Epic Remote Access for Mobile Devices – FAQ and Setup

Frequently Asked Questions:

Mobile Device Setup:

How do I request access to Epic for my mobile device?
- If you already have a network account, an RSA SecurID Token, and have Epic access at the hospital, then you can access Epic from your mobile device without any additional changes to your account.
- If you do not have the three items listed above, please contact the Nationwide Children's Hospital Support Center to request access. (614) 355-3750

Which mobile devices are supported?
- NCH will not supply mobile devices for the sole purpose of accessing Epic. However, you may access Epic from your personal mobile device.
- Any mobile device that supports the Citrix Receiver application will be able to connect to Epic. These mobile devices may include the iPad, iPhone, Android, Blackberry, and Windows Mobile OS.
- We recommend using the iDevices and Android devices that have screens of at least 5 inches and larger. We cannot guarantee a satisfactory experience with Windows Mobile OS and Blackberry devices due to their smaller screen sizes.
- In our testing, we've found the iPad to have the best experience in Epic. You should be able to navigate the application using only your fingertip and with minimal zooming. Devices smaller than the iPad will require extensive zooming and scrolling.

What is the mobile device owner's responsibility?
- Establishing his/her own Internet connection
- Downloading and installing the Citrix Receiver application
- Configuring the Citrix Receiver application according to the documentation supplied by Nationwide Children's Hospital
- Periodically updating the Citrix Receiver application from the app store

- If you do not already have the proper accounts for accessing Epic, including the RSA SecurID Token, you must request one. If you have a SecurID Token from another institution, it will not work for the NCH system. Please call the Support Center at (614) 355-3750.

What is Nationwide Children's Hospital's responsibility?
- Providing Citrix Receiver configuration settings
- Supplying RSA SecurID Tokens upon request
- Not supplying mobile devices for the sole purpose of accessing Epic.

How do I get my mobile device connected to the Internet while in the Hospital?
- The mobile device owner is responsible for establishing his own Internet connection by using their own service provider or using the WiFi guest wireless. If using the NCH guest wireless, please remember to click the "Accept" button on the guest wireless page to complete your connection.

What are the timeout values for my mobile Epic session?
- After 20 minutes of inactivity, your Epic session will go to a secure screen.
- From the secure Epic screen, you may unlock the session by re-entering your username and RSA SecurID Token pin and number.
- If the secure Epic session is not unlocked within 20 minutes, the session will automatically close.

How do I multitask on my mobile device?
- You may multitask away from the Epic session and it will remain active for 40 minutes. If you return to Epic and 20 minutes has elapsed, you will be prompted to re-enter your RSA passcode.
- As you go in and out of the Citrix Receiver software on your mobile device, you may be prompted from time to time to re-enter your network password. This is the same password you'd use to access your NCH e-mail.

Can I prescribe medications and print in Epic from my mobile device?
- Some of the configuration for printing information from Epic is based on knowing which workstation you are using at the time. Because we have no way to tell where you are with your mobile device, some printing functions within Epic will not work. For example, paper-based prescriptions will not print if ordered from the mobile device. However, ePrescribing will work successfully because it's submitted electronically.

How do I get my NCH e-mail from my mobile device?
- From a mobile device, you have two options. First, you may use your device's browser to access the NCH webmail system. The url is https://webmail.nationwidechildrens.org
- The 2nd option is to use iAnywhere on your personal mobile device to securely access your e-mail and calendar. The cost of this service is an annual fee of $50. Please contact the Support Center for more information (614) 355-3750

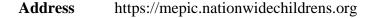# Citrix Receiver For iOS

(Version 4.2.3 used as an example)

1) Access your device app store and download the most current Citrix Receiver
2) Set up your Citrix enterprise app store by selecting "Get Started" (see below)

3) Before entering any information, immediately select "Help" in the lower, left-hand corner. Then, select "Manual Setup"

4) Configure your Citrix application store according to the settings below. Enter the Domain and Username appropriate for your user account.

Address   https://mepic.nationwidechildrens.org

5) After entering all required information, scroll to the top of the "New Store" configuration and place your cursor in the "Address" field. Click "Next". The "Next" button will change to "Save". Click "Save".

6) After successfully authenticating, an icon labeled "Epic Hyperspace For Mobile Devices" will appear. Launch Epic by selecting the icon near the blue heart logo.

