

# Remote access: Citrix Receiver

In order to access Epic and other Salem Health applications from remote locations, certain steps must be taken to make your home or non-Salem Health owned computer compatible. Information Services updated the login screens and launch screens for remote access on November 15<sup>th</sup>. This document gives instructions for updating your browser to run Citrix Receiver for Web through EpicRemote or employee remote login (Pulse Secure) The document also specifies the user experience for those machines that do not have Receiver already installed.

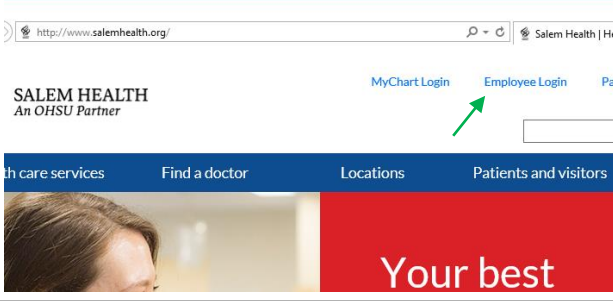
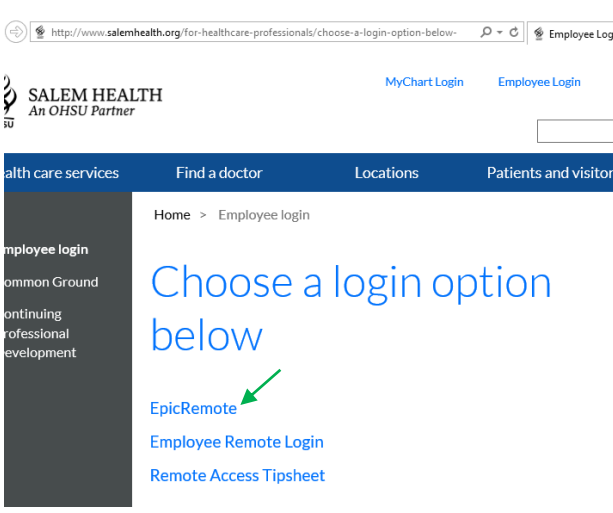
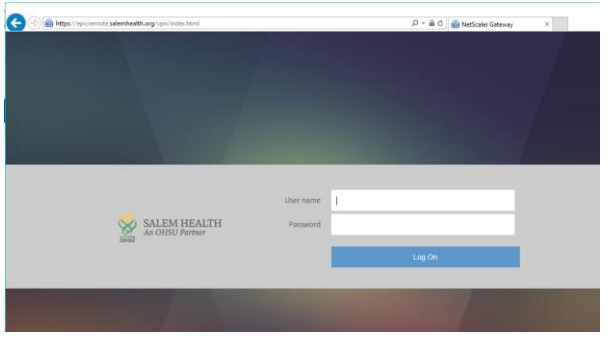
**Ctrl + Click the links on this page to zoom immediately to the relevant steps for your browser.**

- [Experience through EpicRemote](#)
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  - [Firefox through EpicRemote](#)
  - [Chrome through EpicRemote](#)
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  - Safari through Pulse Secure – Applications through Citrix do not launch using Safari through the VPN
  - Chrome through Pulse Secure – Applications through Citrix do not launch using Chrome through the VPN
  - Edge through Pulse Secure – Applications through Citrix do not launch using Edge through the VPN
- [No Receiver Installed](#)

## Experience through EpicRemote

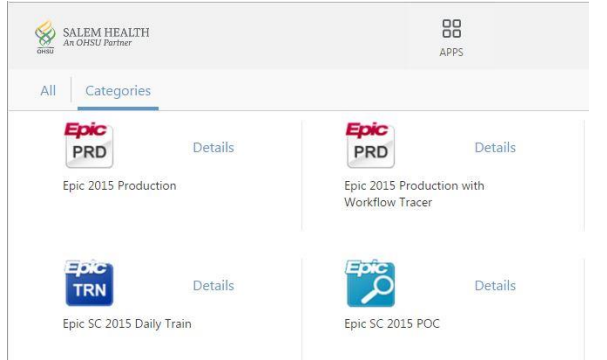
This section outlines the user experience for the user using Citrix Receiver for Web through the EpicRemote portal to access Epic and other Citrix applications.

