

Northwest Hospital Extranet Tips

<https://remote.nwhospital.org>

NWH IT has redesigned and rebuilt the Extranet on a new platform to create a portal through which users, both NWH employed and affiliated providers, can securely access clinical and business applications on the NWH network whether on or off campus, *regardless of device type, operating system, or internet browser*. In addition to the Windows based PC with Internet Explorer, you'll be able to access applications using your Mac, iPad, iPhone, Android device, etc. You can use Internet Explorer, Firefox, Safari, etc. (Citrix does not support Google Chrome and Opera)

Getting Started:

If you have never accessed the Extranet at NWH:

In order to get started with the new Extranet you will need to download and install a small application called the Citrix Receiver.

- Citrix Website for Downloading the Citrix Receiver:
 - <https://www.citrix.com/go/receiver.html>
 - Select your device type and operating system.
 - Download and install the “For Web Access” Plug-in
 - Restart your internet browser (close and reopen).
 - Type <https://remote.nwhospital.org> in your browser’s address bar and hit enter.
- Configuring the Citrix Receiver on Windows 8 Workstations, Android Phones, iPhones and MACbooks:
 - Download and install the Citrix Receiver.
 - Citrix Receiver is available in the Apps Store for Windows 8
 - Android Receiver is available here:
<https://play.google.com/store/apps/details?id=com.citrix.Receiver>
 - iOS Receiver is available here:
<https://www.citrix.com/downloads/citrix-receiver/ios/receiver-for-ios.html>
 - Open the Receiver and click “create a new connection.”
 - Choose

- options
- Choose
 - manual setup
- Enter the following:
 - Address: <https://remote.nwhospital.org>
 - Username: NWH username
 - Password: “Saving Disabled.” It is not permitted to have one’s password saved on the mobile device
 - Domain: NWH
 - Description: NWH Citrix Extranet (or something similar – can be anything)
 - Use Citrix Access Gateway: Option is Checked
 - Gateway Type: Enterprise Edition
 - Gateway Authentication: Domain Only

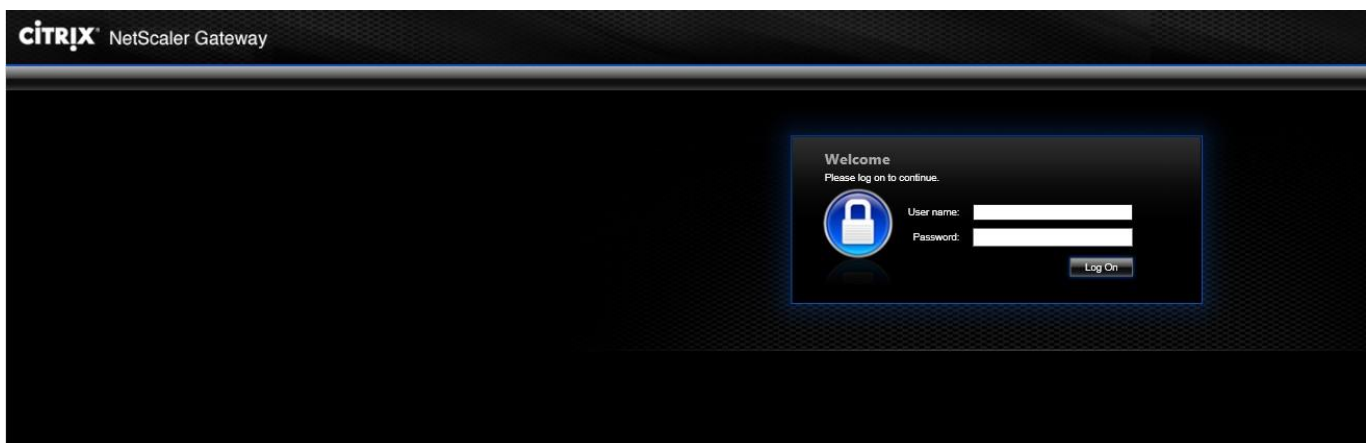
Once you have downloaded and installed the Citrix Receiver plug-in, you are ready to access the new Extranet.

