

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 15th. 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.

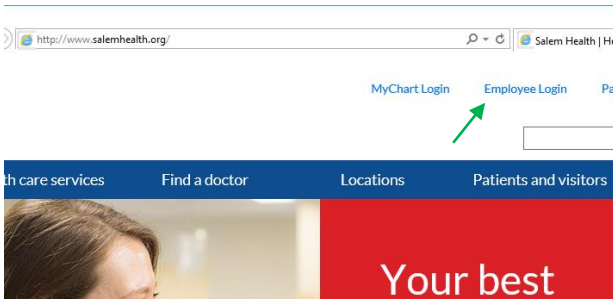
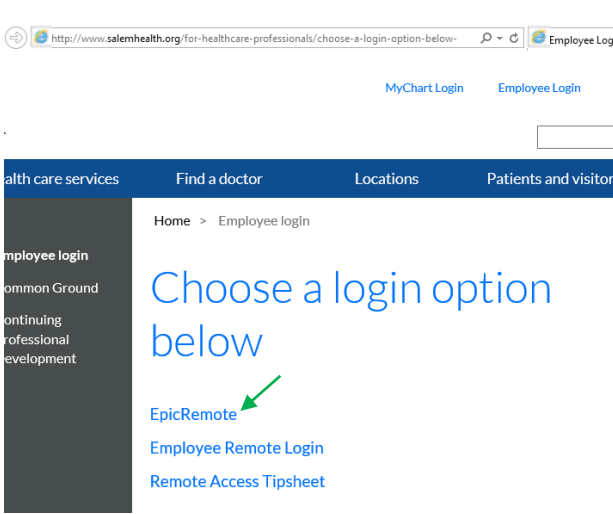
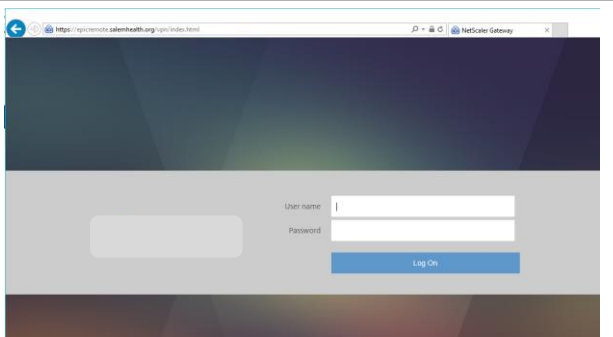
Ctrl + Click the links on this page to zoom immediately to the relevant steps for your browser.

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 - [Internet Explorer through EpicRemote](#)
 - [Firefox through EpicRemote](#)
 - [Chrome through EpicRemote](#)
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Experience through EpicRemote

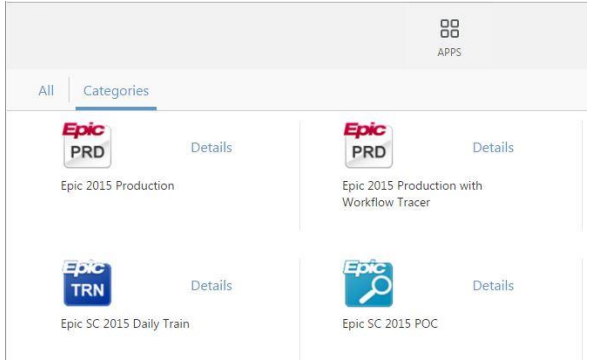
This section outlines the user experience for the user using Citrix Receiver for Web through the EpicRemote portal to access Epic and other Citrix applications.

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 Employee Login .
	2. Click EpicRemote .
	3. Type in your username and password. Click Log on .

