

# Northwest Hospital Extranet Tips

<https://remote.nwhospital.org>

NWH IT provides an Extranet for NWH employed and affiliated providers. This allows staff and providers to securely access clinical and business applications on the NWH network whether on or off campus. You'll be able to access applications using your PC, Mac, Linux, et. al. Multiple browsers are supported. You can use Internet Explorer, Firefox, Safari, etc. (Citrix does not support Opera)

## Getting Started:

### First time user:

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

### Configuring the Citrix Workspace on Macintosh & Windows:

- Download and install Citrix Workspace (*latest*).
  - <https://www.citrix.com/downloads/workspace-app/>
- Restart your internet browser (close and reopen).
  - Type <https://remote.nwhospital.org> in your browser's address bar and hit enter.
- Once you have downloaded and installed the Citrix plug-in, you are ready to access the Extranet.

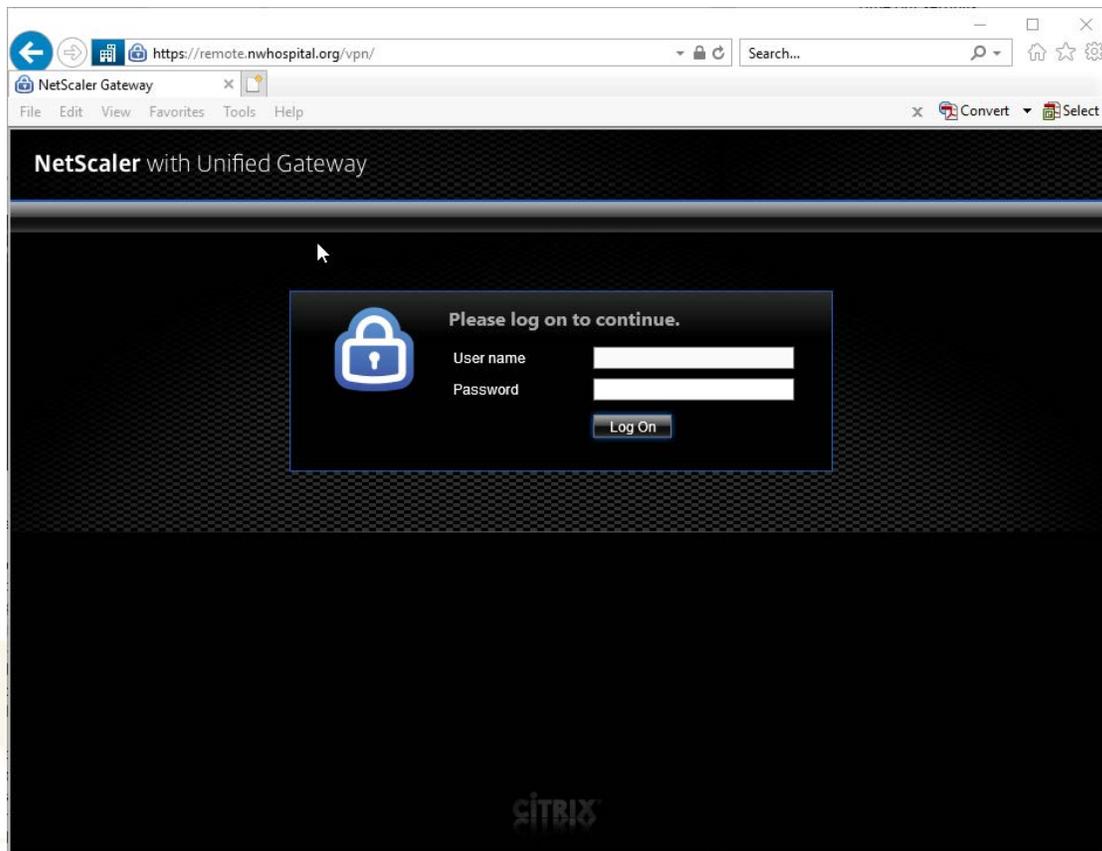
### How the System Works / What to Expect:

#### Supported Browsers:

Though other combinations are possible, for *best performance we recommend using Internet Explorer* when connecting from a PC, and Safari or Firefox when connecting from a Mac.

