

Windows Instructions for VDI

You need to have administrator rights to download/ install from the internet.

➤ Open your internet browser and type in www.healthonephysician.com



VDI Quick Launch



Remote Access Resources

Click the mouse icon to launch VDI.

Download and installation instructions below

IPAD

WINDOWS

MAC



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Welcome to the new and improved HealthONE For Providers. This site is organized to bring you efficient, up-to-date information regarding IT Support, Secure Remote Access and more. If you experience problems or have questions please click on Support in the menu bar above.

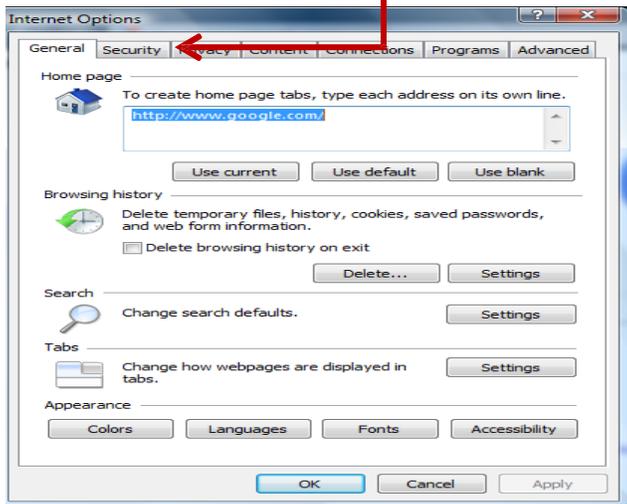
If you are using Internet Explorer 8 click on the hCare VDI link as shown on the right.

****The preferred browsers for this site are Google Chrome, Firefox, Safari, IE 11. It does not display correctly with IE8. To access VDI or eSRA directly please the links below****

[hCare VDI - Click Here](#)

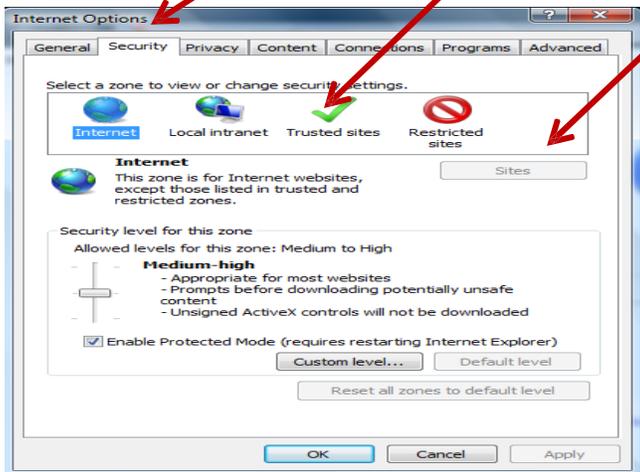
[eSRA - Click Here](#)

➤ Go to internet explorer, (IE 7 or Above) go to **tools**, than go to internet options.

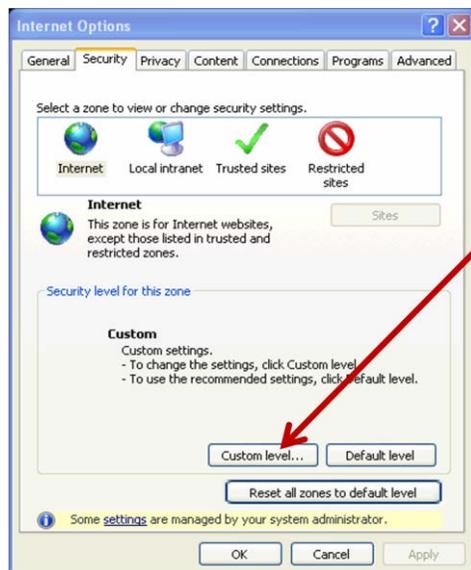


If you are using **Internet Explorer 9**, press the "ALT" key to reveal the toolbar and click on "Compatibility View Settings", add the website <https://continental.ns.medcity.net> and close.

➤ Go to **Security** tab; click **Trusted Sites** and then **sites**.

