PRHC INFORMATION SYSTEMS

Remote Access Guide for Epic (all environments) – Full Desktop

Audience: All PRHC Staff requiring Epic Access Remotely

Change Log		
Version	Date	Change
1.0	Oct 4, 2021,	Remote access Hyperspace instructions for remote clinics.
1.1	Oct 22, 2021,	Updated instructions to include mandatory MFA requirements.
1.2	Nov 8, 2021	Update to include training and production environments
1.3	Dec 23,2022	Updated to includes Microsoft MFA using RSA
1.4	Jun 29,2023	Updated to includes Microsoft MFA using Microsoft Authenticator
1.5	Jan 15, 2024	Updated document for Hyperdrive rollout.

How to connect to VDI to Access Epic?

These instructions will help you access the Epic training and production environments while external to the hospital.

Install the VMWare Horizon Client

The VMWare Horizon Client is installed on your remote machine. This client is used to access the virtual desktop infrastructure at PRHC.

<div align="center">

Step 1

</div>

Download VMWare Horizon Client. Click **here** to download the latest version. If you are running Windows at home, select "VMWare Horizon Client for Windows".

| Product	Release Date	
⌄ **VMware Horizon Client for Windows**		
VMware Horizon Client for Windows	2020-03-30	Go to Downloads
⌄ **VMware Horizon Client for Windows 10 UWP**		
VMware Horizon Client for Windows 10 UWP from the Microsoft store	2019-09-17	Go to Downloads
⌄ **VMware Horizon Client for Mac**		
VMware Horizon Client for macOS	2020-03-26	Go to Downloads
⌄ **VMware Horizon Client for Linux**		
VMware Horizon Client for 32-bit Linux	2020-04-09	Go to Downloads
VMware Horizon Client for 64-bit Linux	2020-04-09	Go to Downloads
VMware Horizon Client for Linux tarball version	2020-04-09	Go to Downloads

<div align="center">

Step 2

</div>

Click download.

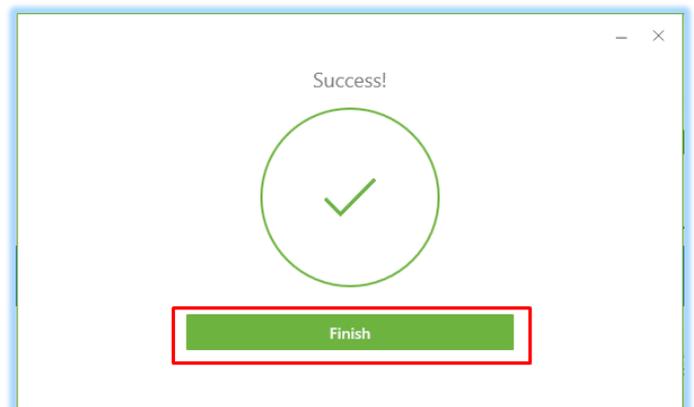| Product/Details	
VMware Horizon Client for Windows File size: 219.96 MB File type: exe Read More	**Download**

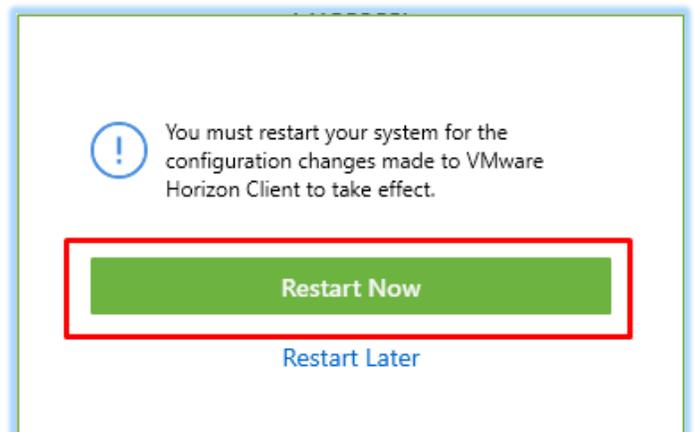After the download completes, launch the installer, and then select **Agree & Install**
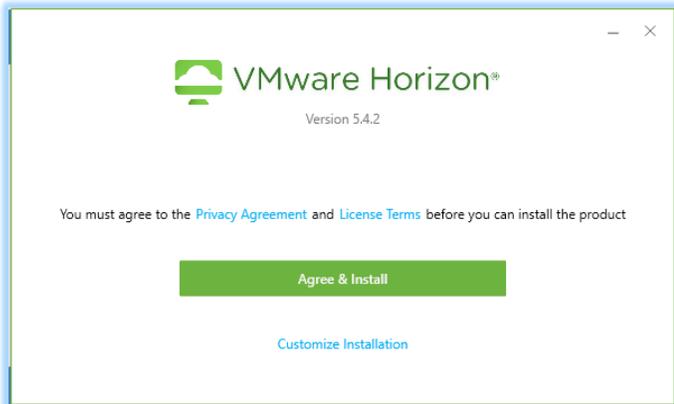
Click **Finish**

