

Access to Hyperspace Production (Epic) from Off Campus

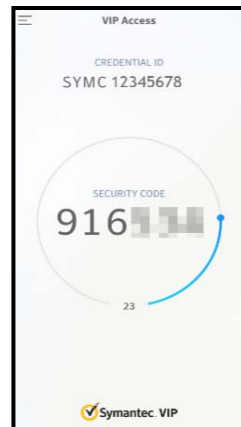
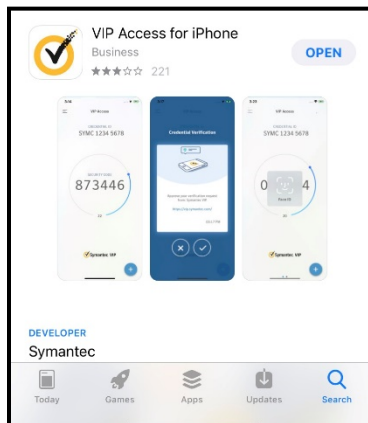
The following instructions are intended to help you connect to Community Medical Center's Citrix Store Front off campus to access Hyperspace Production (Epic) with secure two factor authentication.

Installing Symantec VIP app

The app is required for two factor authentication. This will be the only way to retrieve the code to login to the CMC network off campus.

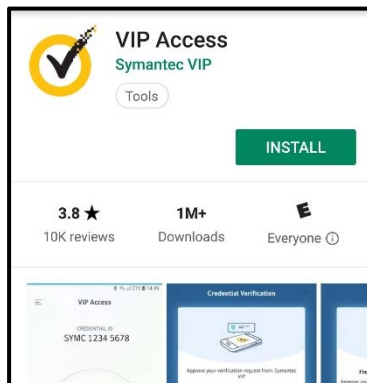
From an Apple iPhone or iPad:

1. Open your "App Store" application, touch the "Search" in lower right of screen, search for "VIP access", and locate the application that says "VIP Access for iPhone".
2. Touch "Get" to download the free application, if you've previously downloaded before, there might be a cloud icon instead of "Get", but they work the same.
3. After the status wheel completes you should see the "OPEN" button display, touch it to open.
4. After the application opens you will be prompted with a question if you would like to have the applications display pop-up notifications or not, it is your preference to choose. After choosing the notification options, touch the "X" to close the welcome messages.
5. Now you will be able to identify your "Credential ID" and "Security Code" when calling the CMC Service Desk.



From an Android Phone or Tablet:



1. Open the Google Play store and search for "VIP Access" (Might display as Symantec VIP Access).
2. Select the free app and tap "Install".
3. Open the app and follow steps for setting up notifications (if desired).
4. Now you should see a series of numbers for "Credential ID" and "Security Code". We will need these when you call our CMC Service Desk.

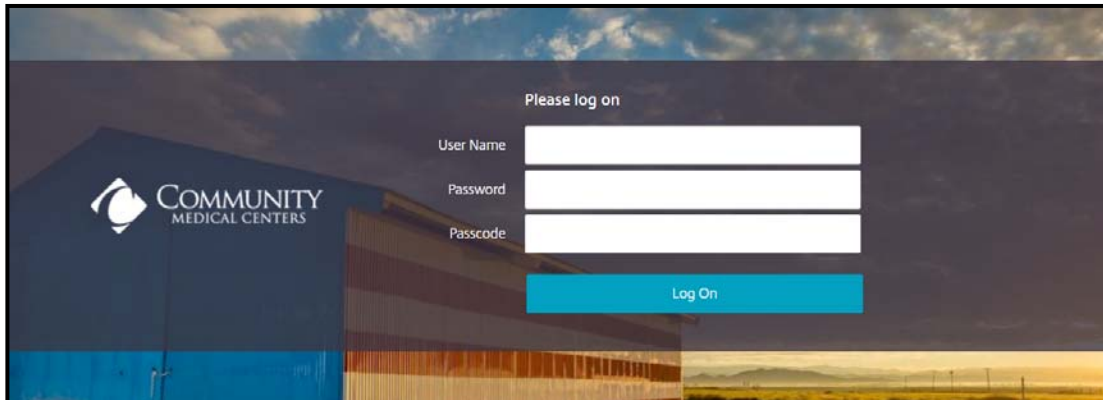


After completing the download/install of the Symantec "VIP Access" app, please call us at the Community Medical Centers Service Desk at **(559) 459-6560** so we can assist you with your login credentials.