These first three steps are the same, regardless of what browser you use. Scroll down further to follow the steps that are browser-dependent.

Browser	Description
	1. Go to salemhealth.org and click <b>Employee Login</b> .
	2. Click <b>EpicRemote</b> .
	3. Type in your username and password. Click <b>Log on</b> .

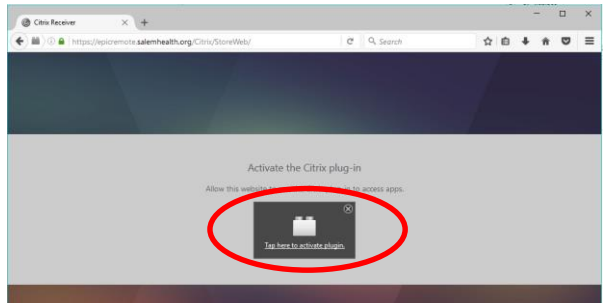
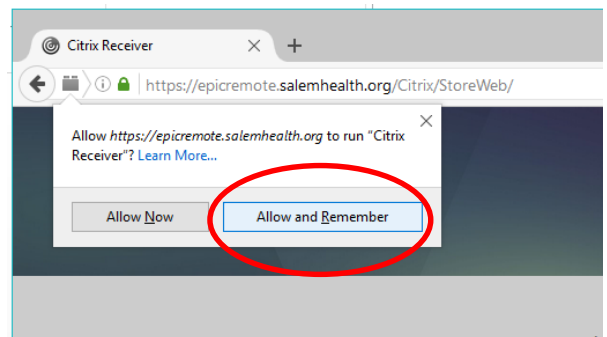
## Internet Explorer through EpicRemote

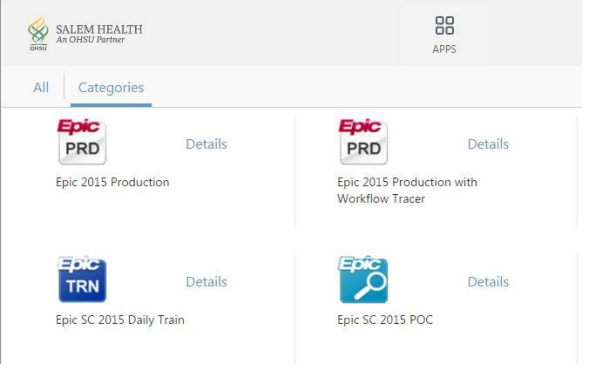
The following table provides an overview of the user experience from Internet Explorer after you have logged in from the EpicRemote portal.

Internet Explorer	Description
	<ol style="list-style-type: none"><li>1. Click on the desired application. The application will launch after this.</li></ol>

## Firefox through EpicRemote

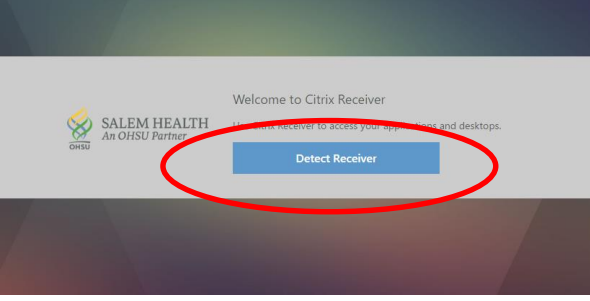
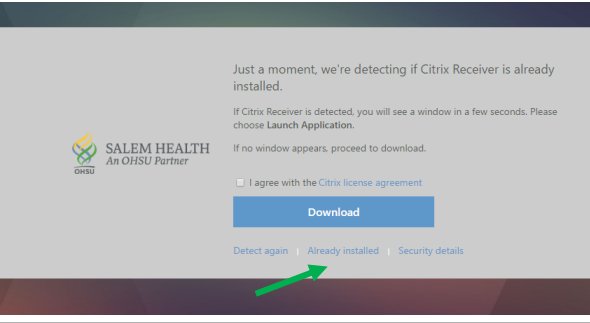
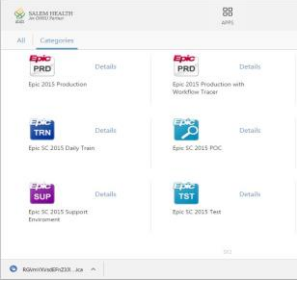
The following table provides an overview of the user experience from Firefox after you have logged in from the EpicRemote portal.

