

## How to Log into Epic using Single Sign on ( SSO)

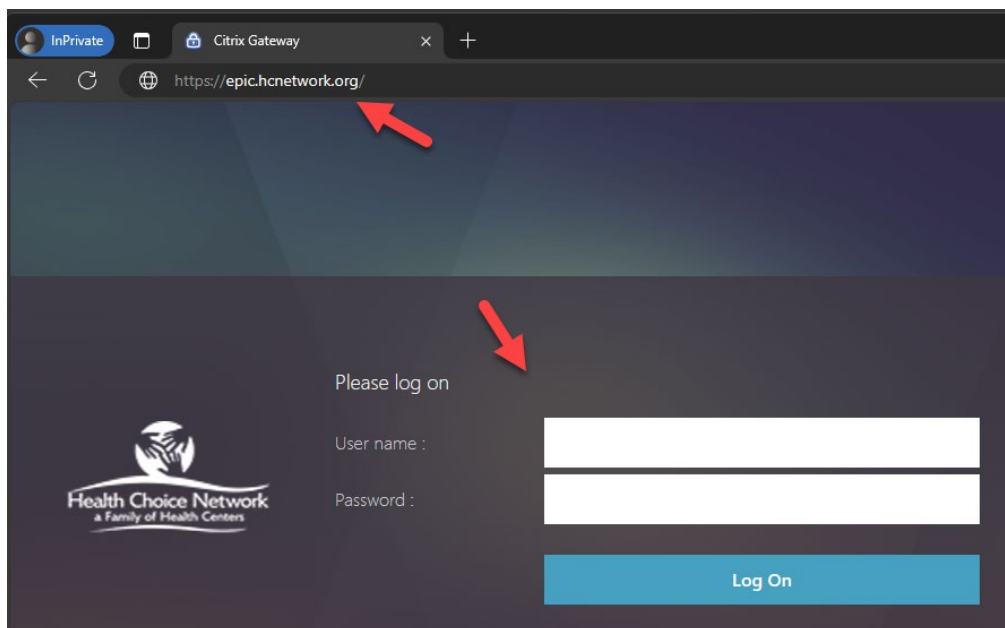
This guide will review logging into Epic through HCN's published website –

<https://epic.hcnetwork.org>

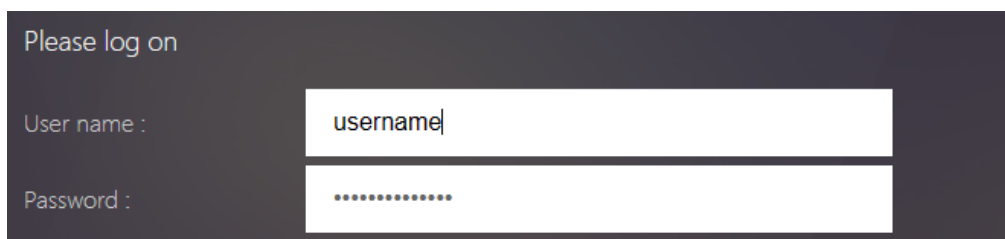
Go to the URL: <https://epic.hcnetwork.org> from Edge browser

### Access from your center locations

If you are at the Center (connected to HCN network), the screen below will be shown.



Enter your HCN/Epic username and password.



