

How to Access the Epic Playground (PLY)

This tip sheet describes how to access the Epic Playground (PLY) after training, from home or from a Hartford Healthcare workplace to practice in an environment without real patient data. You will need your Hartford Healthcare (HHC) Username and password, Imprivata ID app downloaded on your phone and the generic username and password provided to you in training.

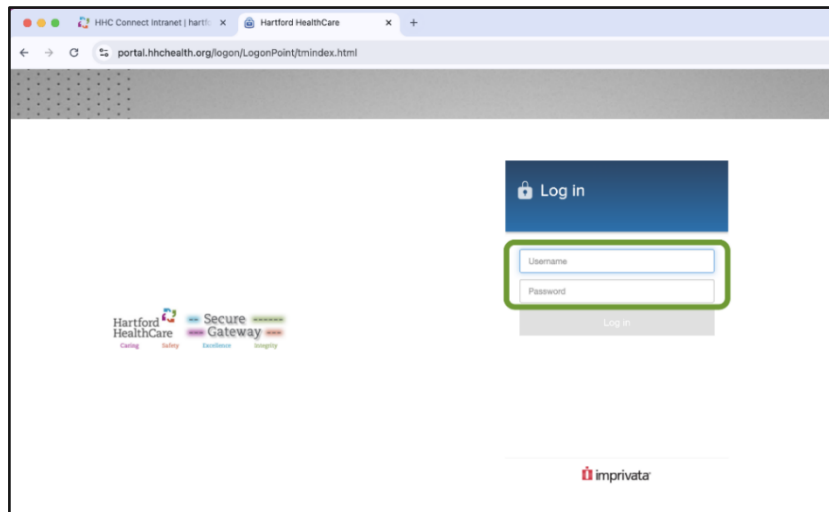
Click where you wish to access the Epic Playground:

[Home](#)

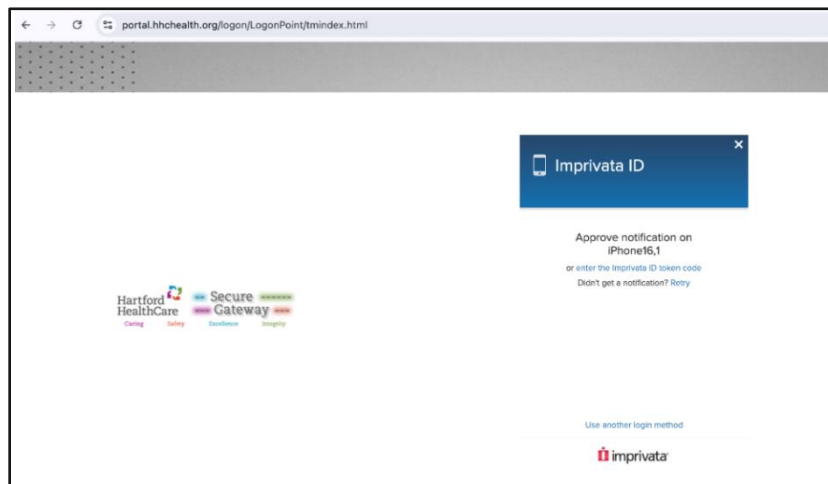
[Work](#)

To Access the Epic Playground from Home

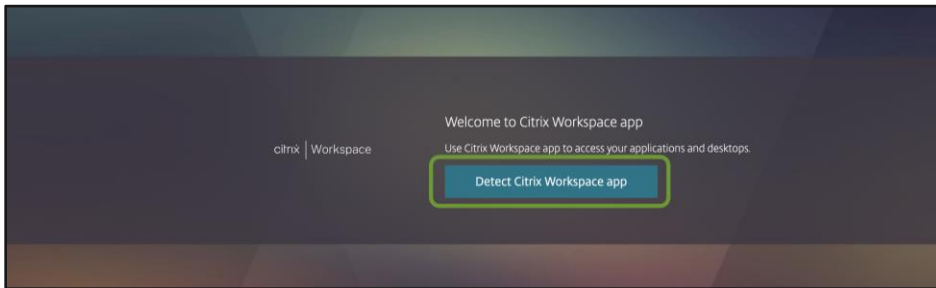
1. Navigate to the HHC portal. <https://portal.hhchealth.org/>
 - a. Enter your personal HHC username and password.