Firefox	Description
	<ol style="list-style-type: none"><li>1. Click <b>Tap here to activate plugin.</b></li></ol>
	<ol style="list-style-type: none"><li>2. Click <b>Allow and remember.</b></li></ol>

Firefox	Description
	<p>3. Click on the desired application. The application will launch after this.</p>

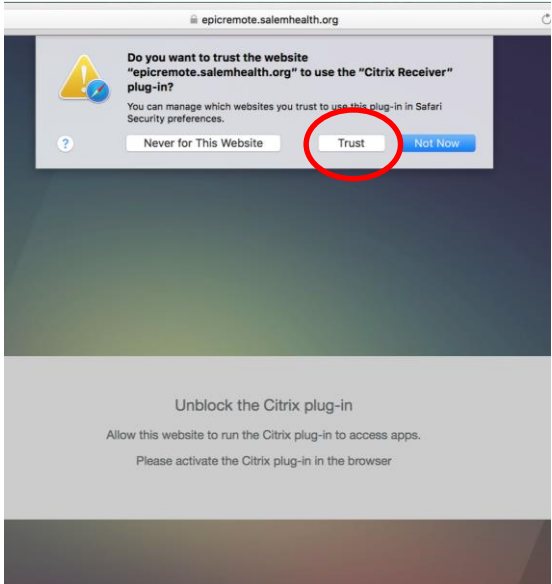
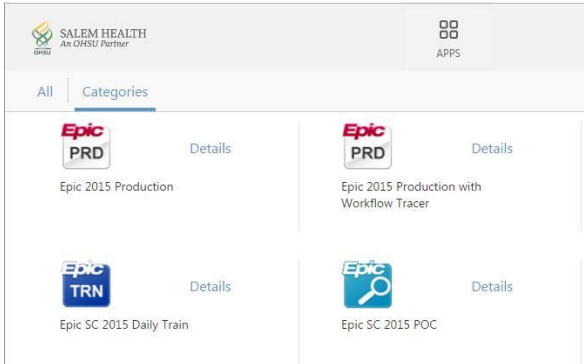
## Chrome through EpicRemote

The following table provides an overview of the user experience from Chrome after you have logged in from the EpicRemote portal.

Chrome	Description
	<p>1. Click <b>Detect Receiver</b>.</p>
	<p>2. Click <b>Already Installed</b>.</p>
	<p>3. Click on the desired application and open the downloaded file. The application will launch after this.</p>

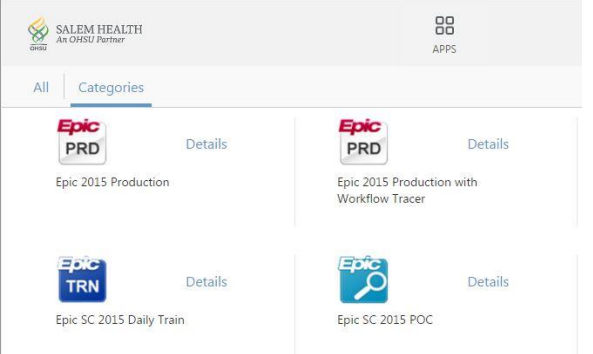
## Safari through EpicRemote

The following table provides an overview of the user experience from Safari after you have logged in from the EpicRemote portal.