Click **Restart Now**

Configuring the VMWare Horizon Client

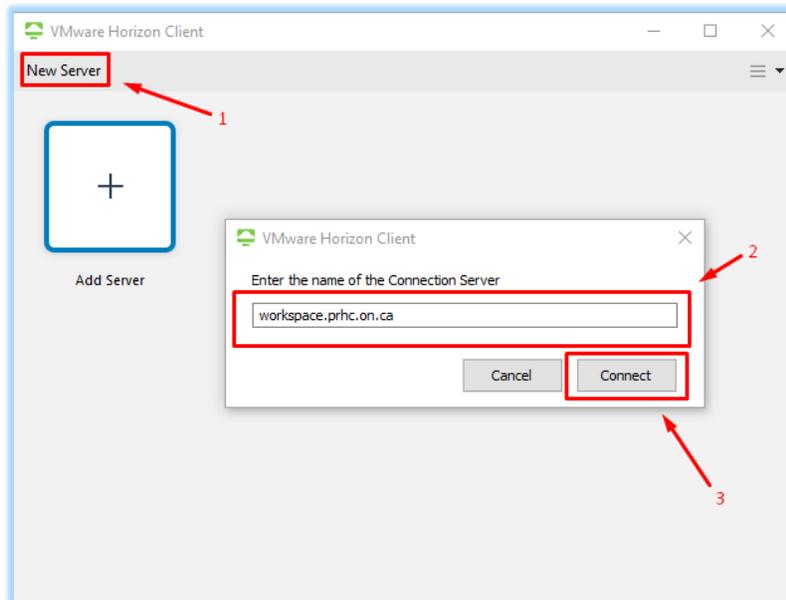The VMWare Horizon Client is used to access the virtual desktop infrastructure at PRHC.

Step 1

Double click the VMWare Horizon Client desktop icon to launch the VMware Horizon Client.

1. Click **New Server**
2. Enter **workspace.prhc.on.ca**
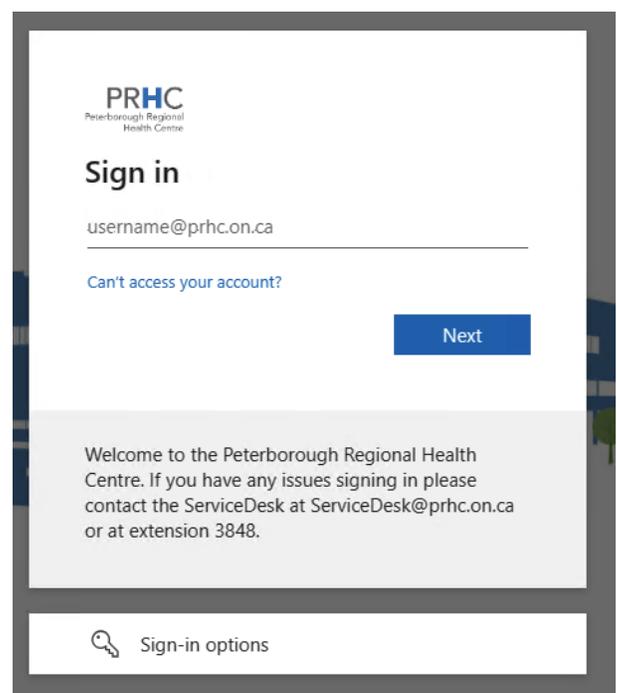3. Click **Connect**

Step 2

You will be redirected to the following Sign in page. Enter your PRHC provided username and password in the following format username@prhc.on.ca.

Note: Multi-Factor Authentication (MFA) is required to access the PRH environment. This is mandatory and required in order remain complaint. If you have not already onboarded your account, please visit https://mfa.prhc.on.ca to register your account.

Additional information can be found on the prhc.on.ca website under Staff Resources.