How the System Works / What to Expect:

- Supported Browsers:
 - The underlying software on which the Extranet is built is called Citrix. Citrix also provides the Receiver software necessary to connect to the Extranet system. As of July 2016, Citrix only supports its Receiver software in Chrome, Internet Explorer, Firefox, and Safari. Citrix does not support Opera
 - Though other combinations are possible, for best performance we recommend using Internet Explorer or Firefox when connecting from a PC, and Safari or Firefox when connecting from a Mac.

Operating System	Browser	Versions
Windows 7	Internet Explorer	8, 9, and 10
	Mozilla Firefox	27 and above
	Google Chrome	32 and above
Windows 64 bit	Internet Explorer	8 and 9
	Google Chrome	15 and above
MAC	Mozilla Firefox	12 and above
	Safari	6
	Google Chrome	33

- Logging on to the system:



- Your login user name and password is the same as your NWH network login
- At login what to expect:
 - When you log onto the Extranet through an internet browser, a new window will open up. This window is the Citrix Receiver application. This window takes a few seconds to load the welcome web page. The welcome page will appear and after you read the information on the page, you will need to click OK to proceed. Most users will see an applications view with all the supported applications

displayed. Physicians and Managers will also see a “Desktop” tab. When selected, a new Desktop window will open. The Desktop view will look just like the Desktop of a PC that you might use on campus. It is the standard Microsoft Windows layout and function.

- You may see a gray dialog box pop up asking you to grant permission for the system to access files stored locally on your computer. If you see this, select the option to give the system “read-only” access to your local computer files and click “ok.” In order for the Extranet to work, it needs to be able to read the Citrix Receiver files that are stored on your local computer hard drive. If you refuse to grant the Extranet permission to read the Citrix files, you will not be able to use the Extranet.

- Log on times
 - The amount of time it takes you to log on to the system can vary greatly due to several different factors including the your computer’s hardware, the browser you use (Internet Explorer, Firefox, Safari, etc.), customizations and configurations you’ve made to your computer or browser, the speed of your network connection, etc.

- Time out settings:
 - NWH Extranet Logon Window will time out after 15 minutes.
 - The Citrix Desktop view and applications from the application view will time out after 2 hours of inactivity. There is no time out if you are actively using the system. The main web interface page will be open in the background, so you will need to log off from your applications/desktop and also the web interface page.
 - Please note: In order to avoid difficulty logging back into the system later, please remember to log off the Desktop as you can only have one Desktop Session open per user.

- Microsoft Office
 - The full Microsoft Office suite is available on the Extranet. Note that we are using Office 2010 on this system. As an organization we are moving to Office 2010. The applications may look a little different than you’re used to if you’ve been using Office 2003 or Office 2007.
 - Microsoft Office Applications (Word, Excel, etc.) can be found by clicking on Start -> All Programs -> Microsoft Office

- Outlook Email
 - Because of the way the system is designed, when you open up Outlook, a new profile will be created.

- You will need to acknowledge the user credentials box at the end of the profile creation.
- Question: I created a profile for Outlook the last time I logged in to the Extranet, why am I being prompted to do it again?
 - Answer: This is normal system behavior that happens for one of two reasons:
 - There are multiple servers that host the Extranet. Each time you sign on you the system creates a session for you on one of the servers. When you create an Outlook profile, you are creating this on one server not all of them. The next time you log in to the Extranet, it is likely that the system will create a session for you on one of the other servers on which you have no stored Outlook profile
 - User profiles are regularly deleted from the servers that host the Extranet in order to ensure that the system runs optimally for everyone. Storing an unlimited number of user profiles would negatively impact system performance.
- Access to Network Folders
 - From the Application View: In order to access documents saved to network drives and folders click on the NWH Network Drives published application
The network drives that you have permission to access (for instance the Q drive) will appear in a list on the left hand side of the window that opens. Each file search will result in a new window opening.
 - From the Desktop View: In order to access documents saved to network drives and folders click on the
“Computer” icon on the desktop. The network drives that you have permission to access (for instance the Q drive) will appear in a list on the left hand side of the window that opens when you click on “Computer.”
 - If you don’t see any network drives listed, you may need to expand the “folders” list in the very bottom left hand corner of the window. To expand the list, click on the arrow symbol.
- Application Window Size
 - When you launch an application from the Citrix Desktop on the Extranet the window that the application opens in will not be maximized (i.e. full screen). This is a vendor design feature over which we have no control. If you want to increase the size of the application window you can either click the window icon in the top right corner of the application window (next to the X to close) or hover