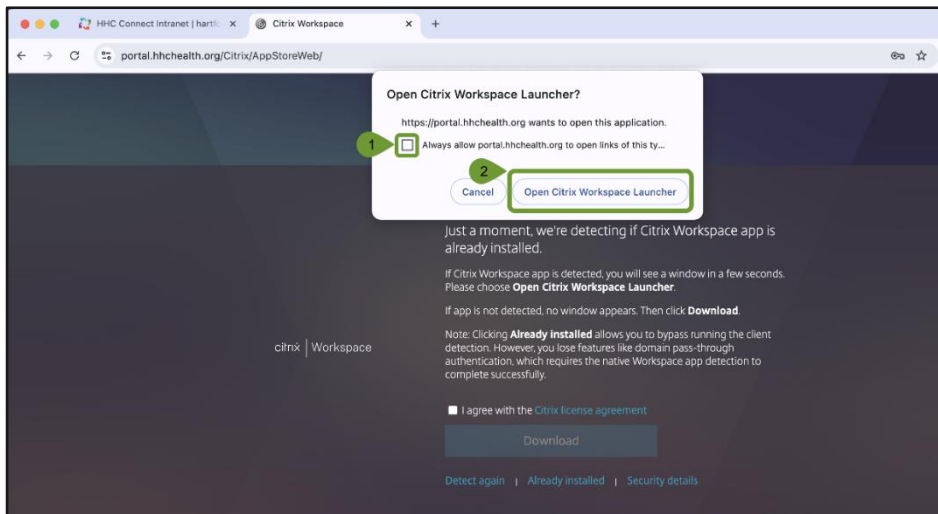
- b. Approve the Imprivata push notification on your phone.



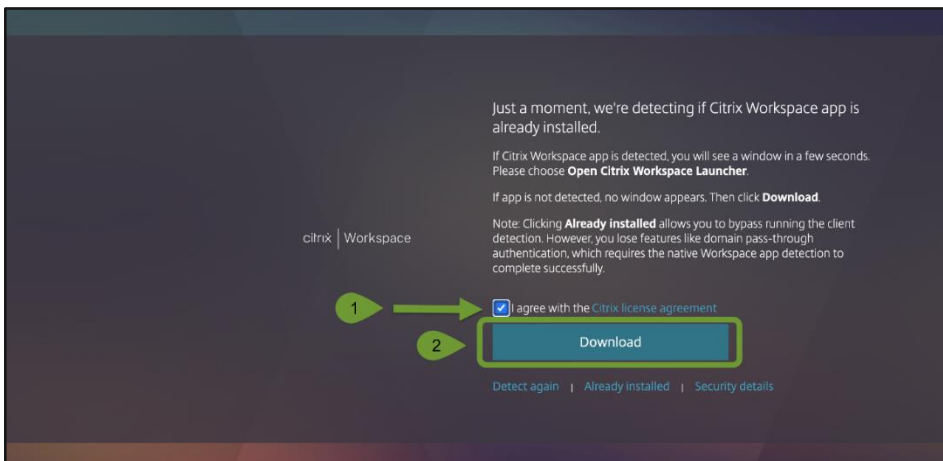
- If it is your first time accessing the portal from home, a screen will appear prompting you to download Citrix. *Citrix is software that provides secure access to applications and content.* Click **Detect Citrix Workspace App**.



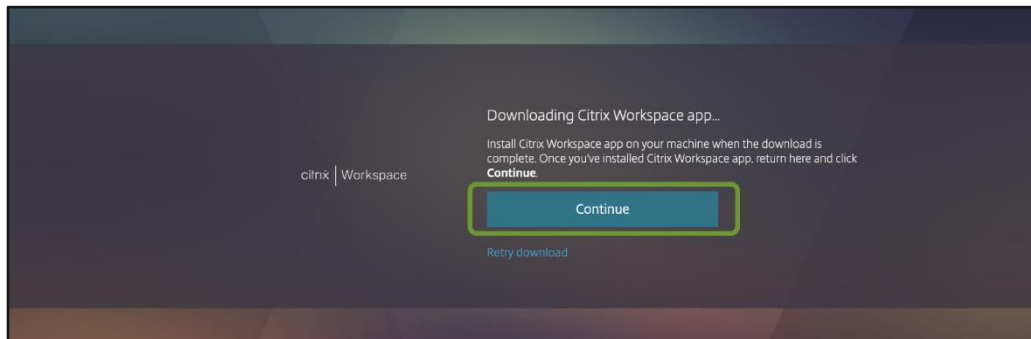
- After clicking Detect Citrix Workspace App your computer may display a pop up asking if you want to allow this application to be opened. Click the **Always allow** box and then click **Open Citrix Workspace Launcher**.