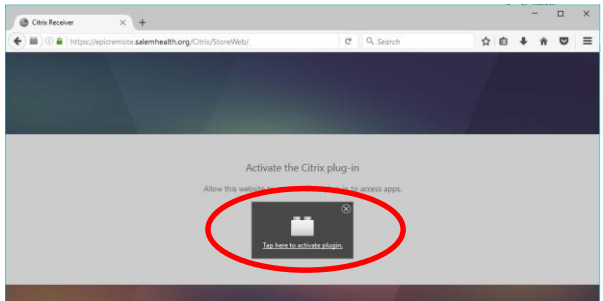
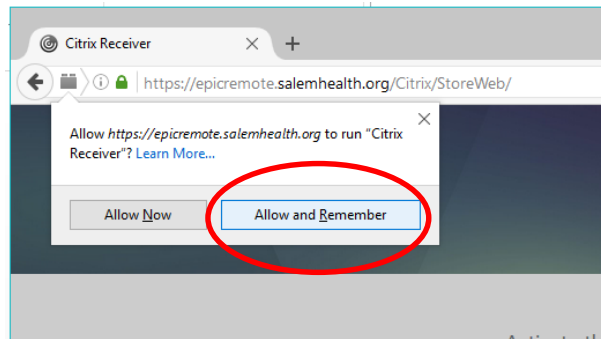
Internet Explorer through EpicRemote

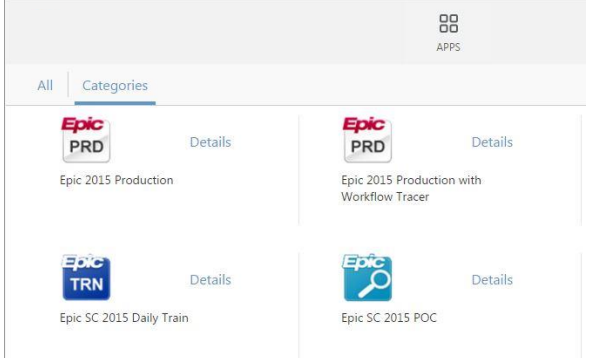
The following table provides an overview of the user experience from Internet Explorer after you have logged in from the EpicRemote portal.

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

Firefox through EpicRemote

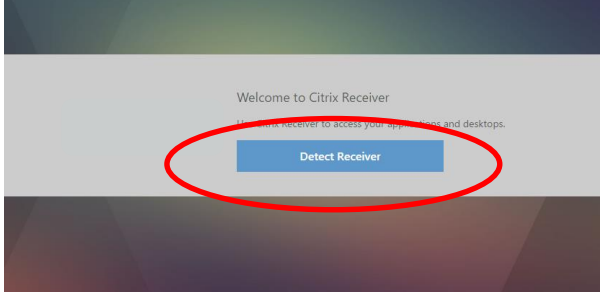
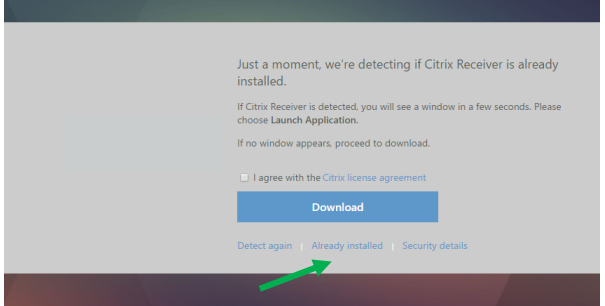
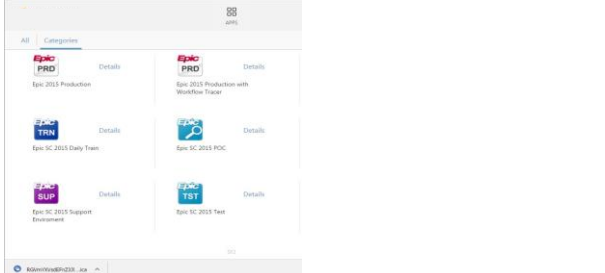
The following table provides an overview of the user experience from Firefox after you have logged in from the EpicRemote portal.

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

Firefox	Description
 <p>The screenshot shows the Firefox application menu with a grid of application tiles. Each tile includes an Epic logo, a code (PRD, TRN, or SC), and a 'Details' link. The applications listed are Epic 2015 Production, Epic 2015 Production with Workflow Tracer, Epic SC 2015 Daily Train, and Epic SC 2015 POC.</p>	<p>3. Click on the desired application. The application will launch after this.</p>