Operating System	Browser
Windows 7/8/10	Internet Explorer
	Mozilla Firefox
	Google Chrome
MAC ( >OS X )	Mozilla Firefox
	Safari
	Google Chrome

- Logging on to the system:



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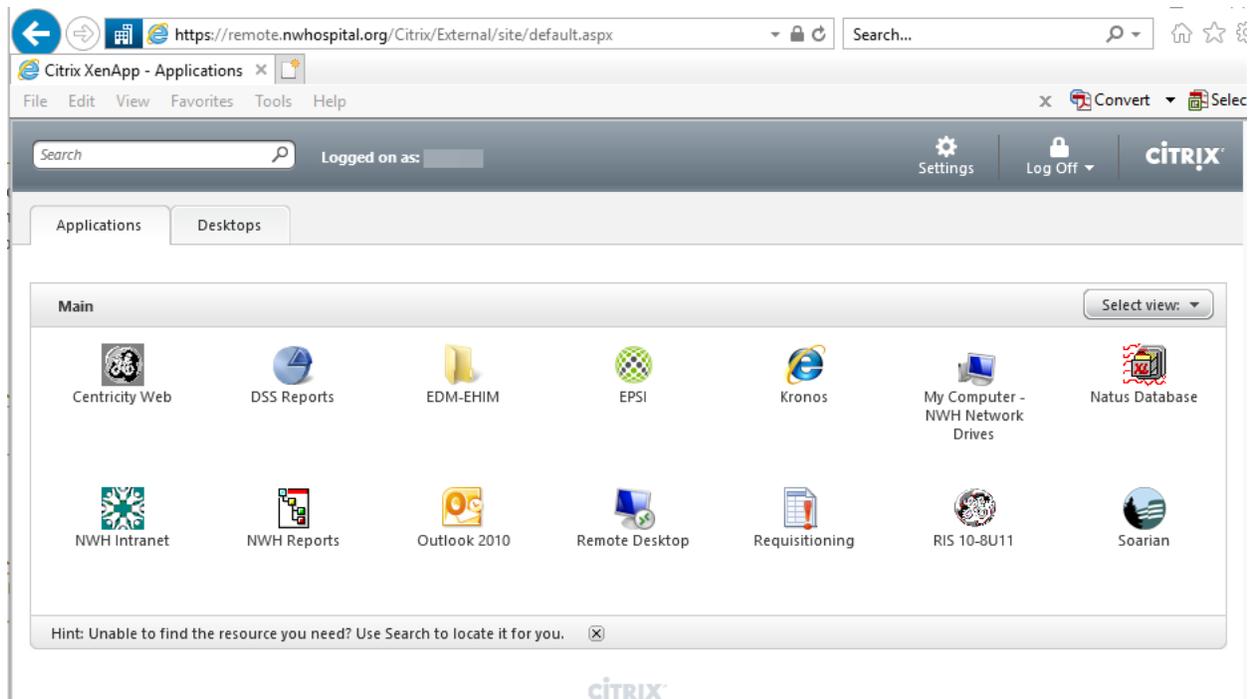
*Your login user name and password is the same as your NWH network login*

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#### 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. *Providers should always utilize Desktop view when available.*

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. 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 is disabled by design. This is required as a result of our HIPAA constraints.

### 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

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*If you are running IE11, the following fix will need to be applied.*

*In Internet Explorer Options > Security Tab, add the Web Interface site to Trusted Sites.*

*In Internet Explorer > Tools > Compatibility View Settings add the Web Interface site to Compatibility View.*

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- 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.

- [Windows Vista, 7, & 8.1](#)
  - [Apple MacOS](#)
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