

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

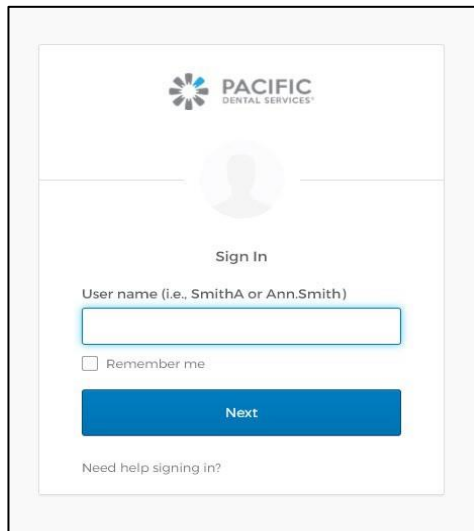
## Request Remote Epic Access

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.

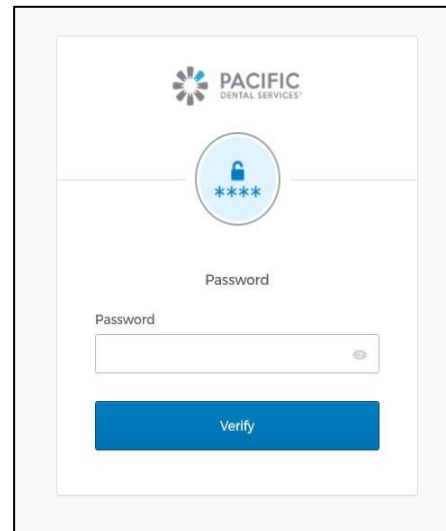
## Access Epic Remotely

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.



The image shows the 'Sign In' screen of the PDS Health University portal. At the top is the Pacific Dental Services logo. Below it is a 'Sign In' heading. The form includes a 'User name (i.e., SmithA or Ann.Smith)' field, a 'Remember me' checkbox, and a blue 'Next' button. A link for 'Need help signing in?' is at the bottom.



The image shows the 'Password' screen of the PDS Health University portal. It features a circular icon with a lock and four asterisks. Below is a 'Password' label and a password input field with an eye icon. A blue 'Verify' button is at the bottom.

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

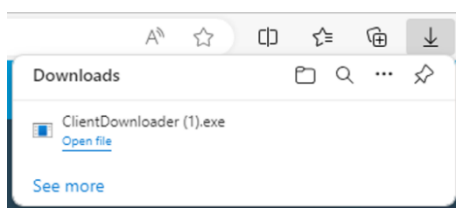
[Use Web Browser](#)

[Install Client](#)

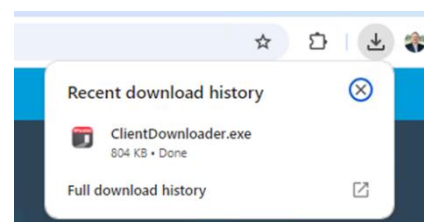
[Try Again](#)