Safari	Description
 <p>epicremote.salemhealth.org</p> <p>Do you want to trust the website "epicremote.salemhealth.org" to use the "Citrix Receiver" plug-in?</p> <p>You can manage which websites you trust to use this plug-in in Safari Security preferences.</p> <p>Never for This Website Trust Not Now</p> <p>Unblock the Citrix plug-in</p> <p>Allow this website to run the Citrix plug-in to access apps.</p> <p>Please activate the Citrix plug-in in the browser</p>	<p>1. Click <b>Trust</b>.</p>
 <p>SALEM HEALTH An OHSU Partner</p> <p>APPS</p> <p>All Categories</p> <p>Epic PRD Details Epic 2015 Production</p> <p>Epic PRD Details Epic 2015 Production with Workflow Tracer</p> <p>Epic TRN Details Epic SC 2015 Daily Train</p> <p>Epic SC 2015 POC Details</p>	<p>2. Click on the desired application. The application will launch after this.</p>

## Edge through EpicRemote

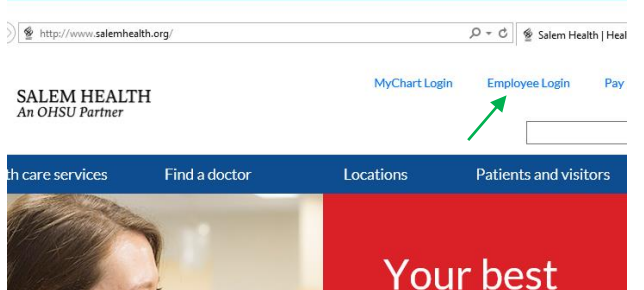
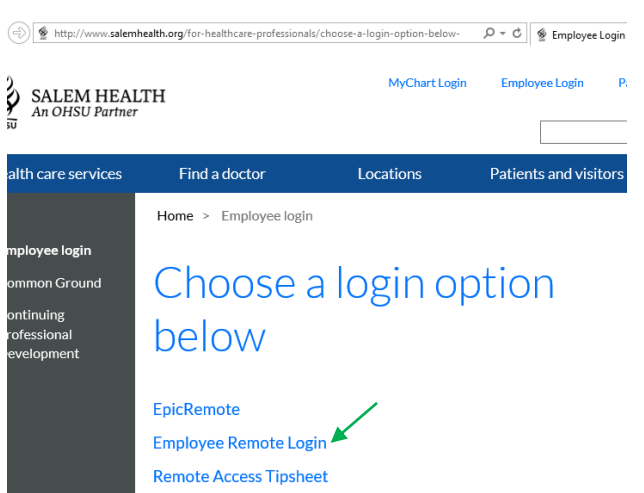
The following table provides an overview of the user experience from Edge after you have logged in from the EpicRemote portal.

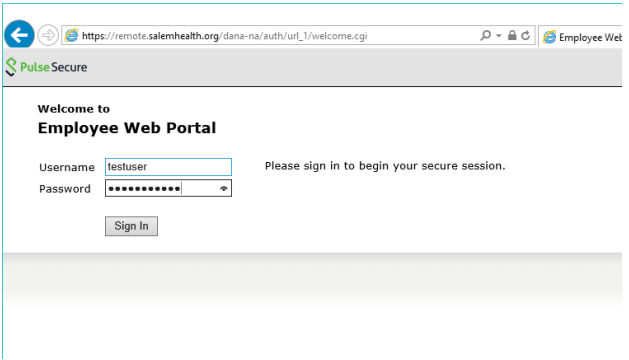
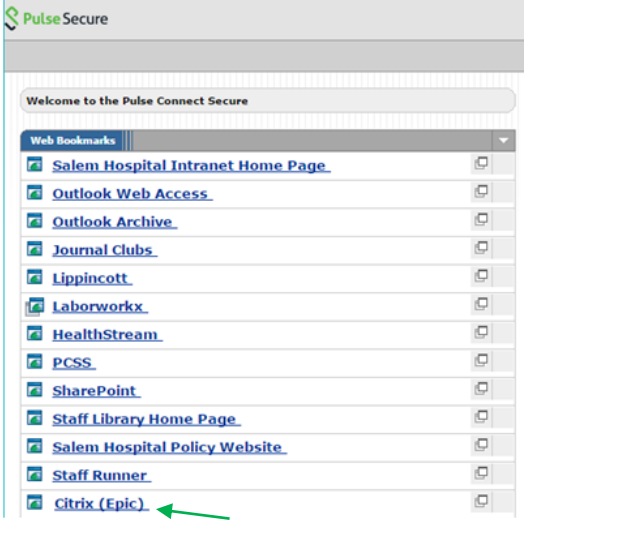
Edge	Description
	<ol style="list-style-type: none"> <li>1. Click on the desired application. The application will launch after this.</li> </ol>