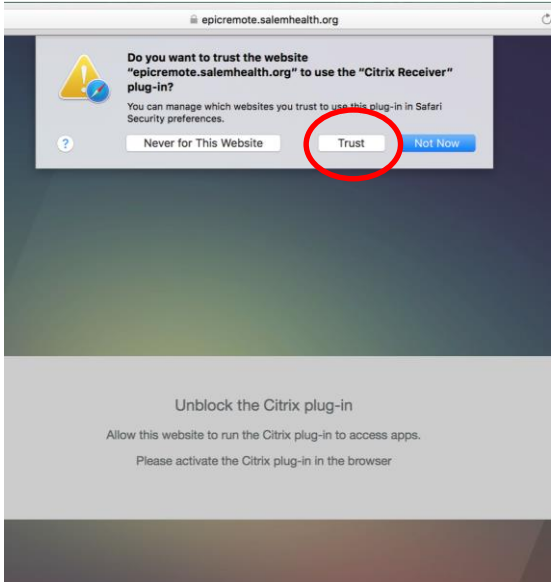
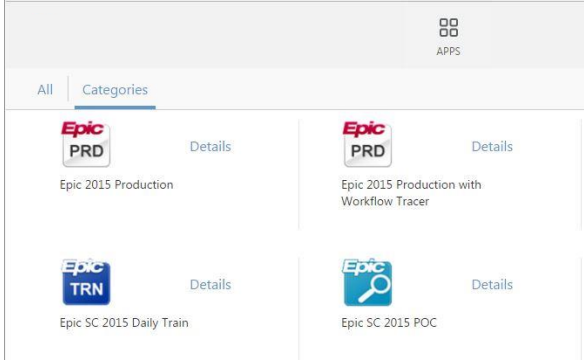
Chrome through EpicRemote

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

Chrome	Description
 <p>The screenshot shows the 'Welcome to Citrix Receiver' screen. A blue button labeled 'Detect Receiver' is highlighted with a red circle. The text above the button says 'Use Citrix Receiver to access your applications and desktops.'</p>	<p>1. Click Detect Receiver.</p>
 <p>The screenshot shows a message: 'Just a moment, we're detecting if Citrix Receiver is already installed. If Citrix Receiver is detected, you will see a window in a few seconds. Please choose Launch Application. If no window appears, proceed to download.' There is a 'Download' button and a link for 'Already installed' which is highlighted by a green arrow.</p>	<p>2. Click Already Installed.</p>
 <p>The screenshot shows the Firefox application menu with a grid of application tiles. Each tile includes an Epic logo, a code (PRD, TRN, or SC), and a 'Details' link. The applications listed are Epic 2015 Production, Epic 2015 Production with Workflow Tracer, Epic SC 2015 Daily Train, Epic SC 2015 POC, Epic SC 2015 Support Environment, and Epic SC 2015 Test.</p>	<p>3. Click on the desired application and open the downloaded file. The application will launch after this.</p>

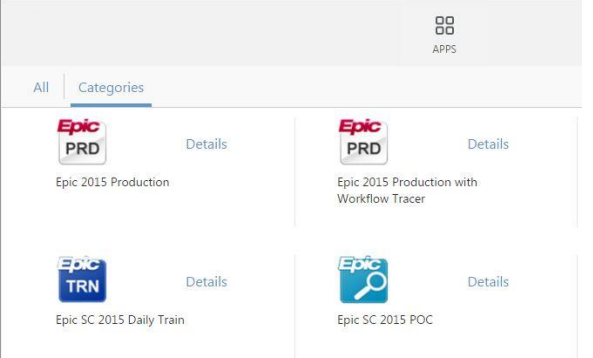
Safari through EpicRemote

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? 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 Allow this website to run the Citrix plug-in to access apps. Please activate the Citrix plug-in in the browser</p>	<p>1. Click Trust.</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 Details Epic SC 2015 POC</p>	<p>2. Click on the desired application. The application will launch after this.</p>

