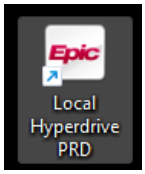
Downtime Level 1: Citrix Outage

Production Access Instructions

Level 1 is used when Citrix is unavailable, but Epic Production remains operational. Users may continue working in Epic using either a local Hyperdrive installation or browser-based access, depending on workstation configuration.

Option 1 – Local Hyperdrive PRD

Most workstation PCs are configured with a Local Hyperdrive PRD shortcut and should use this option.



1. Double-click the Local Hyperdrive PRD icon located on your desktop.
2. Log in using your standard Epic username and password.

Option 2 – Browser

If your workstation does not have a Local Hyperdrive PRD icon available (such as thin-client devices), use Browser Access.

1. Double-click the Hyperdrive Web Access icon if it is available on your desktop.



OR

2. Open a web browser and navigate to: https://epichswprd.garnethealth.org/HSWeb_PROD
3. Log in using your standard Epic username and password.
4. Once logged in, you will have access to the same core Epic functionality available through Hyperdrive.

Note: integrated third-party applications will not be available.

Important: Browser Access is only enabled for general user access during a Citrix outage. If you receive the message "*You do not have access to log in to Hyperspace*", or are otherwise unable to access Epic Production, proceed to Level 2 – Read-Only Access.

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