## Experience through Employee Remote Login (Pulse Secure)

This section outlines the experience for using Citrix Receiver for Web through the Employee Remote Login (Pulse Secure) portal to access Epic and other applications.

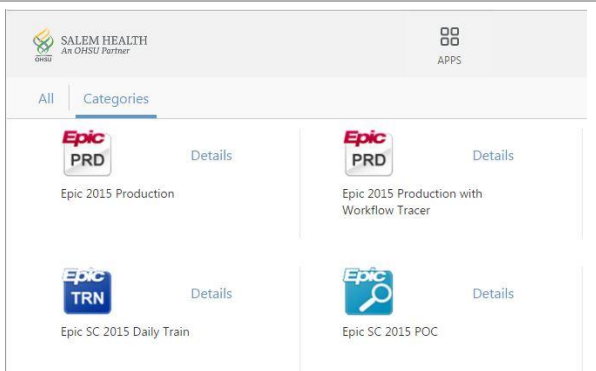
These first three steps are the same, regardless of what browser you use. Scroll down further to follow the steps that are browser-dependent.

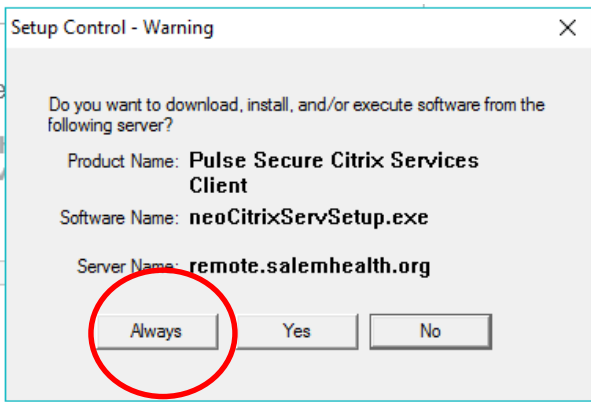
Browser	Description
	<ol style="list-style-type: none"> <li>1. Go to salemhealth.org and click <b>Employee Login</b>.</li> </ol>
	<ol style="list-style-type: none"> <li>2. Click <b>Employee Remote Login</b>.</li> </ol>

Browser	Description
	<p>3. Type your username and password. Click <b>Sign In</b>.</p>
	<p>4. Click <b>Citrix (Epic)</b> or other desired application.</p>