Edge through EpicRemote

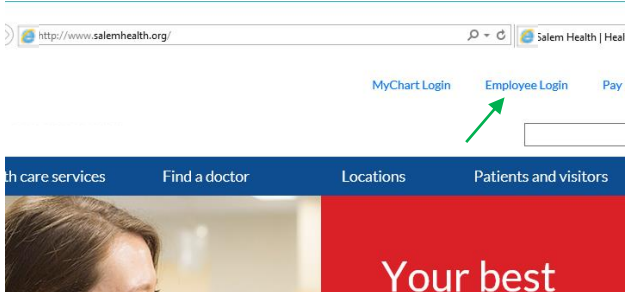
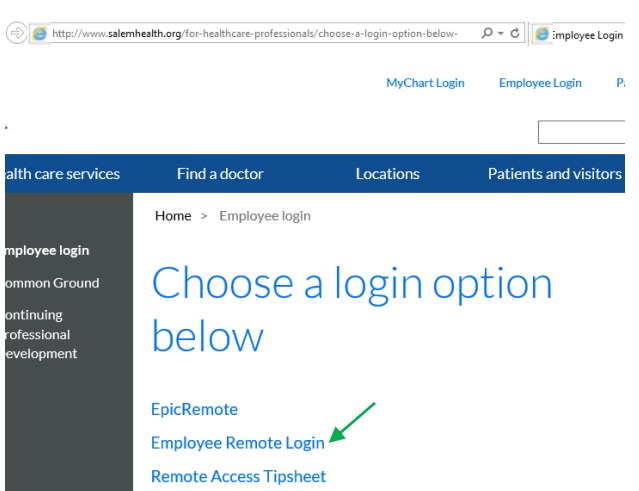
The following table provides an overview of the user experience from Edge after you have logged in from the EpicRemote portal.

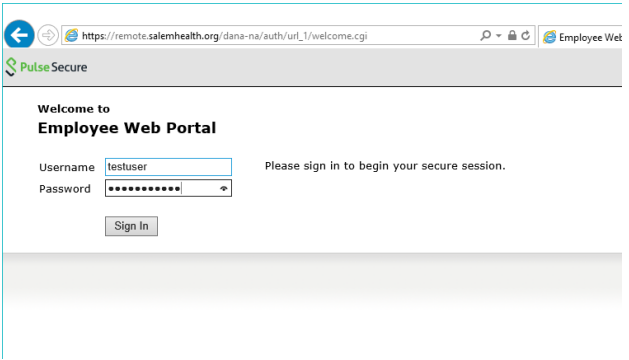
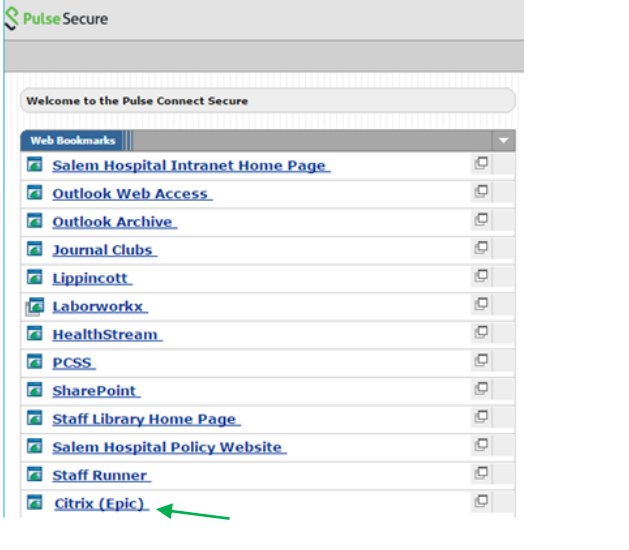
Edge	Description
	<ol style="list-style-type: none"> 1. Click on the desired application. The application will launch after this.

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.

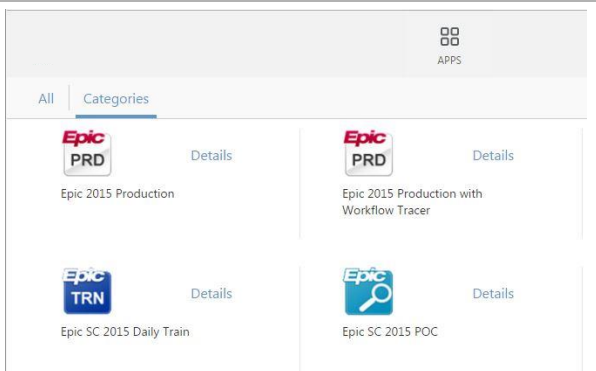
These first three steps are the same, regardless of what browser you use. Scroll down further to follow the steps that are browser-dependent.

