

# 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. You will not need to actually log into SOM until the Fundamentals Block, but **you need to be sure that you've downloaded Citrix Workspace and can see Epic SOM. PLEASE NOTE – YOU WILL NOT SEE THE EPIC SOM ICON UNTIL EARLY AUGUST.** For your Epic training, the Epic Training instructors will direct you to the appropriate virtual resources.

## Important Details Regarding Remote Access to the OHSU Network

After you install Citrix Workspace, and before you can access OHSU's network remotely, you will need to set up Two-Factor Authentication with Duo Mobile:

<https://o2.ohsu.edu/information-technology-group/software/duo.cfm>

## Instructional Guide for Accessing the OHSU Network Remotely

**To access the OHSU network remotely, download the Citrix Workspace app.**

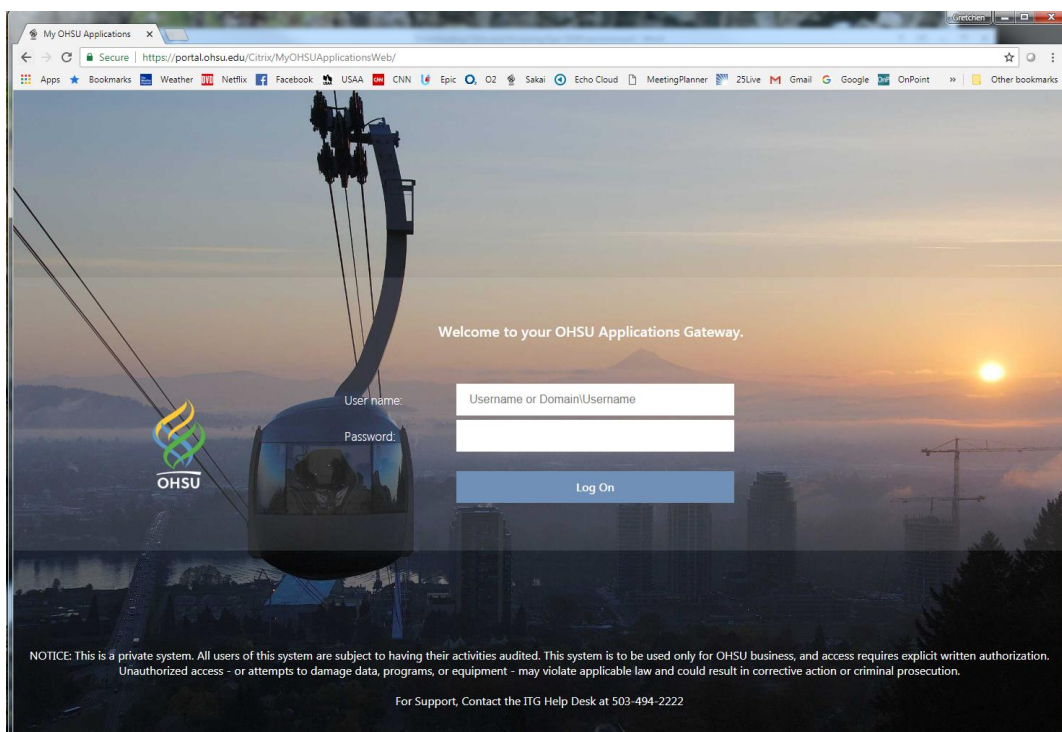
**Be sure you have activated Duo Mobile.**

It is recommended that Workspace be downloaded directly from Citrix. It is labeled as Citrix Workspace App. Select the Workspace app appropriate for your operating system:

