

Epic access for remote users:

Brand new remote access users: *these steps are required **one-time only** prior to first access*

Obtain a Children's Account

- The user must have a Children's network account (CE account) and associated credentials.
 - Provider & Allied Health:
 - **NEW** to Children's Minnesota? - contact the Professional Staff Credentials Office
 - Already credentialed but need Epic access – contact the Children's Service Desk at 952-992-5000
 - Billers, schedulers, nurses, etc. – submit a request via this link: [Epic Hyperspace/Cerner EMR view enrollment](#)

Install Microsoft Authenticator

- From the "Remote Employee and Physician Resources" site: [Children's Secure Access](#)
- **Step 1:** Download and configure **Microsoft Authenticator** if it has not been set up previously.
 - Instructions found here:

Remote Employee and Physician Resources

Children's Minnesota Secure Access Portal Resources

The use of this portal and its links implies your acceptance of Children's Minnesota's Confidentiality Agreement, Privacy Policy & Terms of Use, and Policy 1735.00: False Claims Act.

Microsoft Authenticator is required to log into the sign-in page. For help on how to set this up, please refer to the Resources link Microsoft Authenticator Instructions. Call the Service Desk for assistance at (952) 992-5000.

Accept & Sign In

Provides remote access for:

Children's Employees: EMR view, StarNet, Telephone Directory, Kronos Time Management, Employee Self Service, Remote Desktop, etc.

Health Professionals: Professional Staff Portal, Children's EMR View, PowerChart Direct Access

Quick Links

- Business Partners
- Microsoft 365
- Azure Virtual Desktop Epic**
- Virtual PC
- SecureLink for Vendors
- Star Net

Resources

- Microsoft Authenticator Instructions (Opens New Window)**
- Secure Access Portal Instructions
- EMR View Enrollment
- Privacy Policy & Terms of Use
- Confidentiality Agreement

EpicCare Link Access Portal

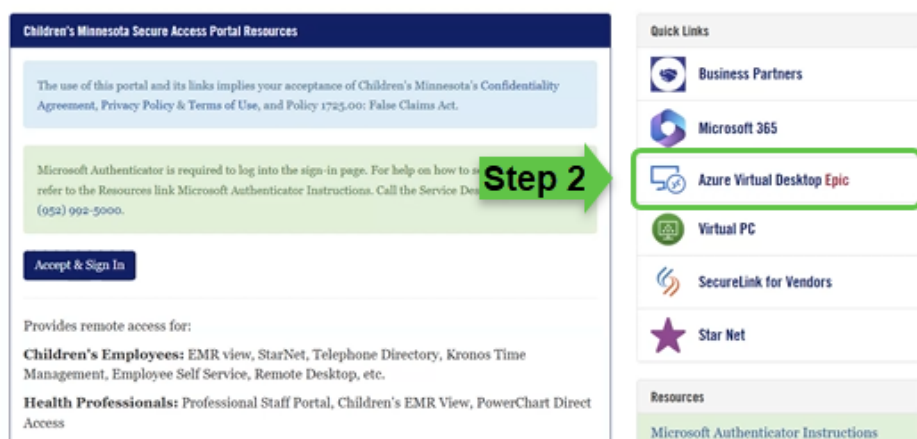
Our new Epic system launches October 3, 2026. Many community providers and partners have been using EMR View and Cerner Powerchart (via remote access) to view clinical records at Children's Minnesota. While a large amount of data is being converted over to the new Epic system, there still may be a need to utilize these legacy applications for data prior to January 2024. We anticipate that access to EMR View and Cerner Powerchart will end in March 2024 and EpicCare Link will be the last application for our time access to patient

Do this every time:

Access Children's remote access

- From the "Remote Employee and Physician Resources" site: [Children's Secure Access](#)
- Click on the Azure Virtual Desktop link (Step 2):

Remote Employee and Physician Resources



Sign In to Children's remote access:

