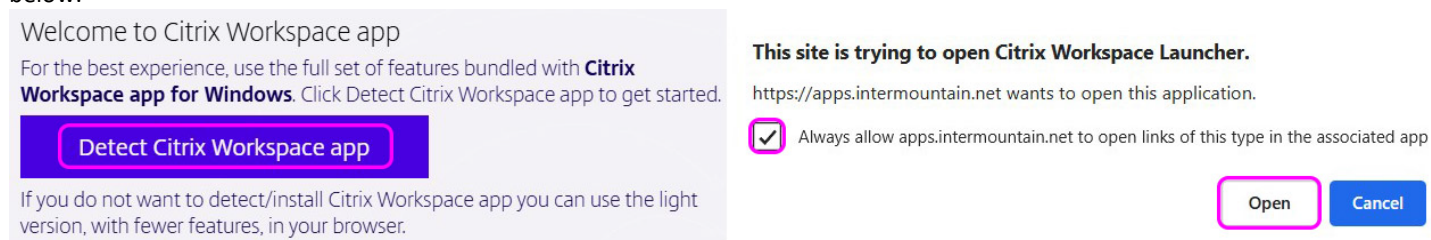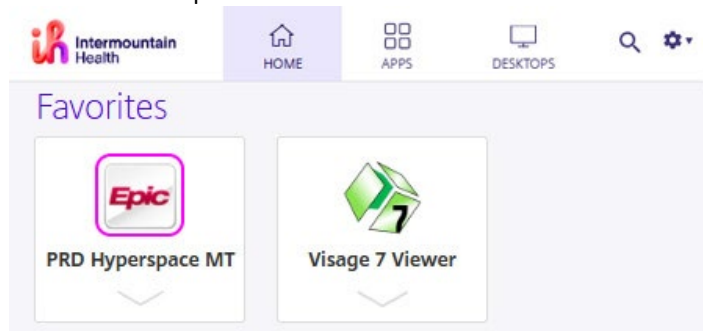# Intermountain Healthcare Epic Hyperspace Installation & First Use Guide

Note: Your access to Epic Hyperspace must be added by either the Medical Staff Office (if you are a Credentialed/Privileged Provider) or the Affiliated Team (if you are a Surgery Scheduler) before you can successfully log in. If the latter, please contact Affiliated Support at hco@intermountain.co.ihc.com if your access to Epic Hyperspace isn't working. **IMPORTANT:** Pulse Secure is NOT required for Epic access and causes conflicts with the Hyperspace URL, so **please assure Pulse Secure is NOT connected.**
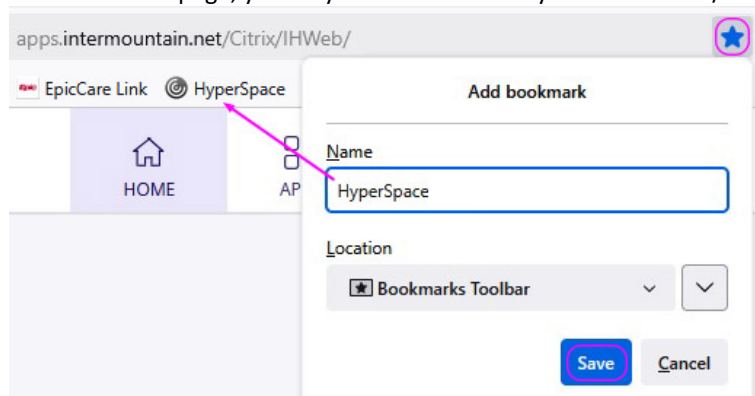
1. 2-Factor Authentication (2FA) for your Intermountain account is required and, if you don't have it, go to the Affiliated Support Services site -> **2-Factor Auth / Portal / Email Resources** and follow the *Ping ID 2-Factor Auth Setup Guide*.

2. Assure that the current version of Citrix Workspace is installed. If not, or if you are unsure, go the applicable Citrix Workspace download page linked at the right then download/install it: **Windows 10/11**   **Mac OS**

3. Go to the Intermountain Citrix Storefront site by opening a web browser e.g., Edge, Chrome, Firefox or Safari to https://apps.intermountain.net

4. Enter your Intermountain User name, Password and choose an option from the Authentication Method dropdown: **PingID Push** sends a prompt to the PingID app OR **One-Time Passcode** allows you to enter the 6-digit code from PingID or an Authenticator app. Then, click *Log On* and complete authentication.

5. For first time setup, you will likely need to agree to Citrix Workspace detection then allow Citrix Workspace to launch, similar to below:

6. Once logged in, you should see options, as shown below. Click **PRD HyperSpace MT** (as circled) and Hyperspace will launch in a new Citrix Workspace window.

7. While at this page, you may want to save it to your Bookmarks/Favorites by clicking the star at the right end of the address bar:

8. After a brief wait, Hyperspace will begin launch in Citrix Workspace. Once you enter or confirm your Department (which will likely be different than the example below) and click **Continue**, the Hyperspace environment will launch:

Intermountain Health

Epic HYPERSPACE® February 2025

Department: CAV ENDOSCOPY 🔍

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