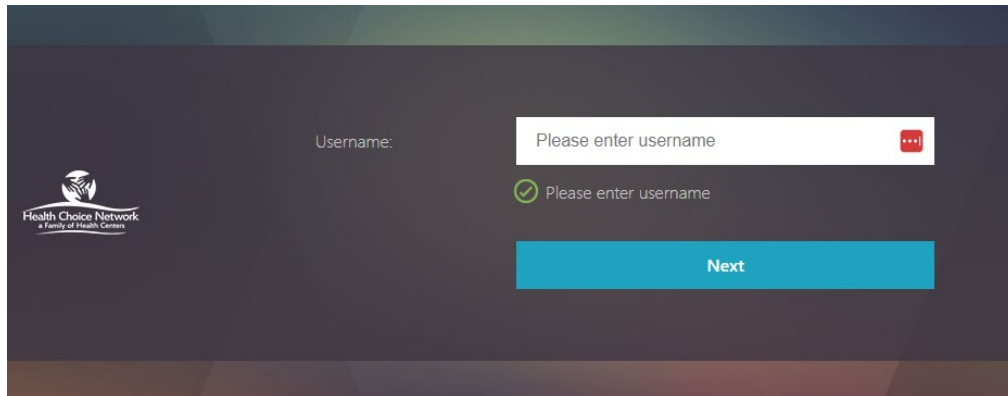
Please log on

User name :

Password :

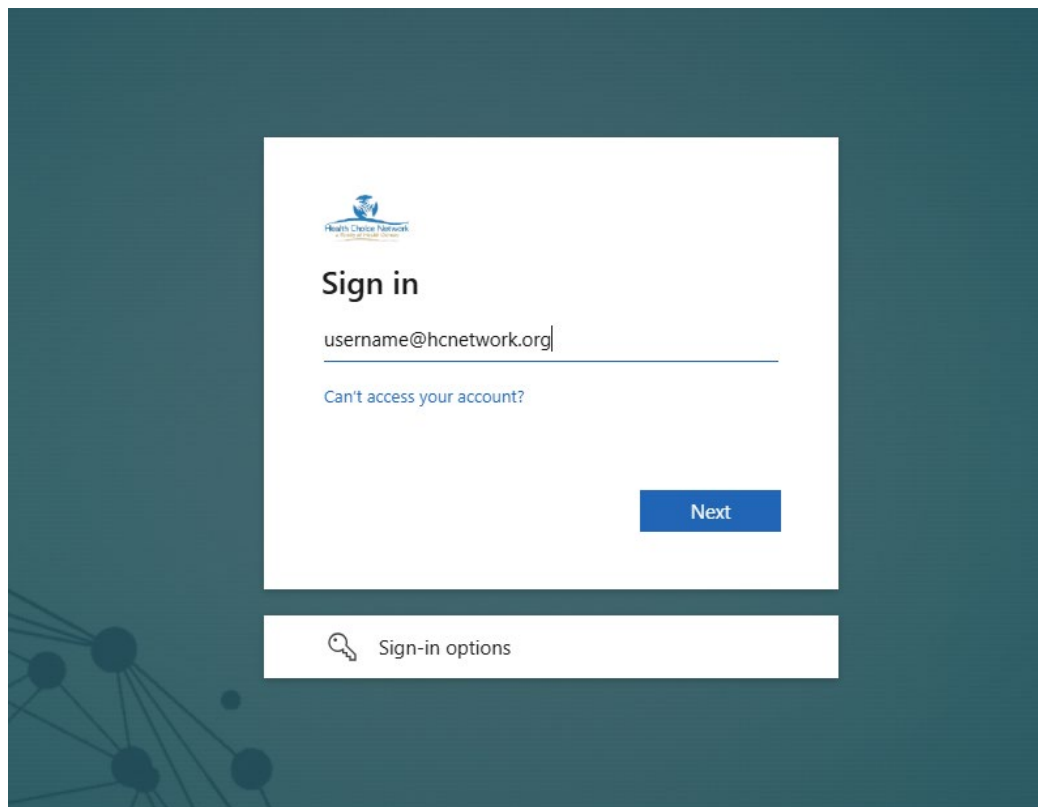
## Remote Users

If you are a remote user (external), you will be presented with the following screen first and prompted with Multi-Factor Authentication. Enter your HCN/Epic username



A screenshot of a login interface with a dark background. On the left is the Health Choice Network logo. The main area contains the text "Username:" followed by a text input field with the placeholder "Please enter username" and a red eye icon. Below the input field is a green checkmark icon followed by the text "Please enter username". At the bottom is a blue button labeled "Next".