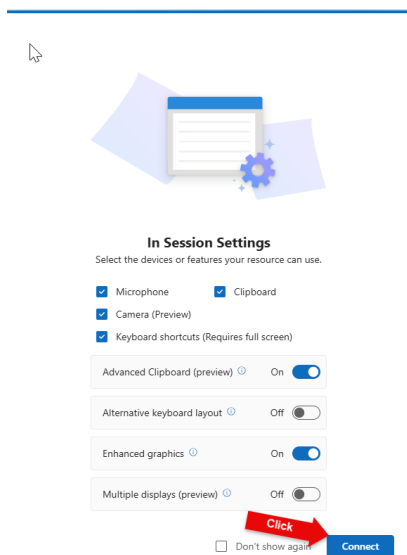
- Enter Children's credentials username and password when prompted.
- Complete Microsoft authentication using Microsoft Authenticator.

Launch the Physician Desktop

- After successful authentication, users will see the **Physician Desktop**. Click on the physician desktop tile.

Accept Default Connection Settings

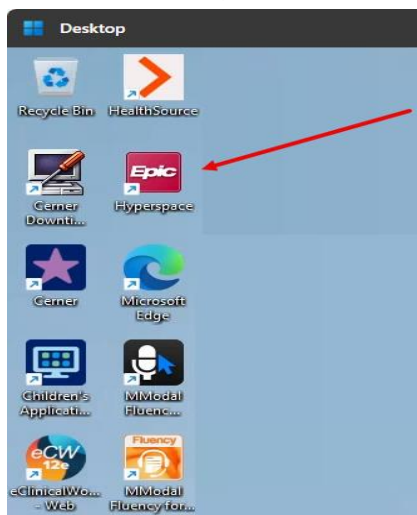
- When connection settings are displayed:
 - **Do not modify any settings**
 - Accept the default configuration and select **Connect**.



Wait for desktop to display (this may take up to 2 minutes)

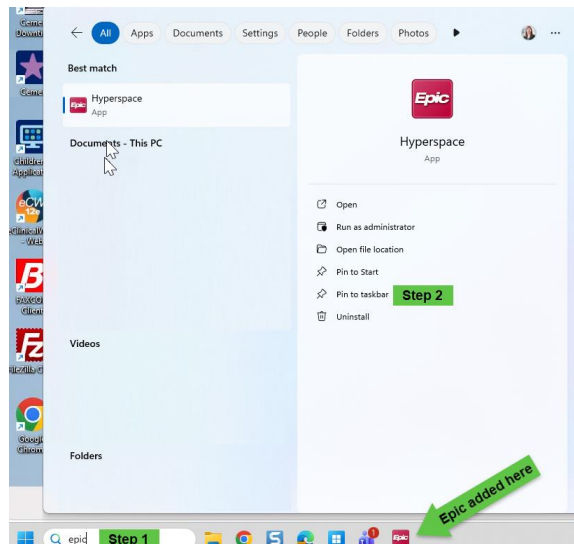
Open Epic:

- Once the virtual desktop loads:
 - Locate the Epic Hyperspace on the desktop:



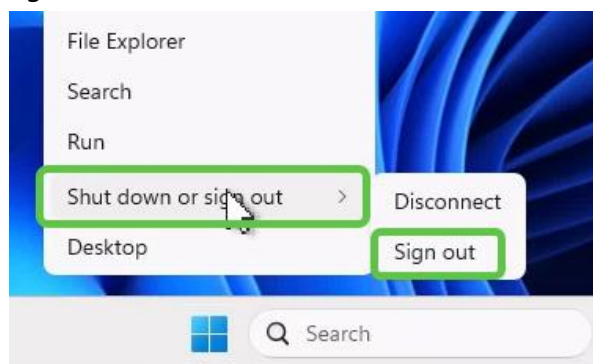
- If the Epic icon isn't available on the desktop (**one time step**):
 - Use the Windows search bar.
 - Search for **Epic**.
 - Select "Pin to taskbar"

- This eliminates the need to search for Epic each time the user connects.



Exiting the virtual desktop:

- Right click on the Windows icon
- Select "Shut down or sign out"
- Select "Sign out"



Access Troubleshooting

- Physicians can contact the Service Desk (952-992-5000) to have access added, but please note that provisioning can take approximately 40 minutes and cannot be expedited.