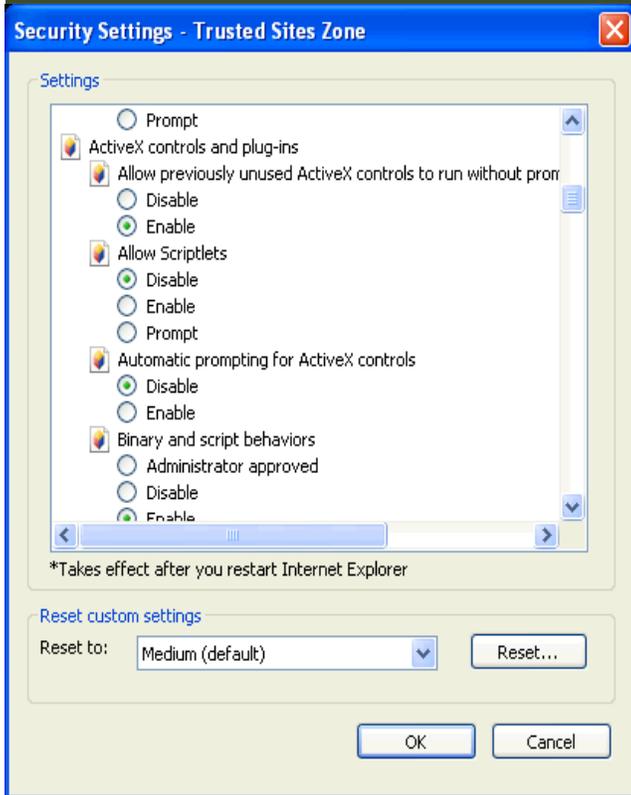


When you get into Sites you need to put in this URL. <https://continental.ns.medcity.net>



You will also need to change a few ActiveX controls.

To do this click on "Custom Level" on the Security page.



SCROLL down the list using the scroll bar on the side until you come to the 'ACTIVEX CONTROLS AND PLUG-INS' heading.

ALL of these must be set to either ENABLE or PROMPT.

Move down the list clicking ENABLE or PROMPT (when available) UNTIL you get to the major heading of 'DOWNLOADS'.

Click OK and APPLY then close this window.

➤ Sign in with your 3-4 ID (i.e. ABC1234)

hCare[®] access

Welcome
Please log on to continue.

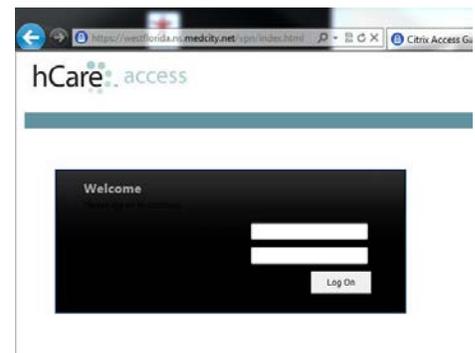
User name:

Password:

Log On

By clicking Log On above, I accept the following or By proceeding further, I accept the following: You are about to access an HCA - Information Technology & Services system. By proceeding, your use of this system constitutes your agreement that IT&S and/or your company may consent to law enforcement officials and agents of this network, 2) constitutes your consent to monitoring, retrieval, and disclosure of any information within this system for all purposes deemed appropriate by IT&S, and 3) constitutes your agreement to comply with all privacy, security and other policies and procedures of IT&S and your company constitutes an acceptable use by you, please consult the written policies provided by IT&S and your company.

If the Welcome box is black (see below), press the "ALT" key to reveal the toolbar, click on TOOLS, then click on "Compatibility View Settings", and add the website <https://continental.ns.medcity.net> and close.



Use the temporary password assigned (cAsE sensitive) or if you already have remote access use that password that (i.e. PACS, GE, SRA or Outlook).

- Fill out the 5 challenge questions. There are 5 questions to choose from for each challenge question.

When you sign on from a computer we do not recognize, you will be asked to answer a security question in order to verify your identity. [How does it work?](#)

Select and answer 5 security questions * = Required Fields

Note: Your answers should be no more than 30 characters (no symbols)

Question 1:
- Please select a security question -
Answer:
Question 2:
- Please select a security question -
Answer:
Question 3:
- Please select a security question -
Answer:
Question 4:
- Please select a security question -
Answer:

If you are unable to use the down arrow to select a question, use the down arrow KEY on your keyboard OR the TAB key.