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

Edge



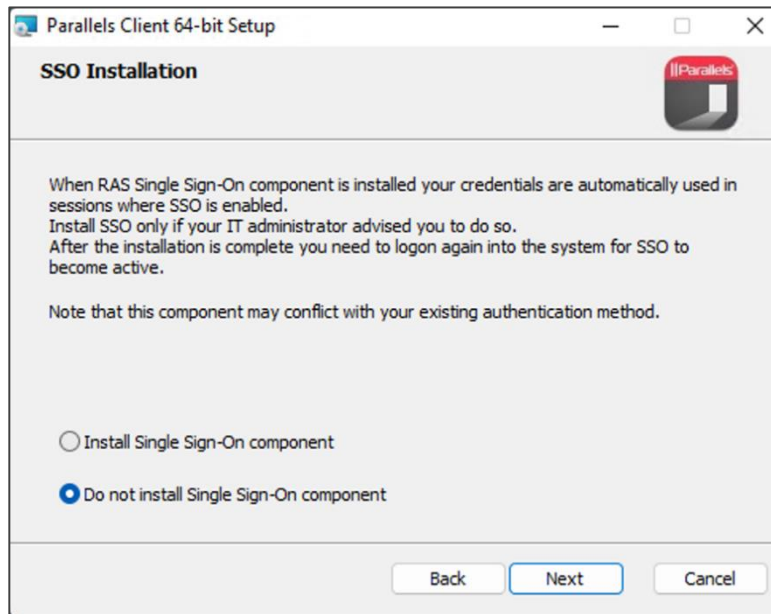
Chrome



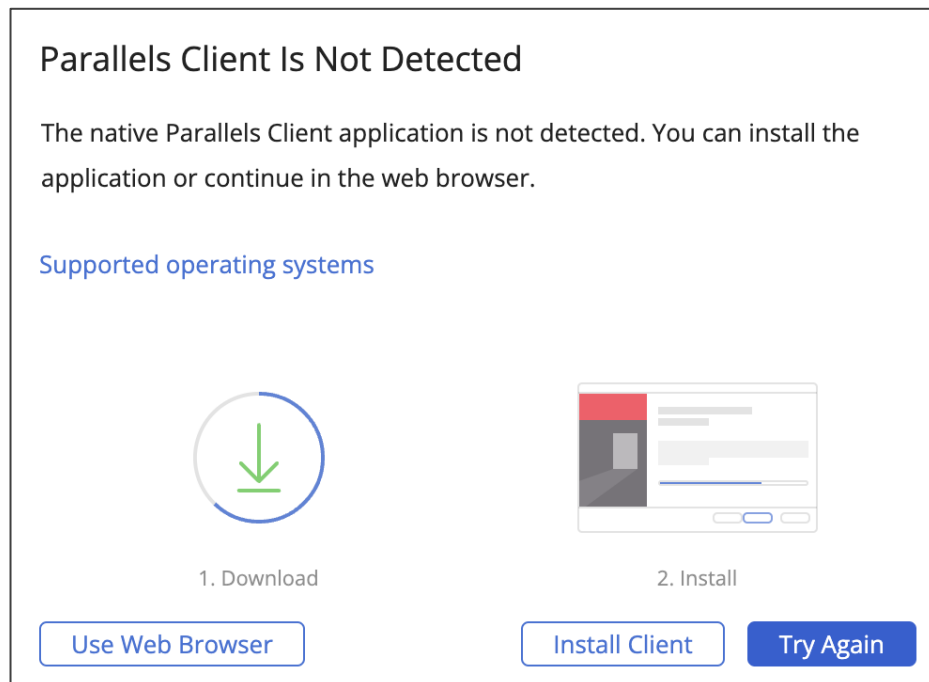
- c. Continue through the installer application until it is complete.



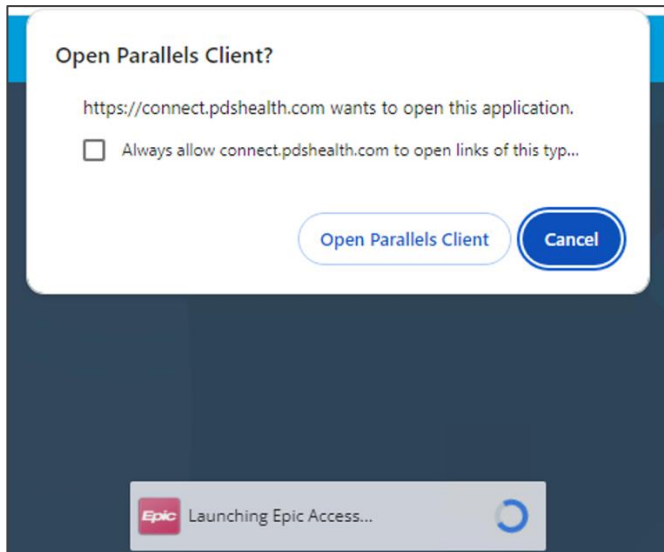
DO NOT enable the Single Sign-On Component when prompted, as shown below.