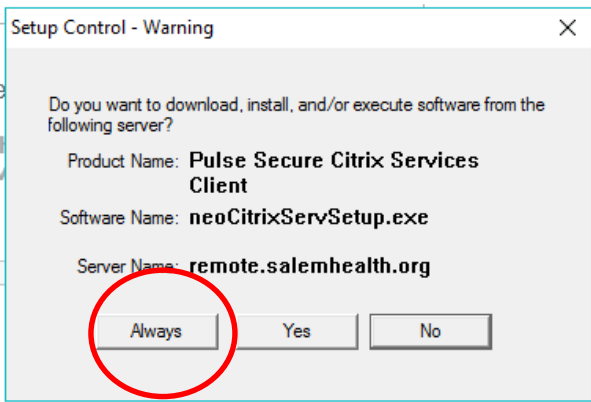
Browser	Description
	<ol style="list-style-type: none"> 1. Go to salemhealth.org and click Employee Login.
	<ol style="list-style-type: none"> 2. Click Employee Remote Login.

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

Internet Explorer through Pulse Secure

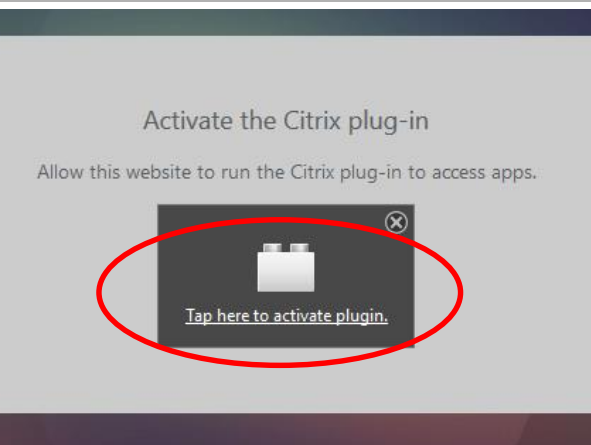
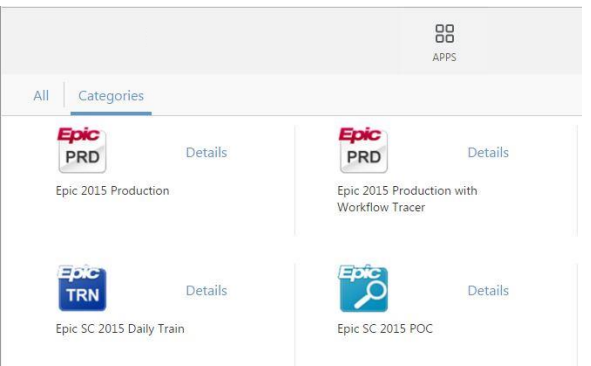
The following table provides an overview of the user experience from Internet Explorer after the user is signed in to Pulse Secure.