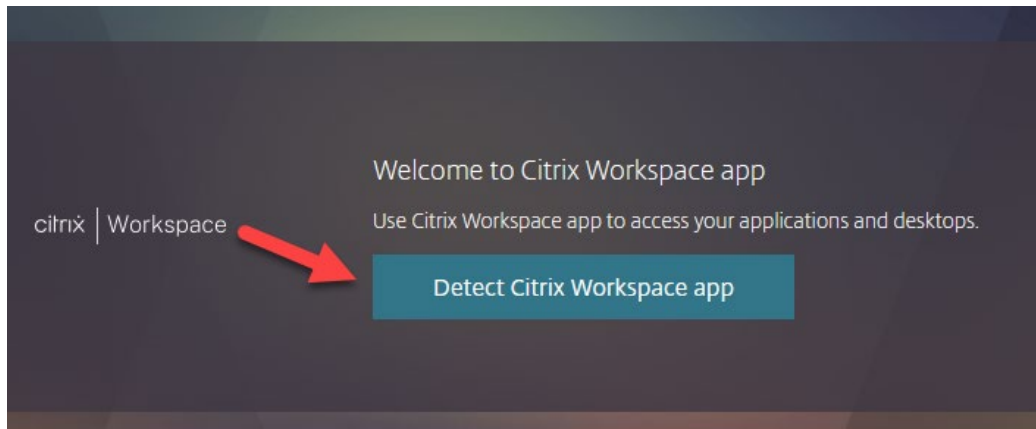
Enter your HCN/Epic username with “@hcnetwork.org” and follow the MFA steps.



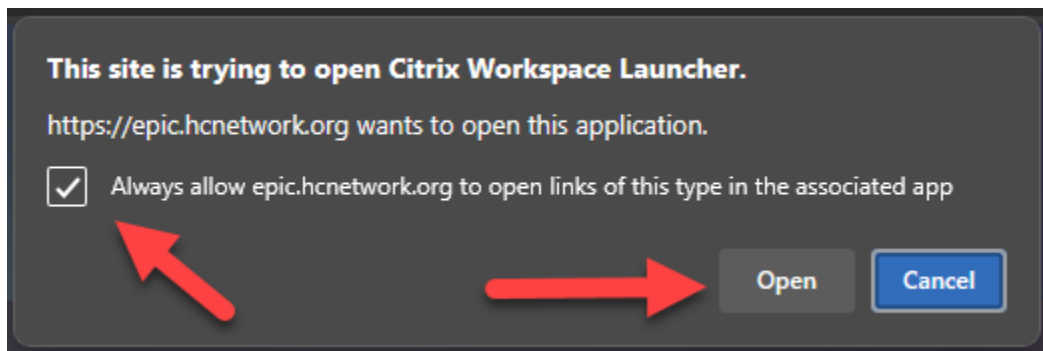
A screenshot of a sign-in interface with a teal background. A white box in the center contains the Health Choice Network logo, the text "Sign in", and a text input field with the placeholder "username@hcnetwork.org". Below the input field is a link that says "Can't access your account?". At the bottom right of the white box is a blue button labeled "Next". Below the white box is a white button with a key icon and the text "Sign-in options".

## For new Citrix installations or new devices

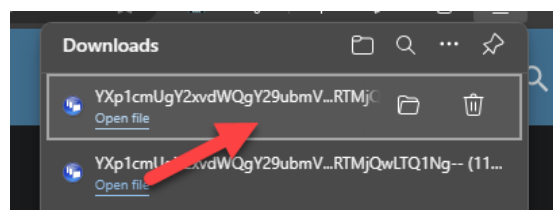
You may get this message if you have not yet installed or run Citrix on your device. If you already have Citrix Workspace installed, select “Detect Citrix Workspace app”



