Accessing Connect Care Hyperspace

Connect Care Access

The Connect Care Clinical Information System (CIS) can be accessed via workstation, mobile device and Internet browser logons. Clinicians may use smartphone ("Haiku") or tablet ("Canto") applications as well as the full interface ("Hyperspace") on desktop, mobile workstation or laptop computers and a streamlined portal interface optimized for those who do not use Connect Care as their record of care.

Purpose

This tip is about prescriber access to Hyperspace via Windows or Apple computers. Advice is offered for clinicians accessing CIS environments from within ("intranet") or without ("extranet") Alberta Health Services (AHS) networks.

AHS Computers

AHS Windows computers attached to AHS networks will have an Internet Explorer browser shortcut or Connect Care launch icon on the computer desktop.

Non-AHS Computers

Access via non-AHS computers starts with an Internet link. We find FireFox and Chrome the most reliable browsers for gaining access. The two following links are equivalent. Use the one you find easiest to remember:

- http://ahs-cis.ca/cis
- http://myapps.ahs.ca

Citrix Workspace

You may be prompted to install "Citrix Receiver" or "Citrix Workspace" software. Do this only once. If re-prompted at future logons on the same computer, bypass the installation step and proceed to the logon step. You may also receive notices, from time to time, that the Citrix software should be updated and can follow just-in-time instructions.

Intranet Access

All that is required when accessing Hyperspace within AHS networks is a valid AHS network ("healthy") username and password. After successful authentication, a view should appear with icons for launching all the applications, and Connect Care environments, that the user is authorized for. At first access, take some time to simplify the default display by selecting favourites from among the available applications.

Extranet Access

When accessing Hyperspace from outside AHS networks, the Internet address is the same but the initial logon screen will require both one's AHS "healthy" network user name and password plus a number obtained from either an RSA fob or mobile device RSA "soft-fob". After successful authentication, the same view should appear with for launching the CIS environment(s) approved for the authenticated user.

Getting Help

AHS UAP (user access portal) support is available via the AHS IT Service Desk.

The CMIO office will help clinicians seeking peer-to-peer help optimizing Citrix Workspace and Hyperspace access on non-AHS, non-Windows personal computers. Please report issues and suggestions to cmio@ahs.ca and check support.connect-care.ca.