

# Downloading Citrix and Accessing Epic SOM Environment

This document will step you through accessing the Epic training environment SOM (School of Medicine) remotely through Citrix, and provides login instructions for that training environment.

## Instructional Guide for Accessing the OHSU Network Remotely

**To access the OHSU network remotely the first time, first download the Citrix Receiver.**

1. It is recommended that the Receiver be downloaded directly from Citrix:

<https://www.citrix.com/go/receiver.html>

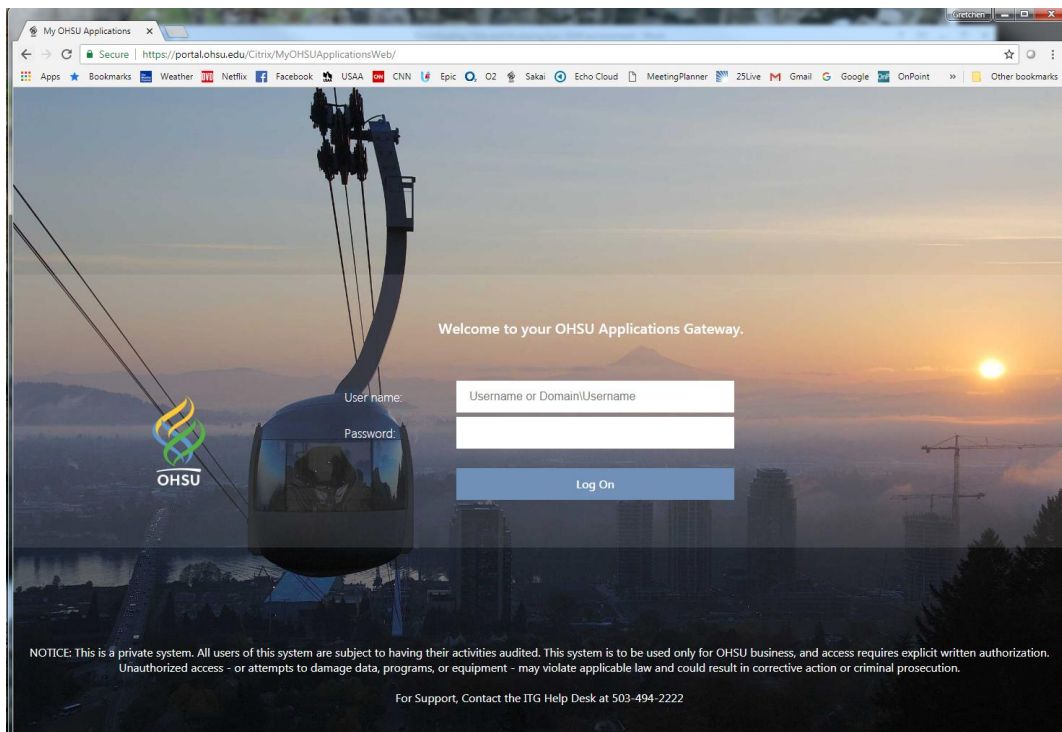
**Download Citrix: NOTE: on most laptops, this will download a Citrix Receiver. The receiver is an application that allows you to access the network and Epic remotely.**

1. Once Citrix has been downloaded, you may need to restart your computer.
2. You will access the network via Citrix Receiver App.



Either this icon:

Or from this site: <https://portal.ohsu.edu/Citrix/MyOHSUApplicationsWeb/>

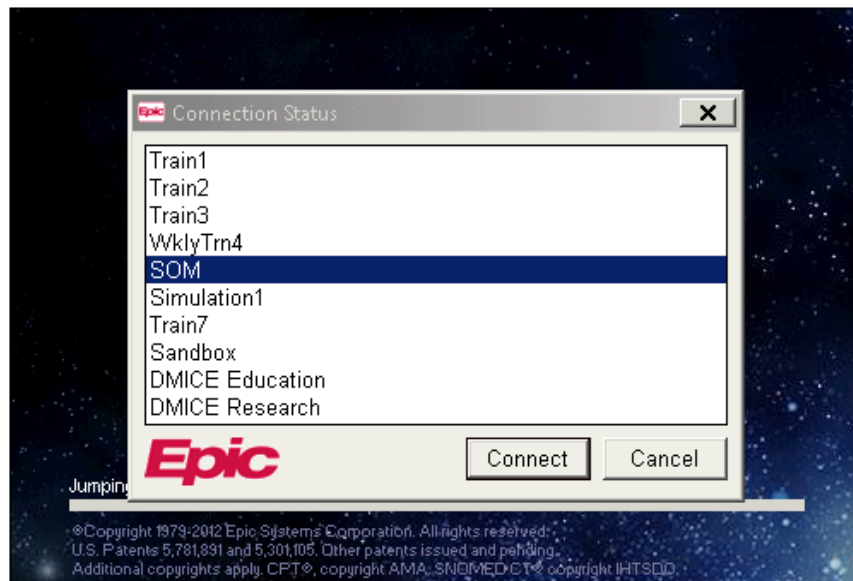


3. Log onto the network using your OHSU login ID/password.
4. If you don't see Epic Train in your Favorites tab, try the All Apps tab.



Epic Train 2017

5. Select the SOM Environment, and log on using your regular OHSU network ID/password.



#### Additional Citrix Troubleshooting:

Instructions for how to fix Citrix on **Dell/Windows 10/Chrome** when it keeps saying "Citrix has already installed"

1. Go to <https://www.citrix.com/support>
2. In the knowledge center search bar in the center of the screen, search for "clean up"
3. The first item that should pop up is Receiver clean up utility
4. Download that and go through the prompt (will pop up in a black window)
5. Re-download Citrix
6. Go to OHSU Citrix page.
7. Open folder and try to launch Epic. At the bottom of the window it should ask you if you want to open the file or go to the folder. Click on open folder
8. You should see a launch (#) in the downloads folder. Right click on it and choose the option "open with..." "choose another app"
9. You should see Citrix receiver and Citrix connection manager. Choose the Citrix connection manager and click the box at the bottom that says "always use this app to open .ica files"
10. This should open Epic whether you use Window Edge or Chrome now.

### **Additional Troubleshooting Accessing Epic Train**

1. For access to Epic Train via your laptop, you must access OHSU's network remotely, via the Citrix Receiver.
2. You will not be able to access Epic Train via the OHSU O2 intranet.
3. Epic Train will not be an icon pushed to any OHSU networked workstations in the clinics or hospitals.
4. Access to Epic Train is granted via the EHR Informaticist in the School of Medicine.
5. Access to Epic Prod is requested via the Dean's office in the School of Medicine.
6. For additional help, please contact:

Gretchen Scholl, BS  
EHR Educational Informaticist  
SM Office of the Dean  
Phone: 503.494.0554  
[schollg@ohsu.edu](mailto:schollg@ohsu.edu)