Would You Like Us to Remember this Computer? [Learn More](#)

- Yes, I plan on using this computer to access my account in the future
- No, This is a public computer or one I do not plan on using often to access my account.

Continue

Make sure that you check YES if this is your personal computer. This will allow you to log in without answering the two challenge questions. If this is a computer that others in your office might be using as well, then leave it NO.

- If you are using a Citrix client from Centura Health, or Exempla, or have any EMR that uses Citrix , please Click Upgrade later OR Already Installed. This will allow you to use the old Citrix client without downloading the new one. (This screen may pop up every time you sign in so click upgrade later.)

CITRIX

Upgrade Client

A newer version of the native client is available. Click Download to upgrade.

NOTE: This upgrade may affect previously configured connections to other Citrix environments from this computer. Please contact your PSC/PSL if you have any questions before upgrading.

By selecting the check box, you confirm that you have read, understand, and accept the [Citrix license agreement](#).

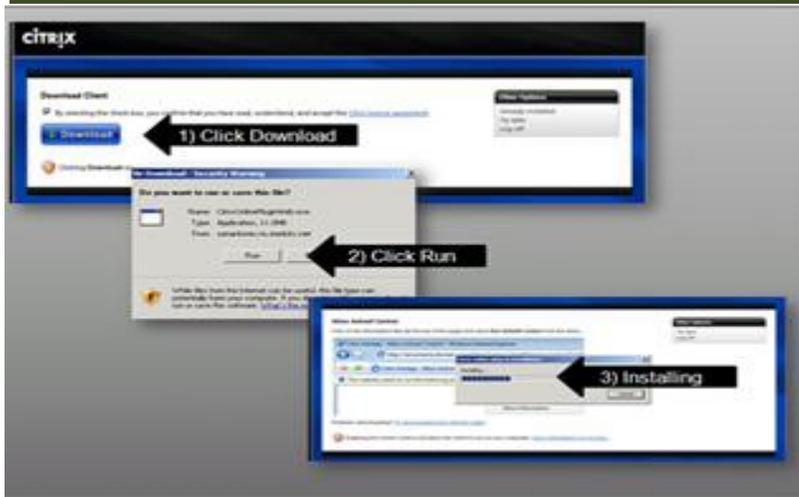
Download

Clicking Download will upgrade software installed on your computer. [More information on security...](#)

Other Options
Upgrade later
Log off

If you only need/have access to HealthONE facilities, click in this box and DOWNLOAD the software.

- Click the download button; this will start the download process as shown below.



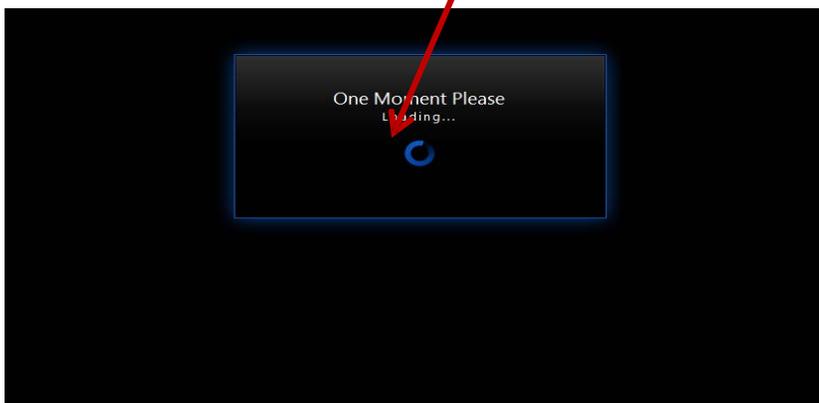
WATCH your screen carefully while downloading this program for any pop-up boxes that you may need to click to allow the installation to continue.

