

1007 Installing Citrix

Process For installing Citrix on a personal computer that is not connected to an OSF network or VPN.

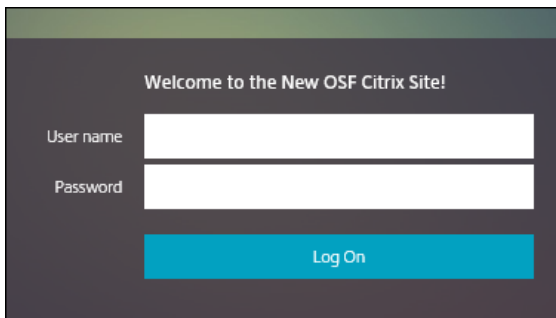
- All OSF facilities - <https://citrix-osf.osfhealthcare.org/vpn/index.html>

For installing Citrix on a personal computer that is not connected to a hosted facility network:

- Decatur Memorial Hospital - <https://citrix-dmh.pchosted.com/vpn/index.html>
- Other Hosted locations - <https://citrix-hosted.pchosted.com/vpn/index.html>

Logging into Citrix

1. Open up Internet Explorer and type or copy and paste one of the above links (as appropriate for your facility) into the browser bar to open the Citrix login page (example listed below):

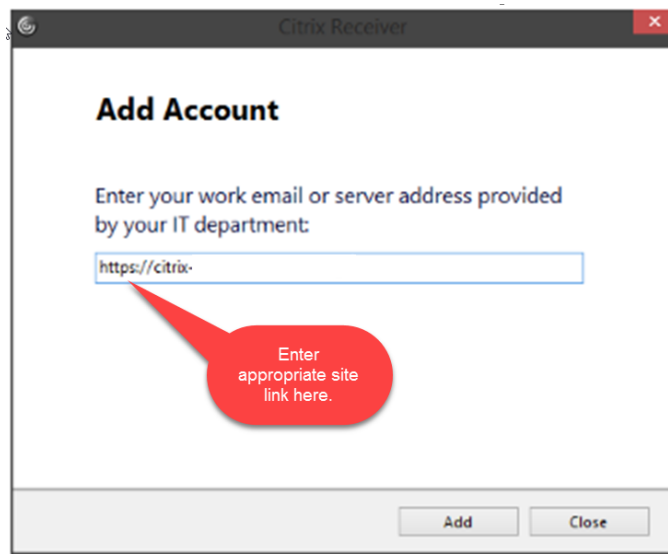


2. Using your Epic User Login and Password, log onto the Citrix site.

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In the case that the links is not working or the program must be loaded onto the computer, proceed with the following steps.

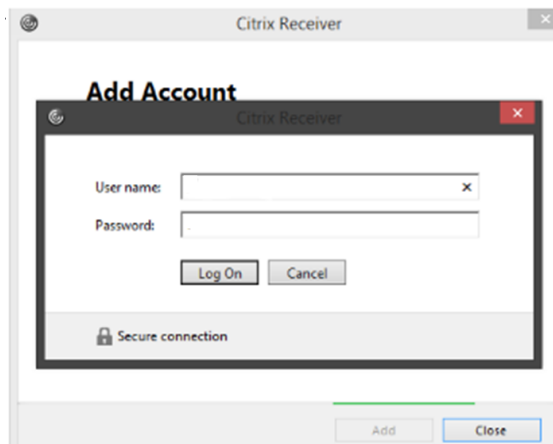
1. Type the following link into the Internet Explorer browser:
<https://www.citrix.com/downloads/workspace-app/>
2. After the program has been downloaded and installed, you will be prompted to put in your work email or server name.



Please Note: When entering the server name, use one of the following site links as appropriate for your facility:

- All OSF facilities - <https://citrix-osf.osfhealthcare.org/vpn/index.html>
- Decatur Memorial Hospital - <https://citrix-dmh.pchosted.com/vpn/index.html>
- Other Hosted locations - <https://citrix-hosted.pchosted.com/vpn/index.html>

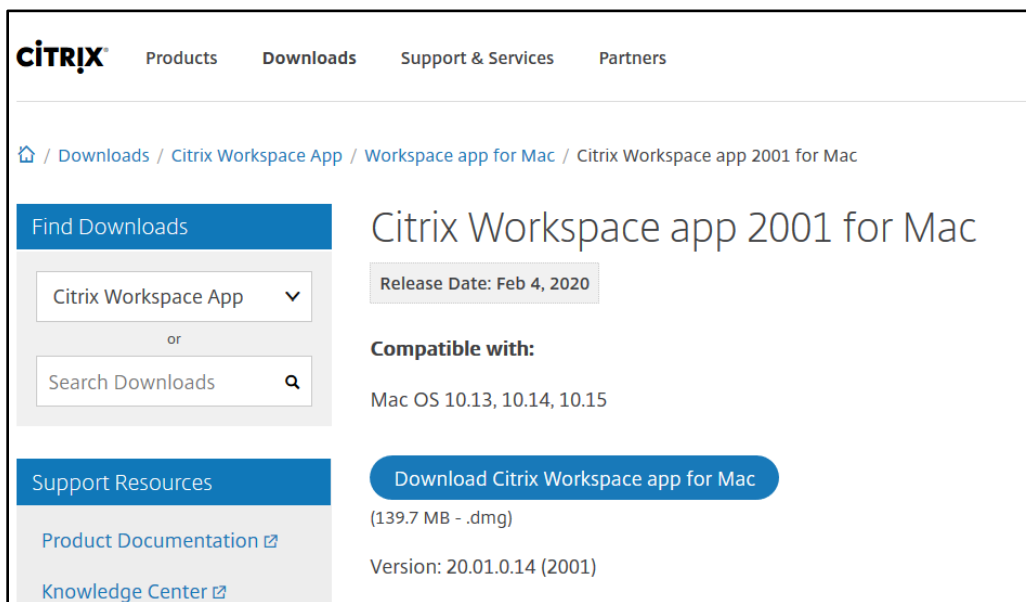
3. In the new prompt, enter your Epic User name and Password:



4. The browser will now load with all of the appropriate Epic applications available to the user.
5. Once downloaded, you can visit the appropriate site link indicated at the beginning for future access. *(Mac users, see next section)*
6. If at any time, you need assistance, call the OSF Service Center at 1-800-673-5721.

Installing Citrix (Mac users only)

1. If using Citrix from a Mac, Epic now requires the Citrix Workspace application to be installed, in addition to the Citrix Receiver application. In order to download this application, please go to <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html> and install this application for your version of the Mac Operating System.



2. After installing Citrix Workspace, you will need to go to the Preferences of that application and Add an account. When adding the account, input the address, <https://citrix-osf.osfhealthcare.org> as the server address. It will then prompt you for your username and password.
3. This will then present to you the Citrix StoreFront where you can open Epic.