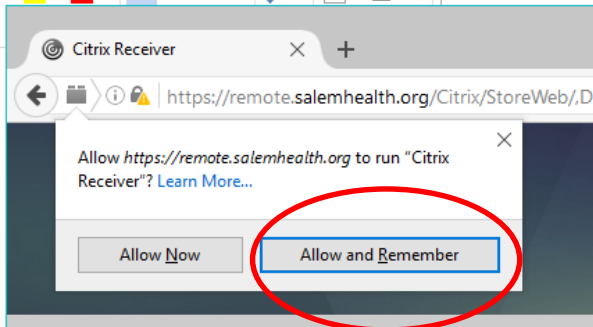
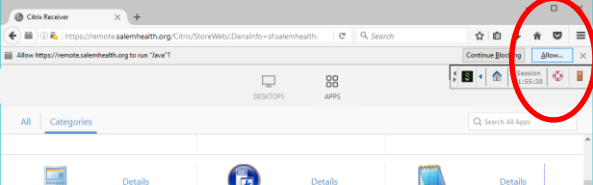
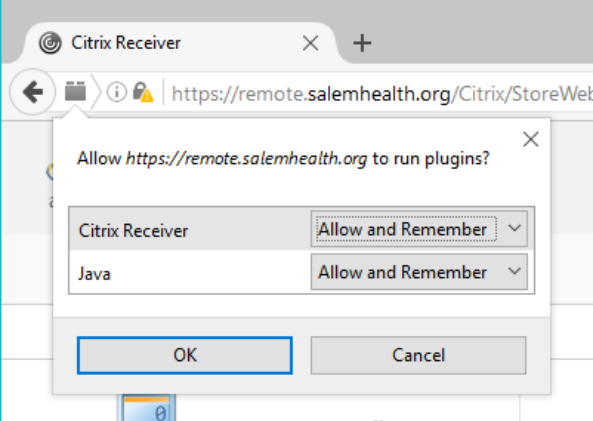
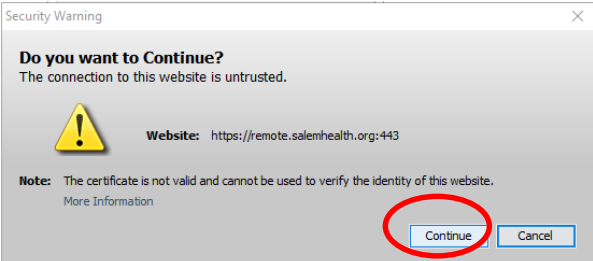
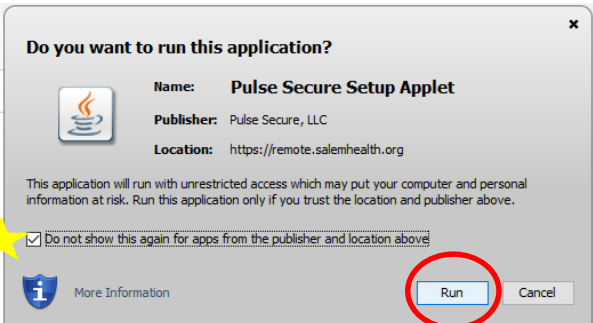
Internet Explorer	Description
	<p>1. Click on the desired application.</p>

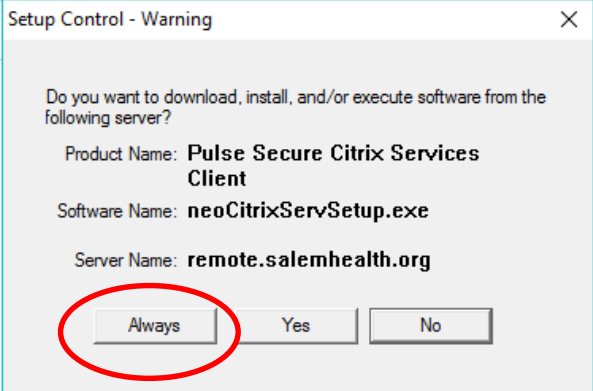
Internet Explorer	Description
	<p>2. Click Always on the following pop-up.</p>

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

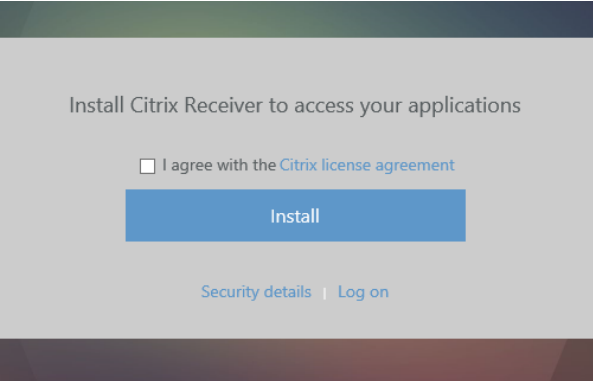
Firefox	Description
	<p>5. Click Allow and Remember.</p>
	<p>6. Click Allow.</p>
	<p>7. Select Allow and Remember for Java and click OK.</p>
	<p>8. Click Continue, if applicable.</p>
	<p>9. Select Do not show this again for apps from this publisher and location above. Click Run, if applicable.</p>

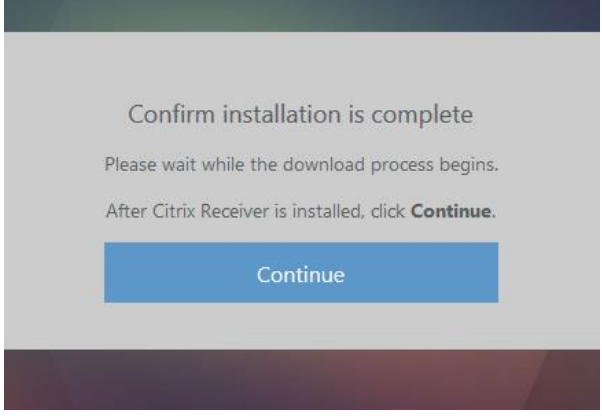
Firefox	Description
	<p>10. Click Always, if applicable.</p> <p>The application will launch after this.</p>