You will be redirected to the SSO Sign in page. Enter your PRHC provided **username** and **password** in the following format username@prhc.on.ca.

This is the login ID that was provided by the PRHC ServiceDesk.

At this point after selecting **Sign in** you will be prompted to **Approve** the push notification on your mobile device.

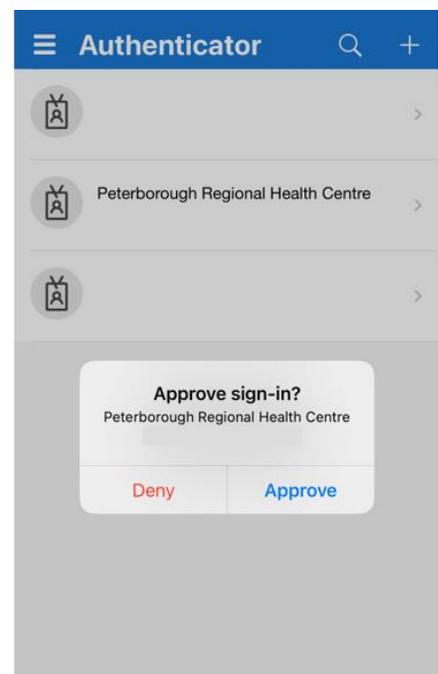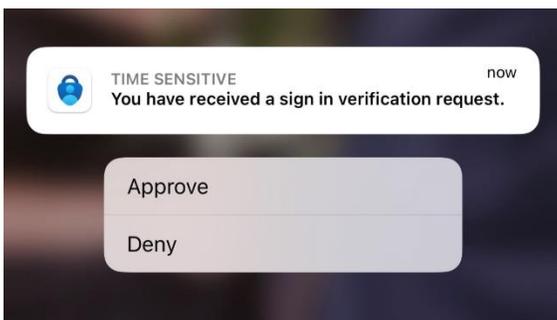Open your **Microsoft Authenticator** app on your mobile device to accept the MFA prompt.

PRHC
Single-Sign On (SSO)

Sign in with your organizational account

someone@example.com

Password

Sign in

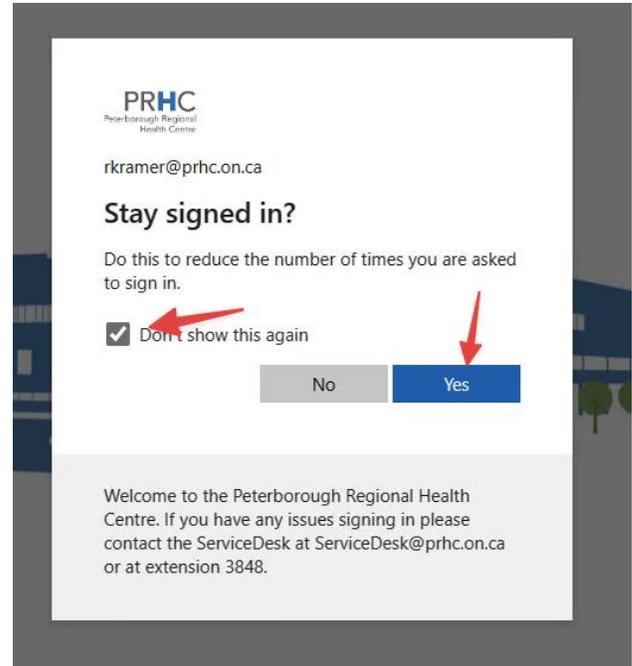Sign-in to PRHC requires MFA registration. Click here to register.

Step 5

From your mobile device (iPhone / Android) select **Approve** when prompted from either the push notification or by opening the **Microsoft Authenticator** app.
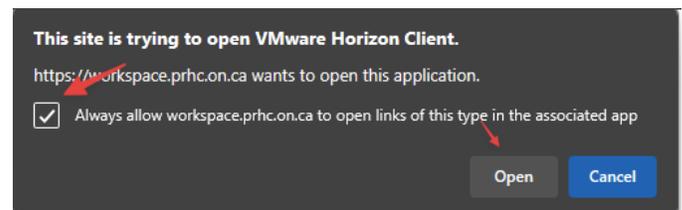
TIME SENSITIVE   now
You have received a sign in verification request.