Accessing CMC to update network password

Before being able to access Epic or CMC site you will need to have a current active username and password. If you need to change it please follow the instructions below. If not skip to the next section Citrix Work Space Installation.

1. Open either Internet Explorer  (IE 9,10,11, and Edge) or Google Chrome  from your home computer or laptop.
2. Type in remote.mycmc.com in the address bar at the top of the window.
3. You will be presented with this screen



4. Enter your current username and password
5. Enter your passcode using the Symantec VIP Access app. The code will update every 30 seconds. If it changes simply enter the new code.
6. If you are prompted to change your password, please follow the password requirements below to change your password.

Requirements for new passwords:

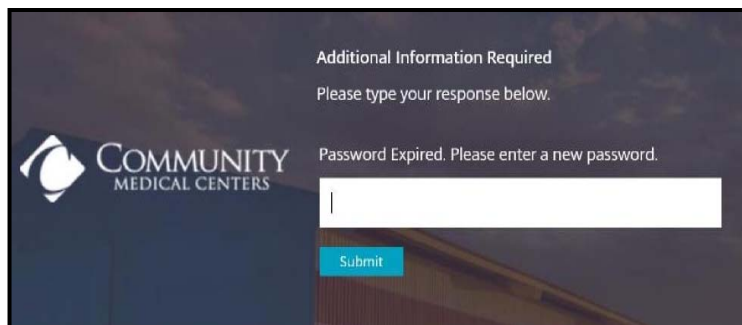
Must be at least 12 characters in length

Cannot contain the username or first/last name

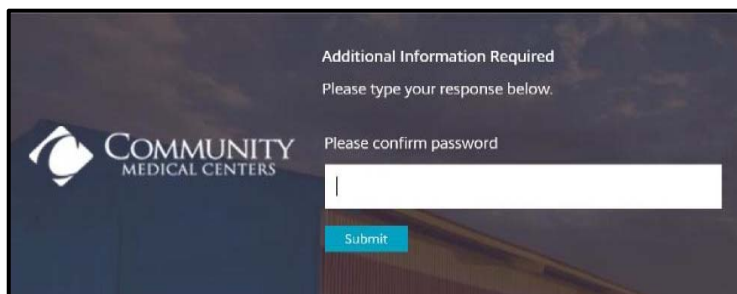
Must contain a minimum of one Uppercase and Lowercase letters

Must contain at least one number or symbol.

Passwords must be changed at least every 180 days



7. Re-enter your new password.



8. If you successfully logged in you will see the following screen

COMMUNITY MEDICAL CENTERS

Community Medical Centers

Remote Access Portal

Please note: The Forum and other systems not listed below must be accessed via the My Citrix Applications link.

Popular Apps	Clinical Apps	Business Apps
<ul style="list-style-type: none">• My Citrix Applications• Outlook Web Access• Advantek Benefits• W2 Access (Use ID: 10206)• HLC: BLS ACLS PALS	<ul style="list-style-type: none">• Accreditation Manager Plus• Ahiqa• AmionSchedule• Cardinal RxView• CPACS• Doctor'sOrder Sets (Lucidoc)• EMR• GWNManagement• IMS Ready Tracker• IRIS (Incident Reporting Intranet System)• Joint Commission Standards• Lippincott's NursingAdvisor• Lippincott Procedures• MedMined VSlogin• Micromedex 2.0• Patient Locate• Policies & Procedures (Lucidoc)• VergeSolutions	<ul style="list-style-type: none">• ComplyTrack - MediRegs• Courier services (request form)• Employee Discounts• Everbridge• MaxCom Material Safety Data Sheet, MSDS• Med Assets• MISP• One Source• Performance Improvement Portfolio (CPIP)• Policies & Procedures (Lucidoc)• Premier Connect

9. If you need to install Citrix Workspace on your computer or laptop please skip to the step "Citrix Workspace Installation".

