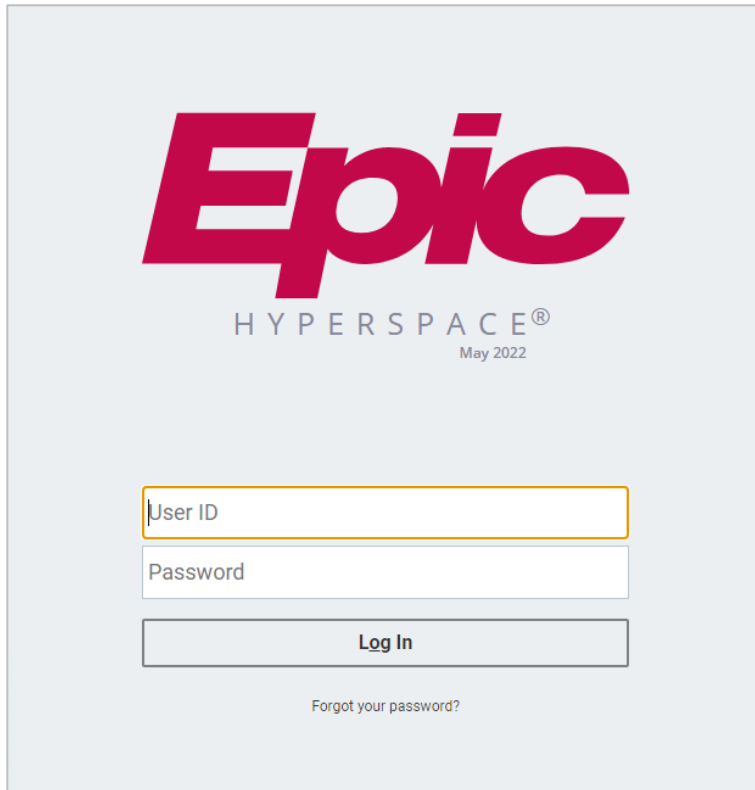7. If prompted, click **Open Parallels Client**. Otherwise, continue to Step 8.

8. Enter your PDS Health™ username and password to open Citrix Client Gateway.

9. Click the folder for the type of environment you wish to access.
   a. Epic Training: PLY Hyperspace
   b. Epic Production: Live office environment

10. Once Epic Hyperspace is open, enter your PDS Health™ username and password to log into Hyperspace.