Approve

Deny

☰ Authenticator   🔍 +

Peterborough Regional Health Centre

Approve sign-in?
Peterborough Regional Health Centre

Deny   Approve

Select **Don't show this again** and click **Yes**.
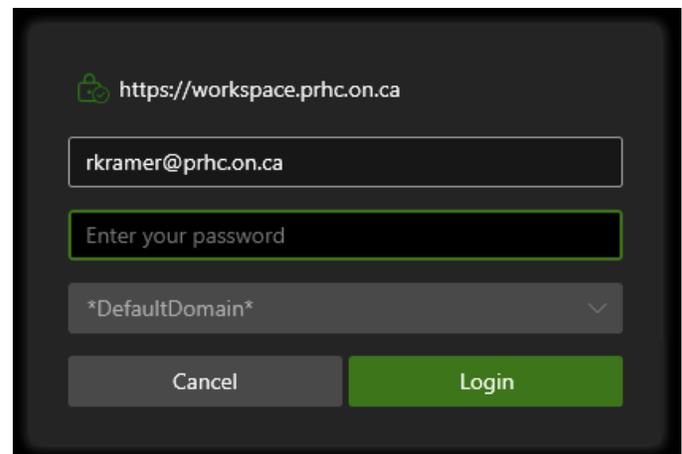
Check **"Always allow workspace.prhc.on.ca to open link of this typ ein the assocaited app"** and then select **Open**.
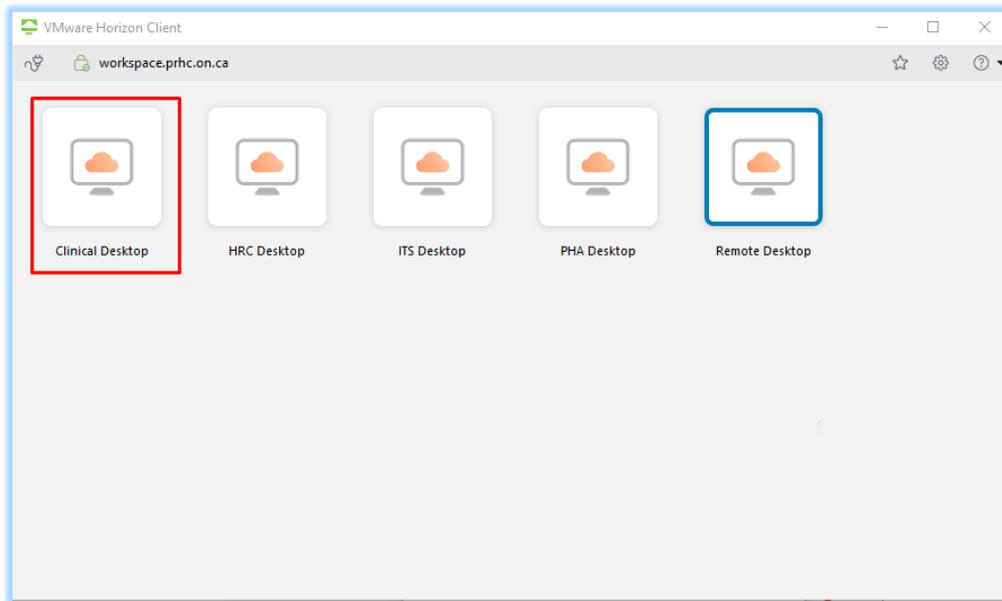
Enter your PRHC provided **username** and **password** in the following format username@prhc.on.ca. Select **Login**.

Double click the desktop you have been granted access. This is most likley the "Clinical Desktop". There may multiple desktops that you have been granted access to.
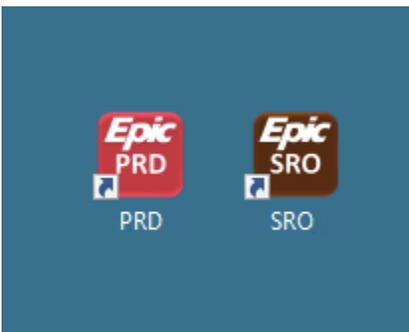
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Double click the Epic Enviorment you would like to access.

Reminder:

- PRD is the Production Environment
- PLY is the playground and test environment. Do not use PHI in this environment.

NOTE: You will only see the environment shortcuts that you have been granted access.

Disconnecting from the Virtual Desktop

When you are read to disconnect from the Virtual Desktop. Select Options "Disconnect' or "Disconnect and Log Off".

Disconnect – Your session stays active and application remain open and active for 12 hours.

       Intended Purpose: You are heading for a break or lunch.

Disconnect and Log Off – Your session is immediate closed, and all application are closed.

       Intended purpose: You are finished for the day.