## Internet Explorer through Pulse Secure

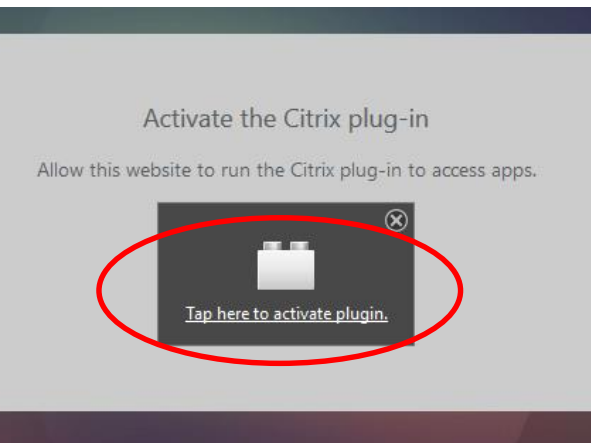
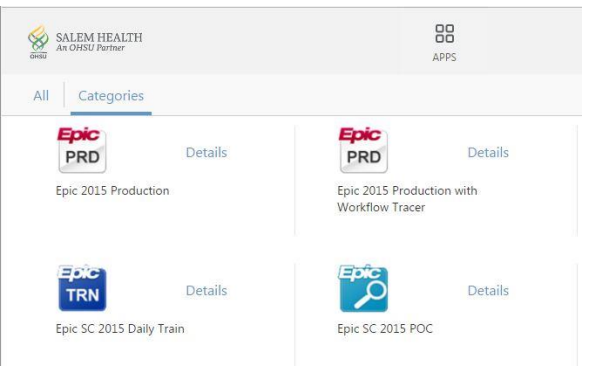
The following table provides an overview of the user experience from Internet Explorer after the user is signed in to Pulse Secure.

Internet Explorer	Description
	<p>1. Click on the desired application.</p>

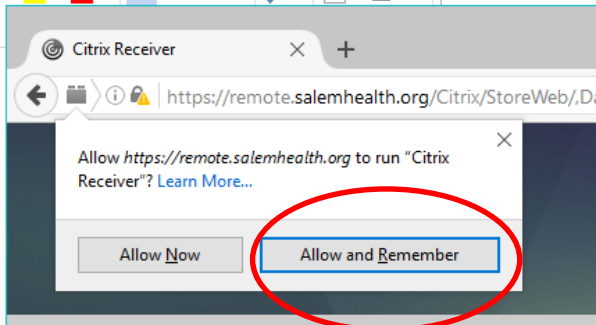
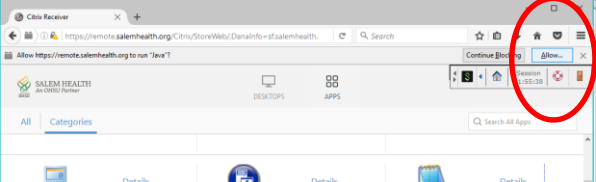
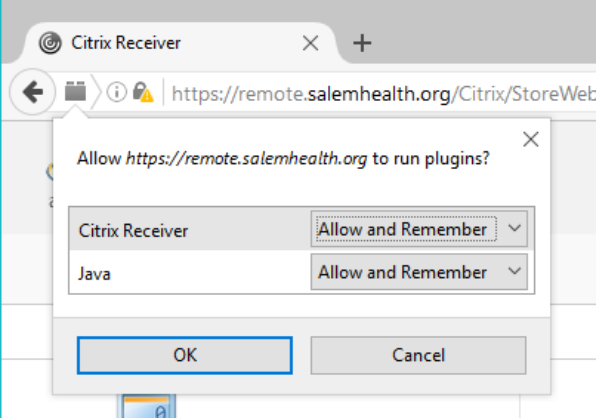
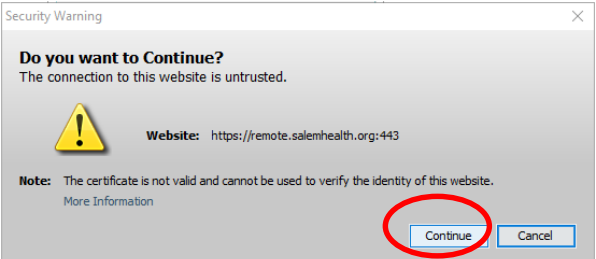
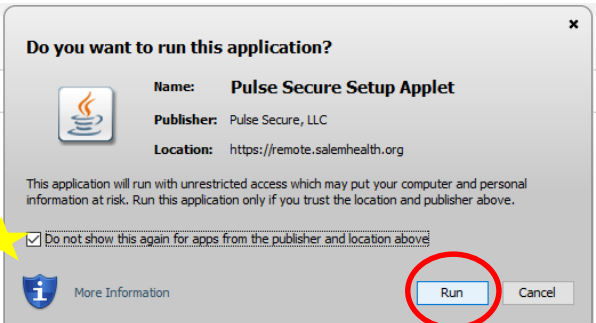
Internet Explorer	Description
	<p>2. Click <b>Always</b> on the following pop-up.</p>