7) In order to access Epic, you must provide strong credentials in the form of a RSA SecurID token. Enter your username on the following form:
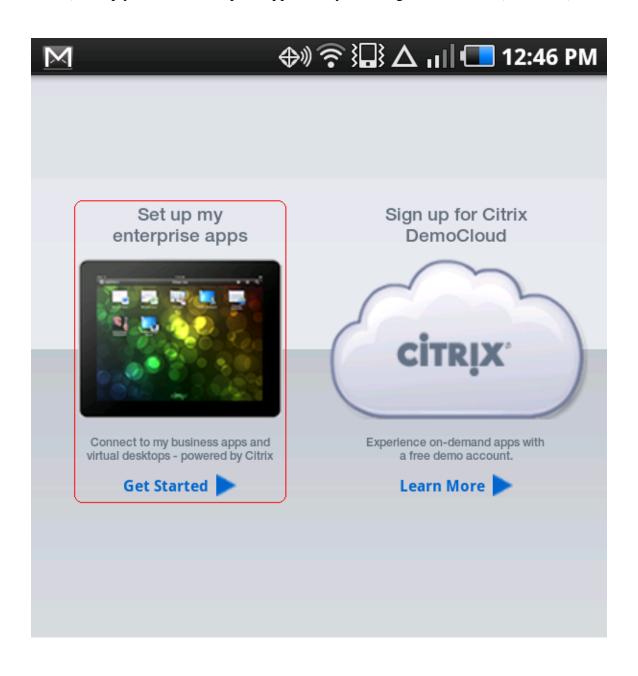

8) Next, enter your RSA PASSCODE. The RSA PASSCODE is always the combination of pin and token number in one long string of characters.
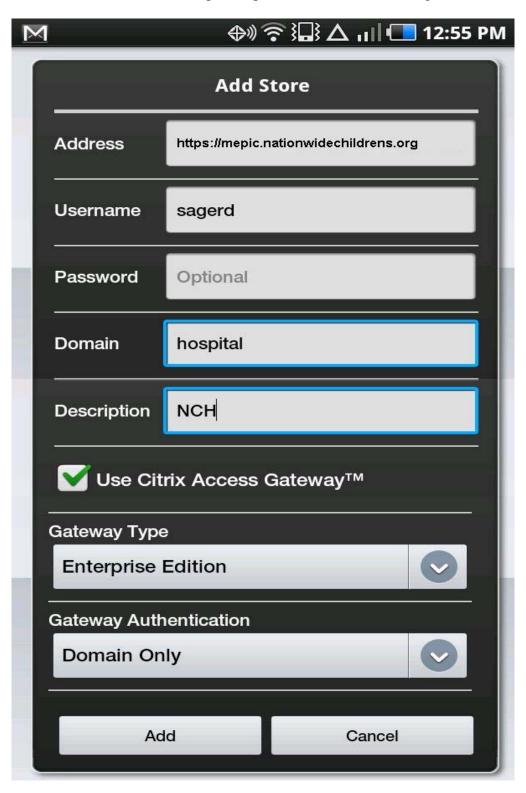
Citrix Receiver For Android

(Citrix Receiver version 2.0.1043 on Samsung Galaxy Tab
Was used to simulate screen shots in this document)

9)   Access your device app store and download the most current Citrix Receiver

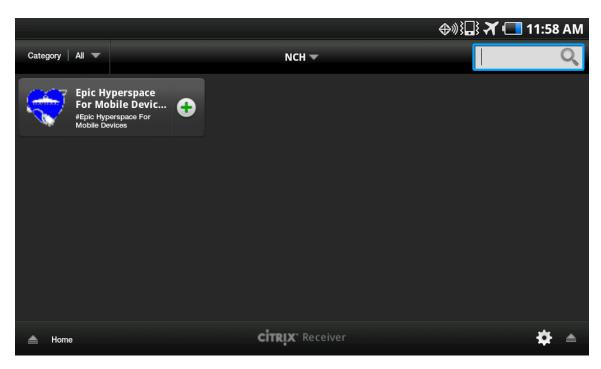10) Set up your Citrix enterprise app store by selecting "Get Started" (see below)

11) Configure your Citrix application store according to the settings below. Enter the Domain and Username appropriate for your user account.

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12) After successfully authenticating, an icon labeled "Epic Hyperspace for Mobile Devices" will appear. Launch Epic by selecting the icon near the blue heart logo.

13) In order to access Epic, you must provide strong credentials in the form of a RSA SecurID token. Enter your username on the following form:

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