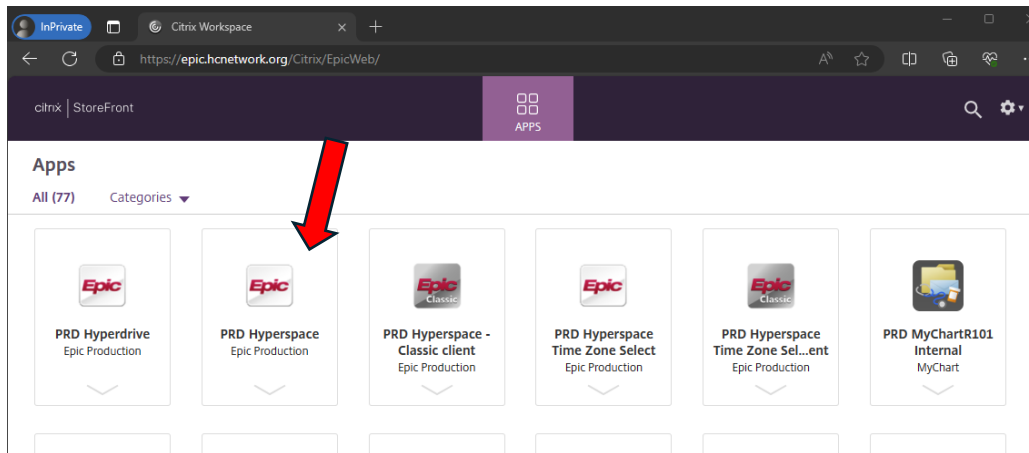
You’ll get a prompt (on Edge) to always allow epic.hcnetwork.org to open links with this type in the associated app. Here you will check the box and click “Open.”



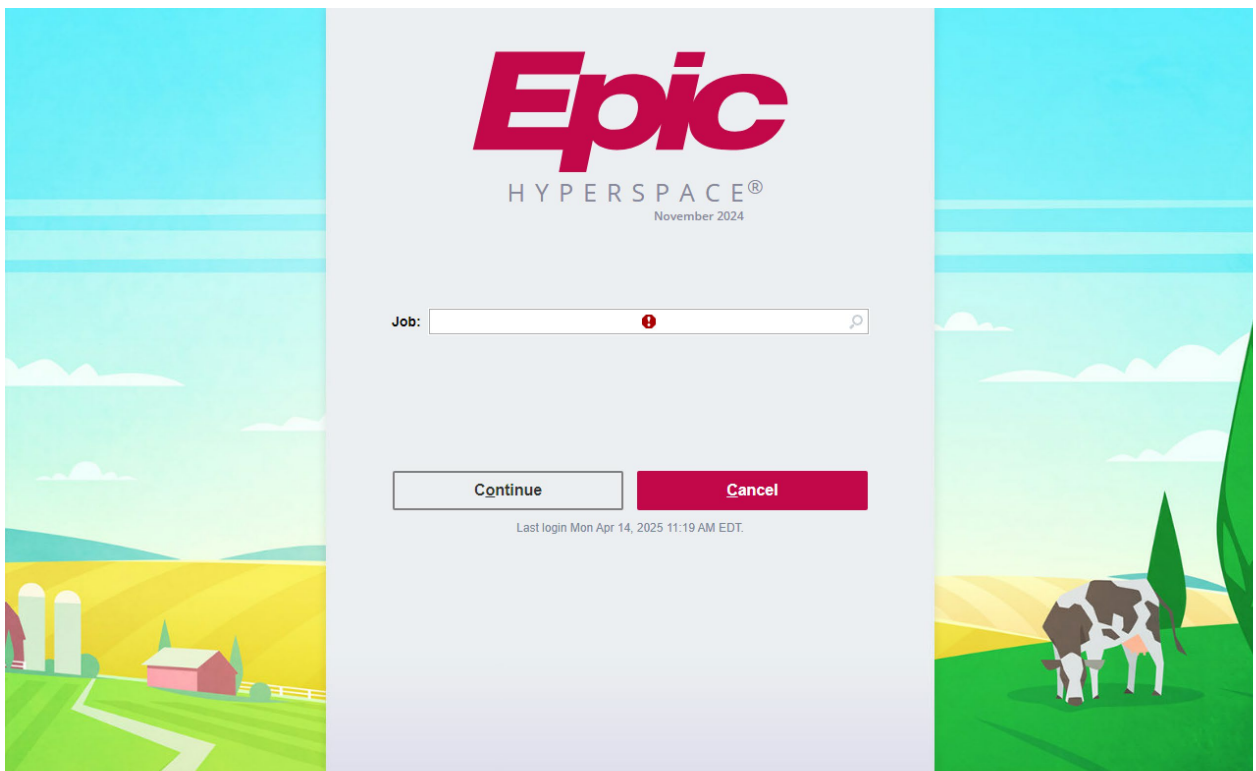
When the .ica file downloads, **right click** on it and make sure “Always open files of this type” is checked. This way Edge will always open the ICA file automatically with Citrix Workspace.