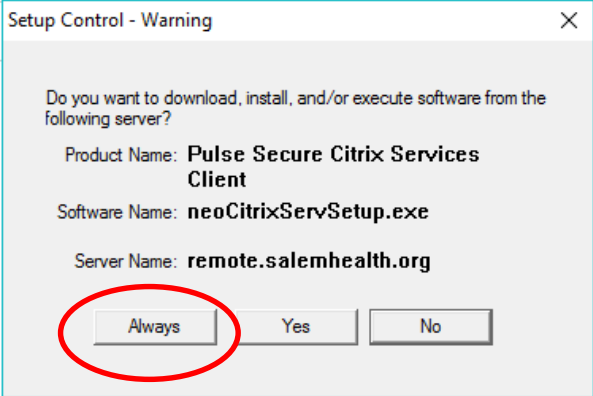
### Firefox through Pulse Secure

The following table provides an overview of the user experience from Firefox after the user is signed in to Pulse Secure.

Firefox	Description
	<p>3. Click <b>Tap here to activate plugin.</b></p>
	<p>4. Click on the desired application.</p>



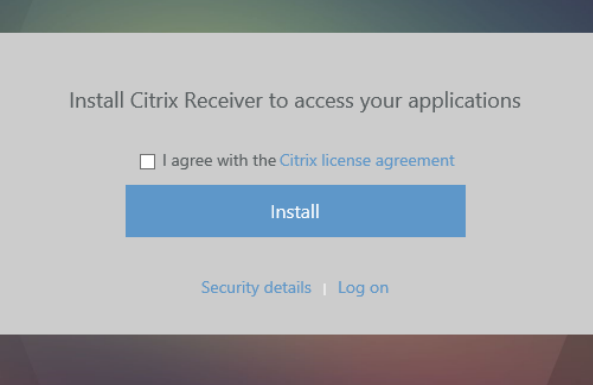
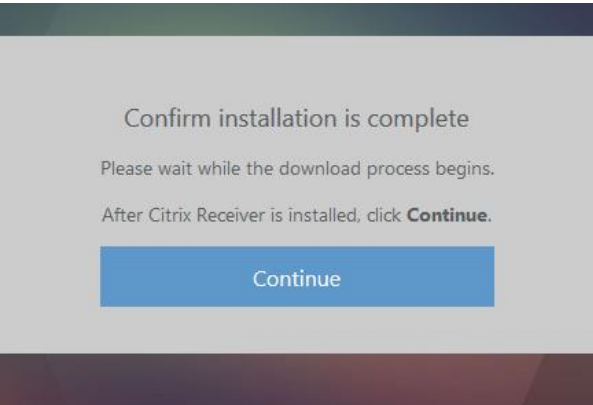
Firefox	Description
	<p>5. Click <b>Allow and Remember</b>.</p>
	<p>6. Click <b>Allow</b>.</p>
	<p>7. Select <b>Allow and Remember</b> for Java and click <b>OK</b>.</p>
	<p>8. Click <b>Continue</b>, if applicable.</p>
	<p>9. Select <b>Do not show this again for apps from this publisher and location above</b>. Click <b>Run</b>, if applicable.</p>

Firefox	Description
 <p>Setup Control - Warning</p> <p>Do you want to download, install, and/or execute software from the following server?</p> <p>Product Name: <b>Pulse Secure Citrix Services Client</b></p> <p>Software Name: <b>neoCitrixServSetup.exe</b></p> <p>Server Name: <b>remote.salemhealth.org</b></p> <p><b>Always</b> Yes No</p>	<p>10. Click <b>Always</b>, if applicable.</p> <p>The application will launch after this.</p>