If you already have it installed click on the link "My Citrix Applications" to access the Citrix Store Front.

Popular Apps

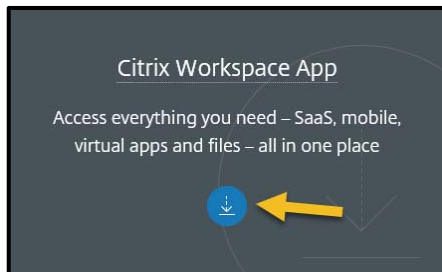
- [My Citrix Applications](#)
- [Outlook Web Access](#)
- [Advantek Benefits](#)
- [W2 Access \(Use ID: 10206\)](#)
- [HLC: BLS ACLS PALS](#)

Citrix Workspace Installation

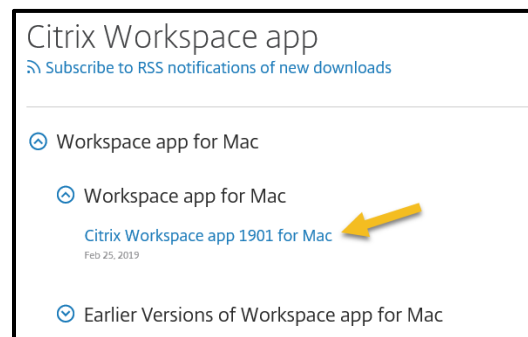
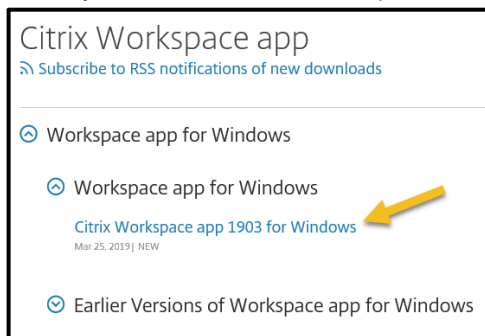
Please follow the instructions below to get Citrix Workspace installed on your computer or laptop.

If using a tablet, iPad, or smart phone please go to the app store / google play store to download citrix workspace then contact the Service Desk.

1. If you have already installed Citrix Workspace on your computer or laptop you may skip to Step 8.
2. In the address bar at the top of Internet Explorer or Google Chrome window type citrix.com and press enter.
3. Click on “Downloads” at the top of the screen. Then look for “Citrix Workspace App” and click on the blue arrow.

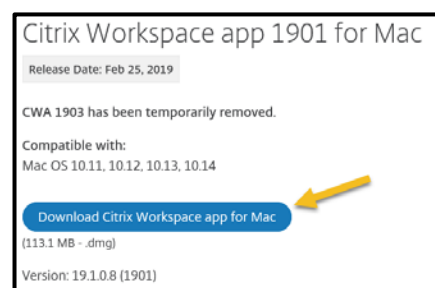
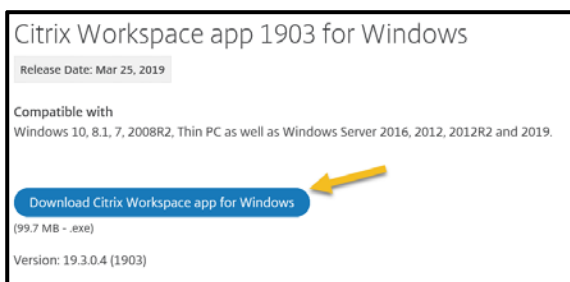