No Receiver Installed

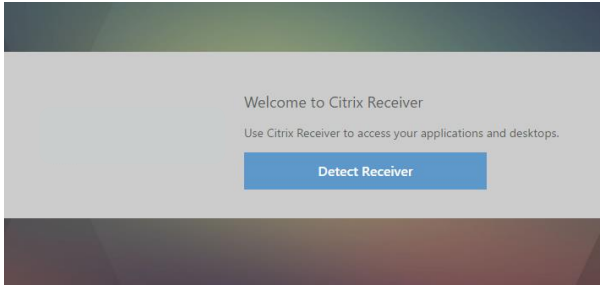
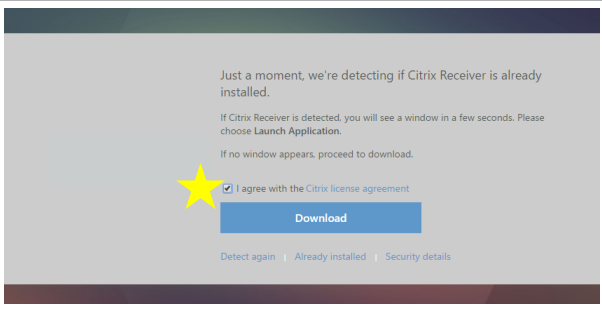
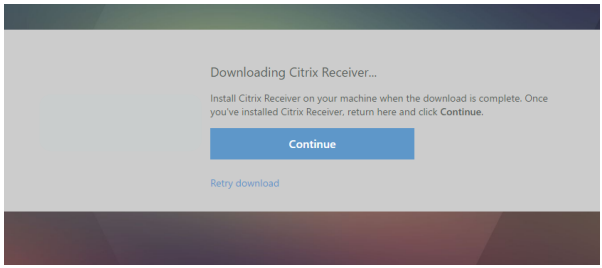
If Citrix Receiver is not installed on your machine, you will be prompted to download Receiver after you have logged in to Pulse Secure or EpicRemote. The steps to download Receiver from Internet Explorer, Firefox and Chrome are detailed below. At the time, Edge does not prompt users to download Receiver.

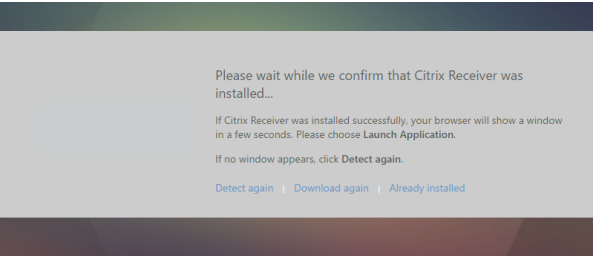
No Receiver in Internet Explorer and Firefox

No Receiver (Internet Explorer, Firefox)	Description
	<p>1. Select I agree with the Citrix License agreement and click Install.</p>

No Receiver (Internet Explorer, Firefox)	Description
	<ol style="list-style-type: none"> 2. After Receiver is installed, click Continue. This will forward users to their applications.

No Receiver in Chrome

No Receiver (Chrome)	Description
	<ol style="list-style-type: none"> 1. Click Detect Receiver (Chrome).
	<ol style="list-style-type: none"> 2. Select I agree with the Citrix license agreement. Click Download. Once Receiver is downloaded, install it.
	<ol style="list-style-type: none"> 3. After Receiver is installed, click Continue.

No Receiver (Chrome)	Description
 <p>Please wait while we confirm that Citrix Receiver was installed...</p> <p>If Citrix Receiver was installed successfully, your browser will show a window in a few seconds. Please choose Launch Application.</p> <p>If no window appears, click Detect again.</p> <p>Detect again Download again Already installed</p>	<ol style="list-style-type: none"><li data-bbox="954 243 1398 327">4. Select Already installed on the next page. This will forward users to their applications.