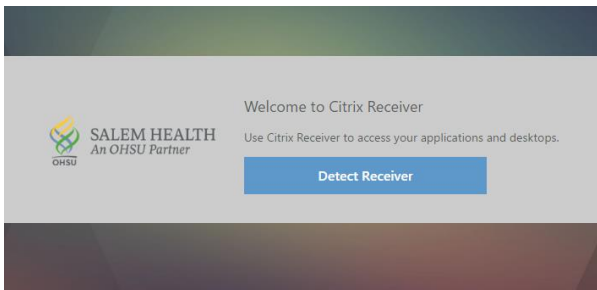
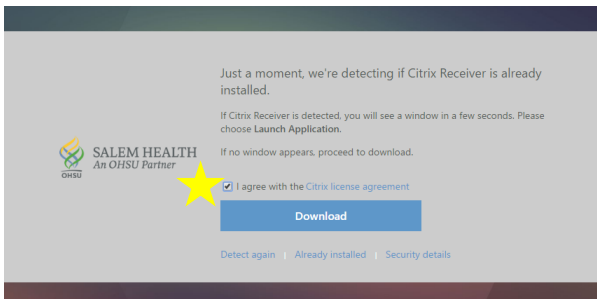
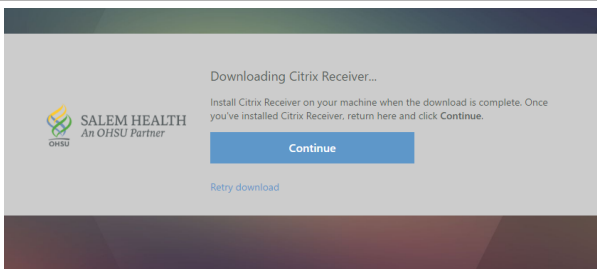
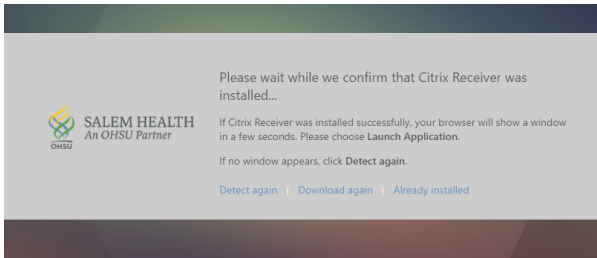
## No Receiver Installed

If Citrix Receiver is not installed on your machine, you will be prompted to download Receiver after you have logged in to Pulse Secure or EpicRemote. The steps to download Receiver from Internet Explorer, Firefox and Chrome are detailed below. At the time, Edge does not prompt users to download Receiver.

### No Receiver in Internet Explorer and Firefox

No Receiver (Internet Explorer, Firefox)	Description
 <p>Install Citrix Receiver to access your applications</p> <p><input type="checkbox"/> I agree with the Citrix license agreement</p> <p><b>Install</b></p> <p><a href="#">Security details</a>   <a href="#">Log on</a></p>	<p>1. Select <b>I agree with the Citrix License agreement</b> and click <b>Install</b>.</p>
 <p>Confirm installation is complete</p> <p>Please wait while the download process begins.</p> <p>After Citrix Receiver is installed, click <b>Continue</b>.</p> <p><b>Continue</b></p>	<p>2. After Receiver is installed, click <b>Continue</b>. This will forward users to their applications.</p>

## No Receiver in Chrome

No Receiver (Chrome)	Description
	<p>1. Click <b>Detect Receiver</b> (Chrome).</p>
	<p>2. Select <b>I agree with the Citrix license agreement</b>. Click <b>Download</b>. Once Receiver is downloaded, install it.</p>
	<p>3. After Receiver is installed, click <b>Continue</b>.</p>
	<p>4. Select <b>Already installed</b> on the next page. This will forward users to their applications.</p>