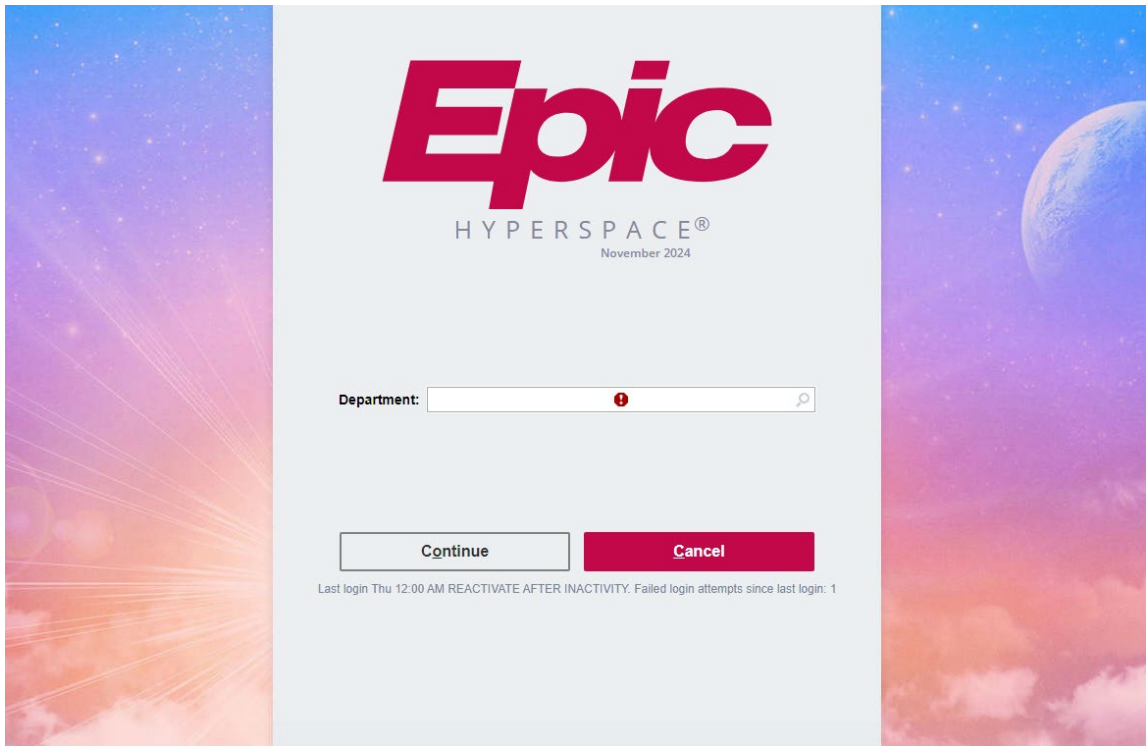


## Launch Epic Hyperspace application



Epic Hyperspace opens passing through the user credentials. Enter your roles if you have more than one and then Department.





**Epic**  
HYPERSPACE®  
November 2024

Department:  ⓘ 🔍

Last login Thu 12:00 AM REACTIVATE AFTER INACTIVITY. Failed login attempts since last login: 1