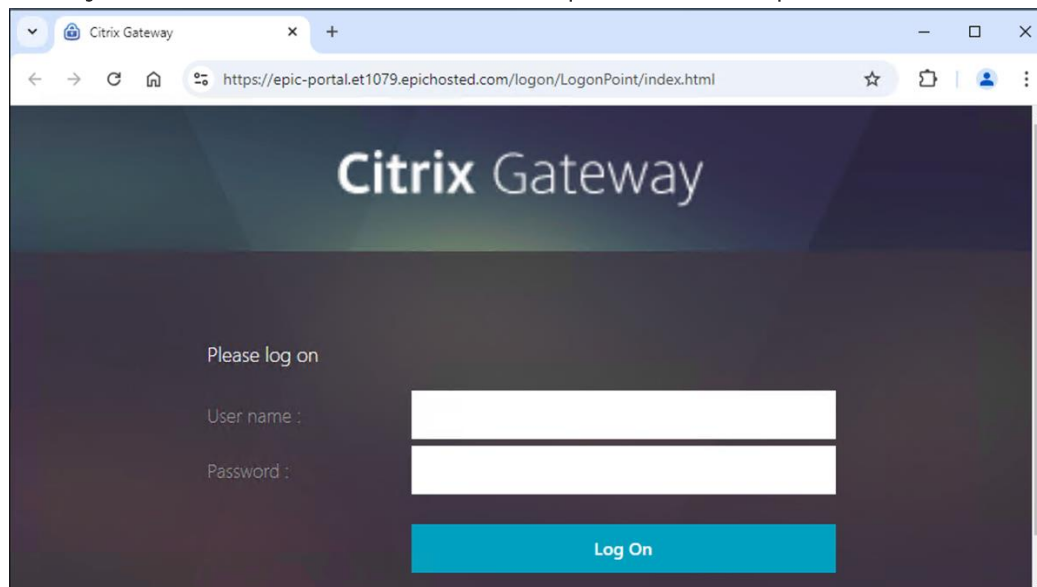
- d. Once installation is complete, return to the web browser and click **Try Again**.



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.

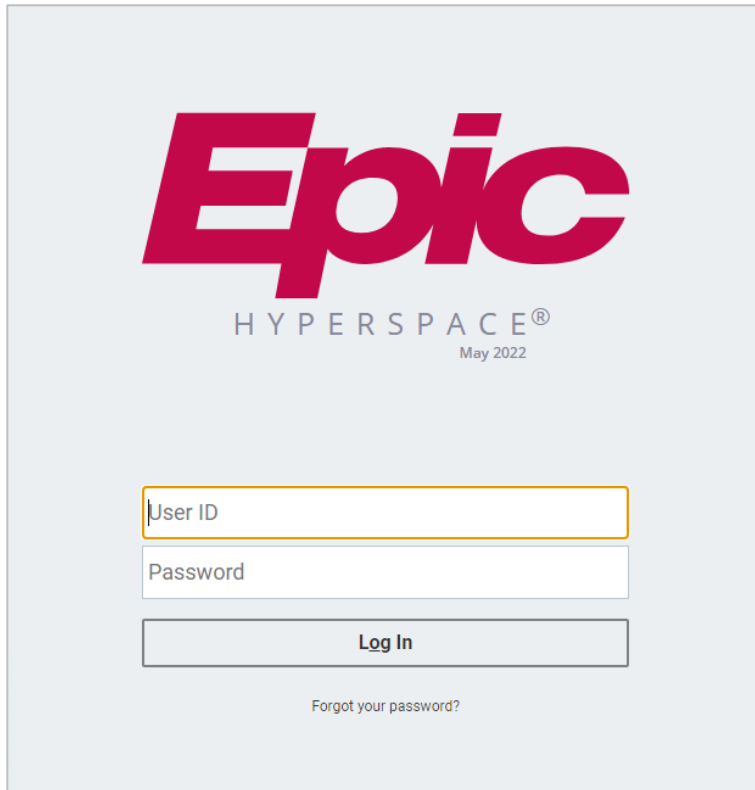


8. Enter your PDS Health™ username and password to open Citrix Client Gateway.



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.



The image shows the Epic Hyperspace login interface. At the top, the Epic logo is displayed in red, with 'HYPERSPACE®' in blue below it, and 'May 2022' in small text. Below the logo are two input fields: 'User ID' and 'Password'. A 'Log In' button is positioned below the password field. At the bottom, there is a link that says 'Forgot your password?'.