4. Citrix will auto detect if you are using Windows or Mac. Click on the “Citrix Workspace app for...” link. (versions will vary from screen shot below)



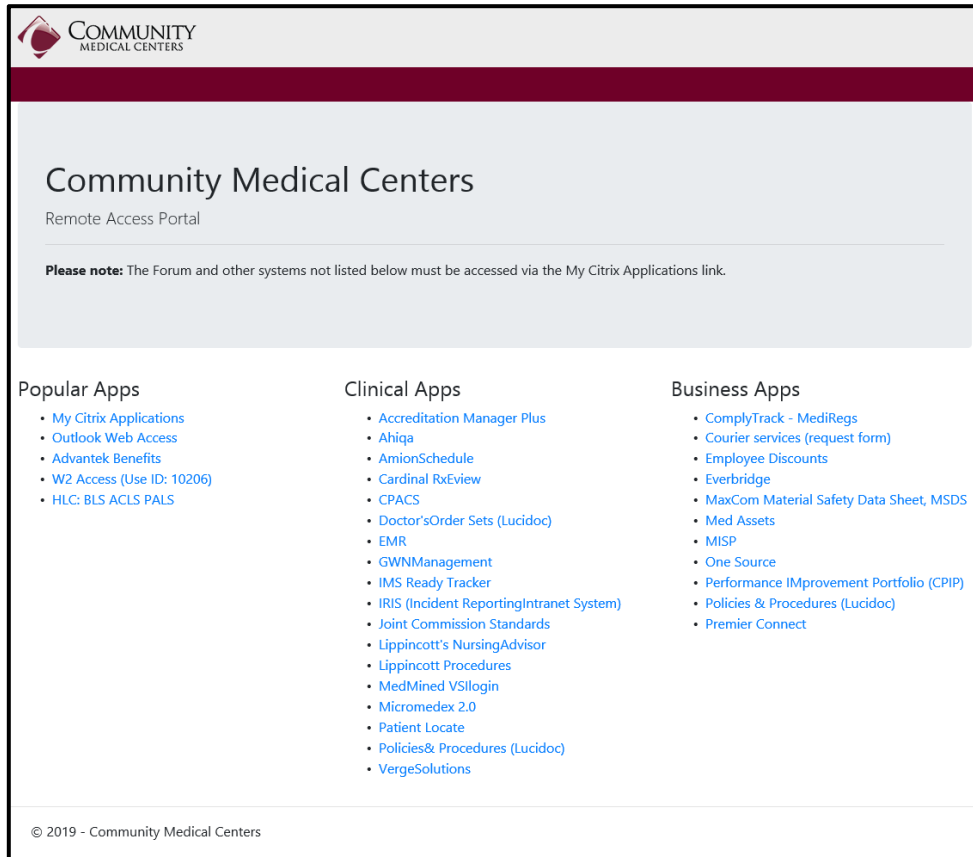
5. Click on the “Download Citrix Workspace app for...” blue button.

(versions will vary from screen shot below)

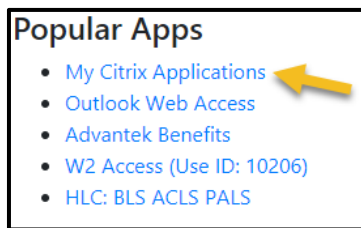


6. The software installation will begin downloading. Depending on your internet browser and operating system you may have to click “run” or enter your personal computer password.
7. For both installations you will just follow the prompts and proceed through each step. When you reach the screen where it will prompt to enter Server or Work Email Address. Skip this step by clicking finish or closing the window.

8. Type in remote.mycmc.com in the address bar at the top of the internet browser window. Login with current username and password to access the screen below.