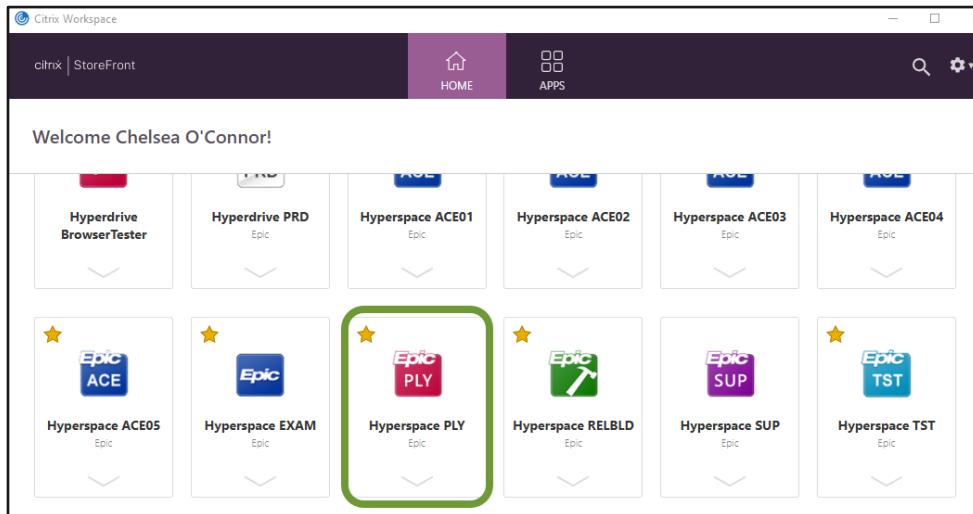
- After reviewing the Citrix License Agreement select the **I agree with the Citrix license agreement** box and then click **Download**.



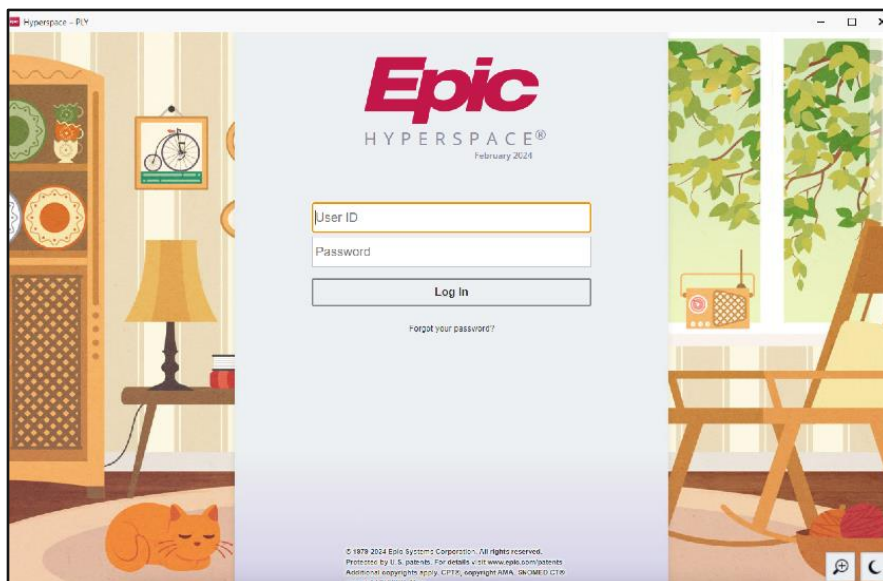
5. A message reading Downloading Citrix Workspace app should appear. Once downloaded click **Continue**.



6. You will then have access to your different applications including **Epic Hyperspace PLY**. Click on **Hyperspace PLY** app.

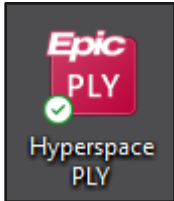


7. Now enter the **generic username** and **password** provided to you from your training.



How to Access the Epic Playground (PLY) from work at an HHC Facility

1. Log into your computer on site.
2. Locate the icon that says **Hyperspace PLY**.



3. Click on **Hyperspace PLY**.
4. Enter the generic username and password provided to you from your training.

If there are any difficulties logging in please call the **HHC Help Desk** at **(860) 545-5699**.