your mouse over the bottom right hand corner of the window and when the cursor turns to diagonal arrows, click and drag to expand.

- **Printing:**

- Printing to locally attached printers is disabled by design. This is required as a result of our HIPAA constraints.
- NWH has authorized printing for those individuals and/or clinics that have a clinical or business need to print from the Extranet. To enable printing please do the following:
 - Close all Extranet Sessions by closing the application OR selecting Log Off from the Windows Start Menu.
 - Browse to the following web address <http://www.tricerat.com/support-center/downloads/printing-clients>. Select the appropriate platform:
 - For Apple devices you must be running OS X 10.5 and have an Intel Chipset. To verify your OS X Version and Chipset refer to this link http://www.apple.com/support/mobileme/en/os_version.html. Please select the “Gold Release” and install once you determine your device compatibility.
 - For Windows Devices download and install “Screwdrivers Client vX.X.X ICA Only MSI. You must have administrative permissions to install this application. Please contact your IT Department if you have issues installing. For those physician’s using personal PC’s we will provide “best effort” support.
 - Log back into NWH Extranet Services to print.

Known Issues and Limitations:

- **Using Smart Phones to View the Extranet:**
 - While it is simple to set up a smart phone to connect to the Extranet, the size of the screen highly limits the usefulness of the phone as a means to interact with the applications on the Extranet, such as Soarian. We encourage you to set up your phone and try it out, but understand that smaller devices have inherent limitations that cannot be mitigated.
- **Supported Browsers:**
 - Refer to the table on page 3 for supported browsers
 - If you are running IE11, the following fix will need to be applied.

1. In Internet Explorer Options > Security Tab, add the Web Interface site to Trusted Sites.
2. In Internet Explorer > Tools > Compatibility View Settings add the Web Interface site to Compatibility View.

- Citrix Client Locks up on iPad after first login:
 - Some iPad users have experienced an issue where their first logon to the Extranet (after loading the Citrix client) is successful, but subsequent login attempts fail. This is a known issue with the Citrix plugin; not our Extranet. The bad news is that we don't have the ability to do anything to change the Citrix plugin. There is however, a work around:
 - Press the "Home" button twice.
 - On the Lower Row that appears, swipe left or right until you find the Citrix Icon.
 - Press and hold the Citrix icon until it everything starts to do a little "dance" with a red X
 - Select the red X to kill the application.
 - Reconnect with the iPad.
- Trouble getting first connection to the Extranet through Safari:
 - When the Citrix Receiver plug-in for Mac OS X Desktops is downloaded from the Citrix website through Safari, the file name that is generated is unusable. The file is named:
"CitrixOnlinePlug-in_web11_2.dmg" attachments.
 - In order for the file to become usable (installable) rename the file:
CitrixOnlinePlugin_web11_2.dmg. Double-clicking launches the installation.
- Internet Explorer 9 Connection Issues: User is prompted to install the Citrix client each time they try to login to the Extranet:
 - This is a function of how IE 9 handles Active X components. The resolution is to add <https://remote.nwhospital.org> to the Trusted Sites list in Internet Explorer.
 - Also check to make sure that Add-ons are enabled. Disabling Add-ons will prevent Citrix from functioning.
- Physicians Signed Orders: Physician cannot sign off on orders from Soarian published in the application tab.