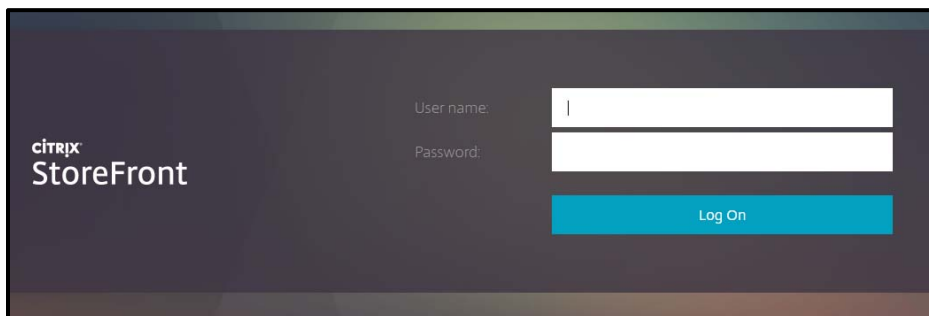


9. Click on the link "My Citrix Applications" to access the Citrix Store Front.

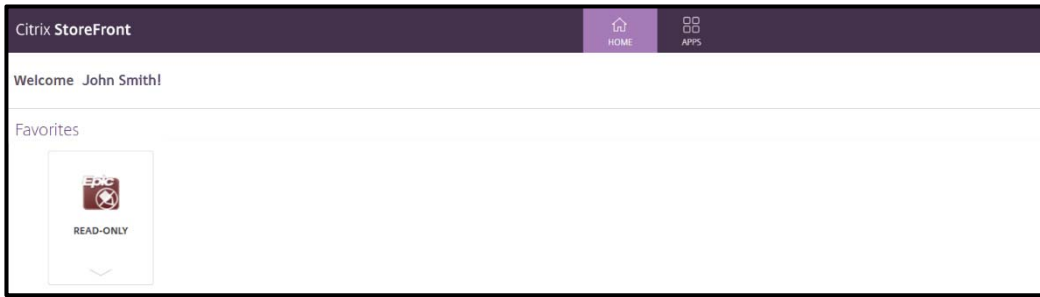


Citrix Store Front

1. You will see the Citrix Store Front login screen.



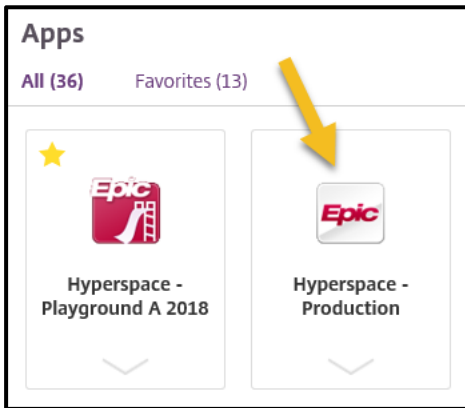
2. Login using your current Username and Password and you should see the screen below.



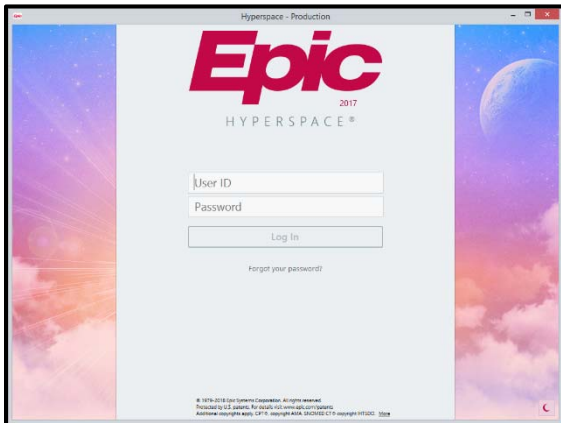
3. If you only see one or few applications and do not see "Hyperspace - Production" click on the "Apps" button at the top of the window.



4. Now you will see more applications. Click on the "Hyperspace - Production" to launch the application.



5. Now it should launch using Citrix Workspace.
6. Login to the Epic with current username and password.



If you have any issues with the login, website, Citrix, or Hyperspace - Production not loading please contact the Community Medical Center Service Desk at (559) 459-6560.