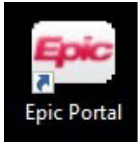


# Accessing Epic on WashU Computers

Note: These instructions apply to WashU computers only. You must be connected to a secure WashU or BJC network before logging in (WUSM-secure or direct wired connection, not Guest or Eduroam).

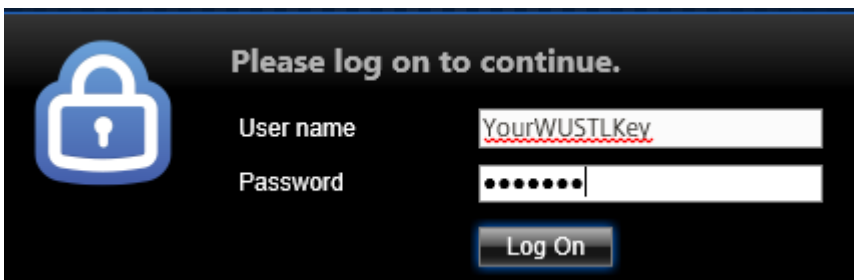


## Look for the Epic Web Portal icon

This icon will open Internet Explorer. If you do not see this icon on your desktop, please call your IT help desk (info below). You may also access the Epic web portal directly by going to:

<https://epic-portal.et0965.epichosted.com>

## Log in with your WUSTL Key ID and password

The image shows a login screen for the Epic web portal. The background is black. On the left, there is a blue padlock icon. To the right of the icon, the text "Please log on to continue." is displayed in white. Below this, there are two input fields: "User name" and "Password". The "User name" field contains the text "YourWUSTLKey" and has a red dashed underline. The "Password" field contains several black dots. Below the input fields is a blue "Log On" button.

Epic runs through Citrix. If this is the first time you've run Citrix content from IE, you may need to click **Allow** in the bottom of your browser, and again in the security pop-up. Be sure to check *Do not show me this warning for this program again*.

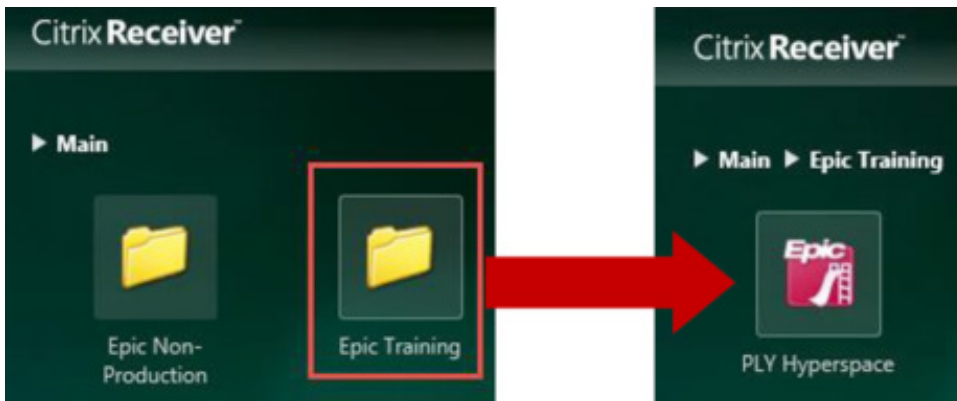
## Need Help?

If you do not see the desktop icon, or if you get a message that Windows can't open the file, please call your Service Desk, so that we can install the shortcut and the properly configured version of Citrix.

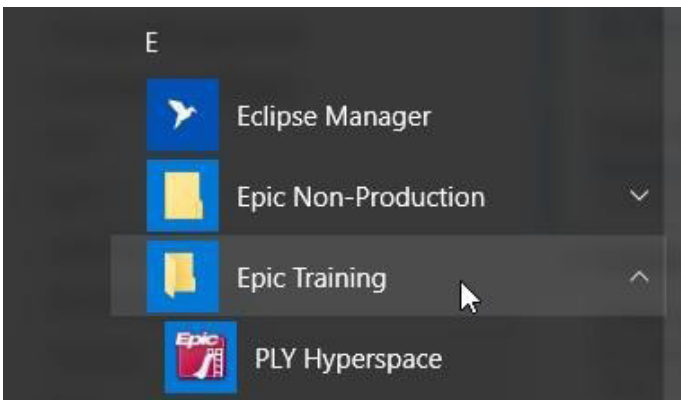
Department	PH	Email
WashU IT Supported Depts	314-933-3333	<a href="mailto:ithelp@wustl.edu">ithelp@wustl.edu</a>
ANEST/Psychiatry - PAIS	314-747-5555	<a href="mailto:paishelpdesk@PAIS.wustl.edu">paishelpdesk@PAIS.wustl.edu</a>
Neurology	314-747-1165	<a href="mailto:neurosupport@neuro.wustl.edu">neurosupport@neuro.wustl.edu</a>
Radiology	314-362-8475	<a href="mailto:mirsupportcenter@mir.wustl.edu">mirsupportcenter@mir.wustl.edu</a>
Pathology	314-362-9137	<a href="mailto:helpdesk@pathology.wustl.edu">helpdesk@pathology.wustl.edu</a>
ITC - WUDOSIS	314-362-4540	<a href="mailto:customersupport@wudosis.wustl.edu">customersupport@wudosis.wustl.edu</a>
Cell Biology	314-362-8488	<a href="mailto:support@cellbiology.wustl.edu">support@cellbiology.wustl.edu</a>
Radiation Oncology	314-362-9740	<a href="mailto:ocfsupport@radonc.wustl.edu">ocfsupport@radonc.wustl.edu</a>

## Open Epic from the Citrix Window

Note that you will not see any content when logging into the Epic portal until you have been to training. Once you have been to training, you may access the Epic playground. Find the **Epic Training** folder and select the **PLY Hyperspace** Icon.



Depending upon use, some computers may also be set up to access Epic through the Windows start menu.



### Windows 10

Click Start > All Apps > Epic Training folder > PLY Hyperspace



### Windows 7

Click Start > Epic Training folder > PLY Hyperspace