- Physicians should use the Soarian application published on the Desktop for signing orders

- Other Known Connection Issues:

- If an earlier version of the Citrix Receiver plug-in is already installed on a workstation/device, it is possible that the old version will have to be deleted and the newest version installed.
- Sometimes it is necessary to delete your browsing internet files to get the most recent version of the login page.

Internet Explorer Clearing Cache

To delete browsing history in Internet Explorer 11 and Internet Explorer 10:

1. In Internet Explorer, select the **Tools** button, point to **Safety**, and then select **Delete** browsing history.
2. Choose the types of data or files you want to remove from your PC, and then select **Delete**.

To delete browsing history in Internet Explorer 9:

1. In Internet Explorer, select the **Tools** button, and then select **Internet options**.
2. Under **Browsing history**, select **Delete**.

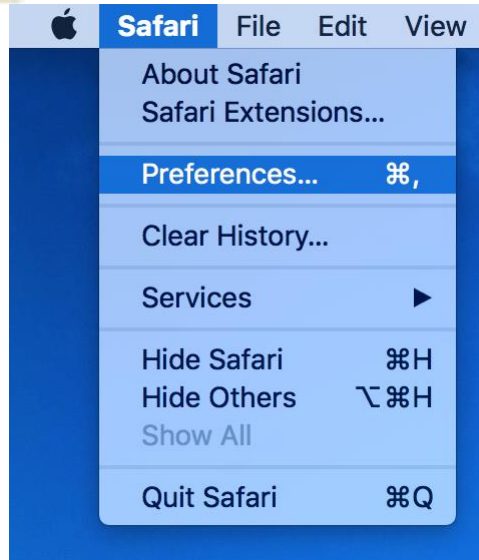
To delete browsing history in Internet Explorer 8:

1. In Internet Explorer, select the **Safety** menu, and then select **Delete Browsing History**.
2. Choose the types of data and files you want to remove from your PC, and then select **Delete**.

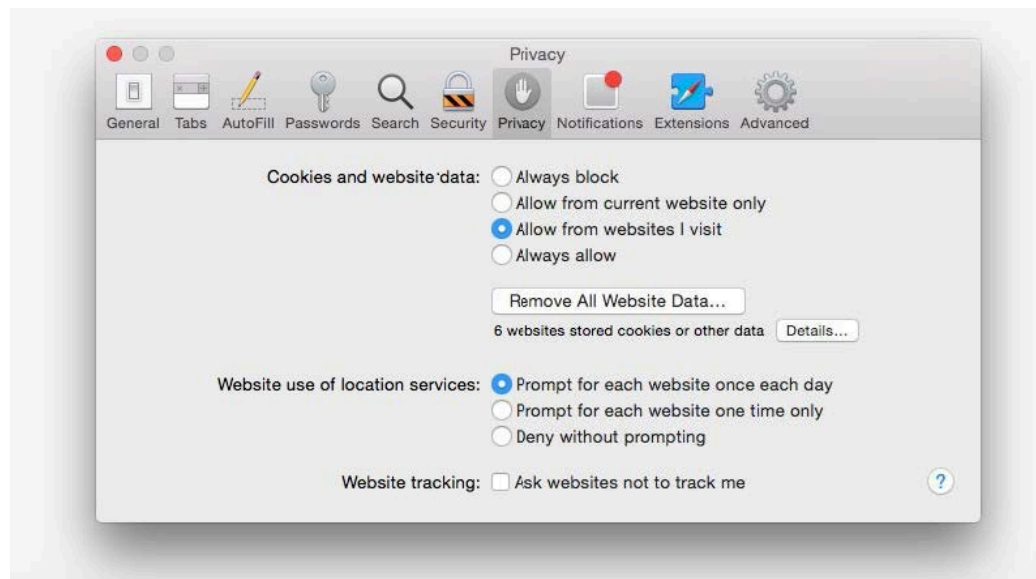
Safari 8.0+ (Mac) - Clearing Cache and Cookies

This document explains how to clear cache and cookies in Safari 8.0 or newer.

1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.



2. In the window that appears, click the **Privacy** tab. Click the button **Remove All Website Data...**



3. Click **Remove Now** in the pop up window that appears.