TROUBLESHOOTING

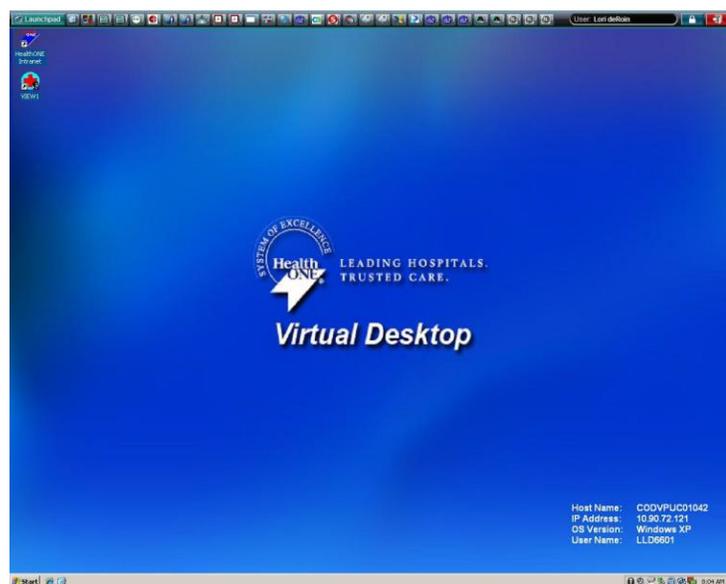
Close any extra toolbars (i.e. Google, Yahoo, antivirus) by right clicking in the toolbar. They will come back the next time you reboot.

Make sure you have ADMINISTRATOR rights on your machine!

➤ After downloading the Citrix client you will come to the loading screen



➤ After the desktop loads you will have a screen that looks like this.





- In the middle of the SSO bar will be a little black tab with an arrow. This tab will allow you to minimize your screen and to disconnect from VDI.



- The black tab allows you to minimize your screen by clicking on HOME, and you can also make your screen full or make your screen smaller by clicking on FULL SCREEN. To disconnect you can click on disconnect or you can click start, go to log off and this will end your session.
- After the desktop loads, the SSO (Single Sign-On) bar will populate with icons (buttons) for every program you have access to. This is where you open your programs. If you have multiple programs like T-systems with the same name click the LaunchPad and it will display the names of the facilities linked to that program/button.



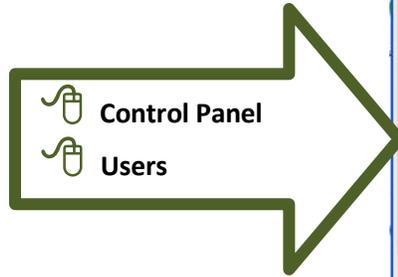
- After you click the icon that you want to open, a grey window will ask you to enter your user ID and password (for that program). Once you have entered that information, it will auto logon the next time you click the icon on the bar.

Please refer to the document titled "Welcome to VDI" for more information on using the program.

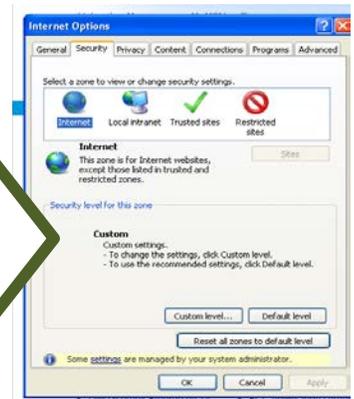
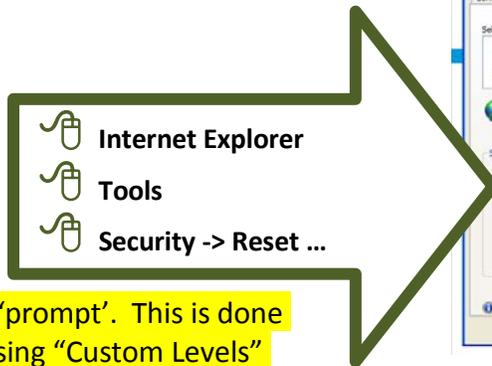
If you have any questions please contact the help desk at 303-584-2232

TROUBLESHOOTING GUIDE

Administrator Rights: when installing the program, you must be logged onto the device as the Administrator with full rights to do installations, etc. Check this by clicking on Control Panel, then User Accounts.



Security: Several security settings can affect the installation. Double-check the Trusted Sites, Pop-up Blocker and Internet Explorer 9 adjustments mentioned on page 1.