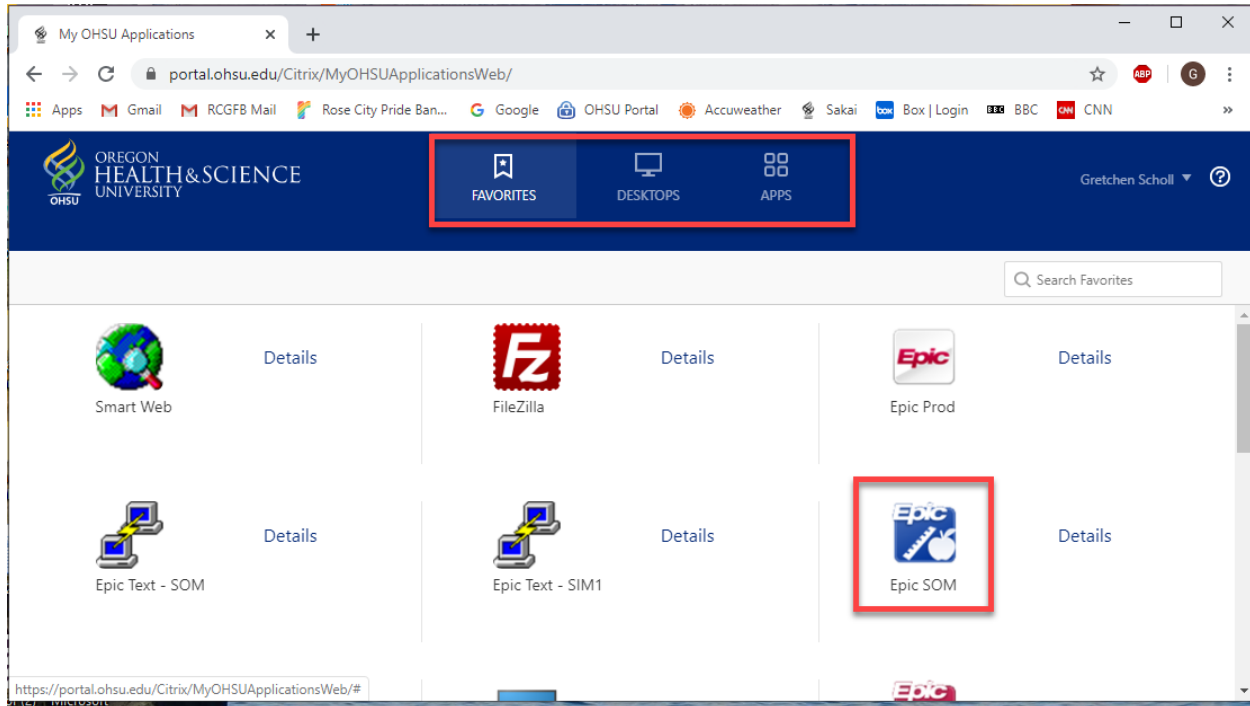
<https://www.citrix.com/downloads/workspace-app/>

Once Citrix Workspace has been downloaded, you will need to **restart your computer.**

You will access all of your OHSU network applications from this site: <https://portal.ohsu.edu/>



1. Login using your OHSU username and password.
2. You will need Duo Mobile installed on your cell phone in order to access the site. Find instructions for Duo Mobile as referenced above.
3. Once you've logged in, you will see some OHSU Applications.



4. If you don't see Epic SOM in your Favorites tab, try the Apps tab. You can then move it to your Favorites tab.
5. You will be accessing this environment for your Epic training, and throughout the Foundations curriculum for the Informatics Integration thread, as well as occasionally in your clerkships.
6. For now, just make sure you see the icon. You will not need to log in until sometime the week of August 17<sup>th</sup>.

#### **Additional Citrix Troubleshooting:**

If Citrix Workspace asks for your username and two separate passwords, one password is the word “push”. The other is your usual OHSU network password. This will prompt a push for Duo authentication.

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

1. For access to Epic Train via your laptop, you must access OHSU's network remotely, via the Portal website.
2. You will not be able to access Epic SOM via the OHSU O2 intranet.
3. Epic SOM 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:

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EHR Educational Informaticist  
SM Office of the Dean  
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[schollg@ohsu.edu](mailto:schollg@ohsu.edu)