Additionally, you may need to reset the security settings in Internet Explorer to the default settings. To do this, open internet Explorer and click on Tools, then Security and “Reset all zones to default level”. **If you do not wish to change all the settings, it is the Active X controls that must be set to ‘enable’ or ‘prompt’.** This is done by opening Internet Explorer Security then choosing “Custom Levels” and scrolling through the list while checking the appropriate boxes.

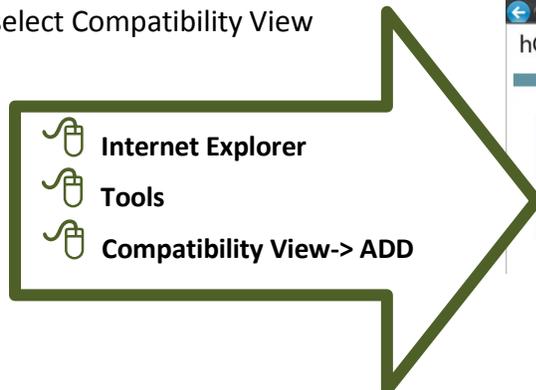
BLACK log in box

If the log-in box is black, the Compatibility View settings must be changed in Internet Explorer. Please note: this is happening in versions other than IE9 (due to automatic updates).

Select Tools in Internet Explorer (if you do not see the word “TOOLS”,

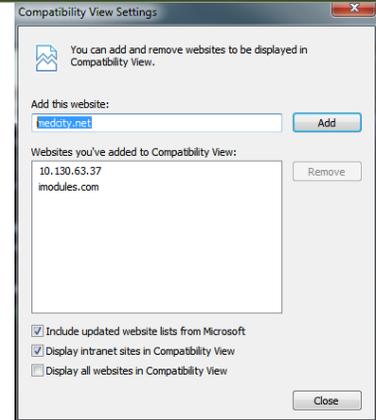
look for and select the  icon OR press and hold the ALT key – this ‘opens’ the File toolbar).

Once you have found the Tools menu, select Compatibility View Settings and add the website to the list.



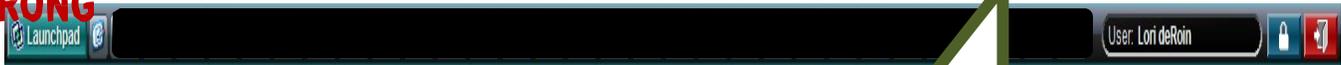
After changing the Compatibility View setting, open the log in page again.

The log in page should now be all white (no more black box around the log in area).



No icons appear on the "Launchpad" or SSO Bar – WHERE'S MEDITECH?

WRONG



CORRECT



- START**
- All Programs**
- HealthONE Apps -> Meditech ...**

If the SSO bar (above) doesn't populate right away (no icons appear), you can access the programs by going through the Programs list. Click on the START button, All Programs, HealthOne Apps, then select the application.

ERROR MESSAGES:

- **Launch.ica missing or cannot be found.** This indicates an important file from Citrix did not download correctly.
 - ✓ If you have a version of Windows/IE which includes the "download wizard" (usually a yellow banded popup window which shows the installation process/status) check to see that there are no other instances of Citrix in the download process.
 - ✓ Minimize all windows to see if there are any action windows open that need to be 'clicked' or completed' i.e. "Citrix has completed the installation process, click 'OK' to continue.
 - ✓ Check Add/Remove Programs list in Control Panel to determine if there are any older versions of Citrix and/or remove all Citrix components and start over.
 - ✓ If you have another web browser installed, try using it instead of Internet Explorer.

Check download wizard for status & add'l downloads in process.

Look for open "action" windows (click OK to continue)

Remove Citrix and start over.

Try Mozilla.

➤ **The Credentials entered are incorrect.** This indicates that the program is not happy with the logon/password you entered.

- ✓ These are cAsE sensitive. Check the CAPS LOCK key; check that you are using the CORRECT information.
- ✓ If you were entering the permanent password, the new password you typed may not adhere to the rules. Passwords should be 6-8 characters with one CAPITAL letter and one number—the number should be at the end. The password CANNOT be your name, specialty or anything that the system will associate with your account.

Log in and password is
cAsE sensitive

Turn CAPS LOCK off

Use a password that
follows the rules:
"Abcdef1"

Call 303-584-2232 for a
password reset.