

Remote Access - Gateway

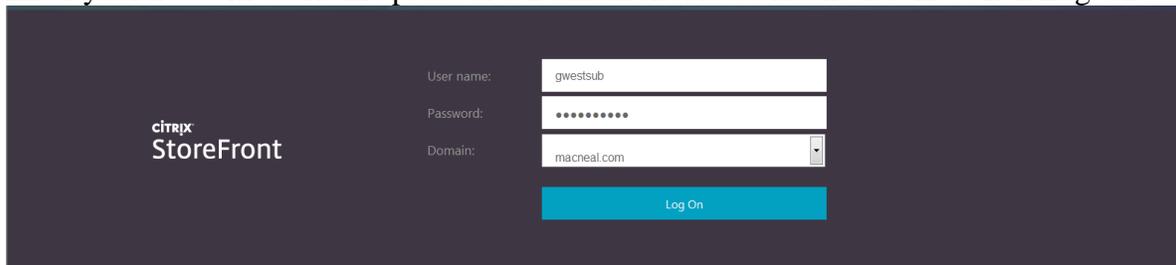
The Information Service Department has been working on developing and stabilizing the local Market Citrix (remote access) environment. Users can access the new Citrix environment by using the following address/URL: <https://chilcitrix.etenet.com> instead of <https://gateway.vhschicago.com>.

There is a new appearance but the same applications will be available. In efforts not to obstruct staff from working, we are leaving the current system (Gateway) as a backup in the event the new environment does not have the functionality you currently need or the application is not functioning as expected. During this transition period we would appreciate your assistance in providing feedback to the IT Department by opening up a Help Desk Ticket whenever you experience an issue with the new system. Users may contact our Help Desk at 708-783-3355.

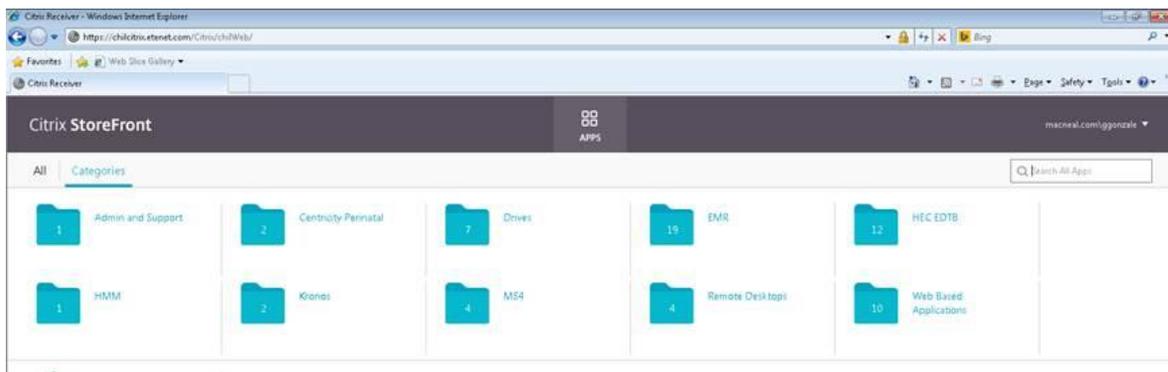
Please follow these instructions when accessing the new environment:

Open up the internet explorer and type in the URL/Address in the address line:
<https://chilcitrix.etenet.com>

Enter your network username/password. Domain should be macneal.com. Click Log On.

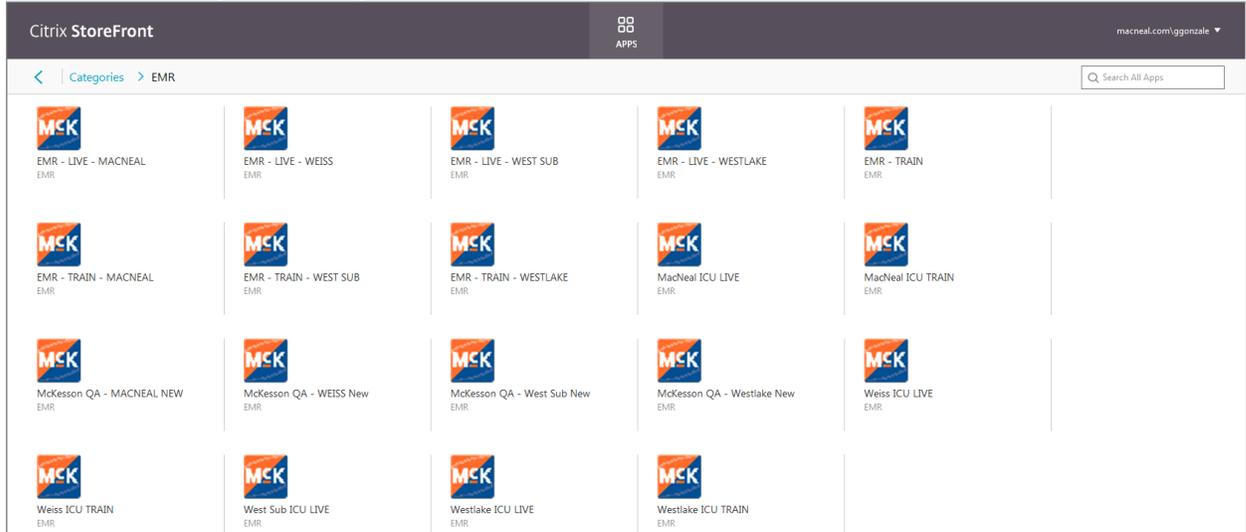


The icons shown below represent the typical view for the Citrix StoreFront (Application Section). The number of icons and manilla folders on your StoreFront may vary. Double click the HEC EDTB Folder to access the McKesson ED Tracking Board. (If the HEC EDTB Folder does not appear, please contact Gina Gonzalez (ggonzale@macneal.com) and/or Jim Rowe (jrowe@westsubmc.com) for assistance.



The following instructions are for access to the Physical Portal. Note that you are not able to sign ED charts through the Portal – charts must be signed through the “Chart Finder” accessed via the ED Tracking Board.

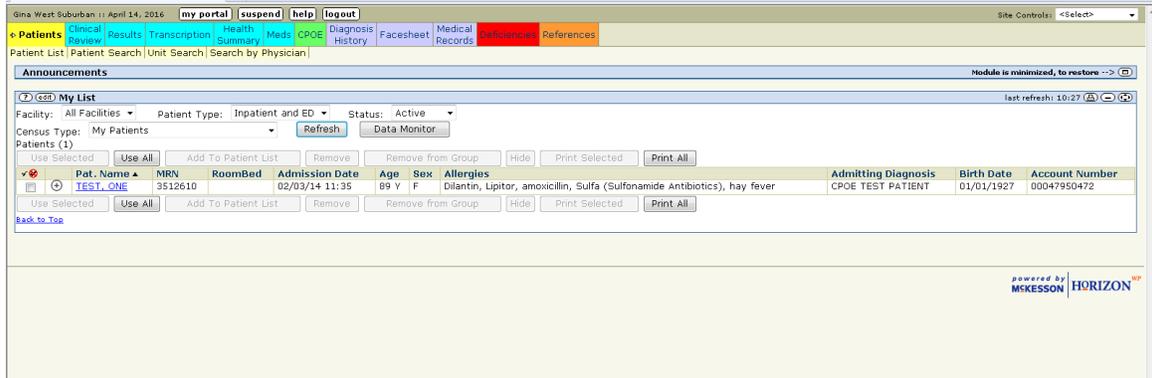
Double click on your facility McKesson EMR Live icon.



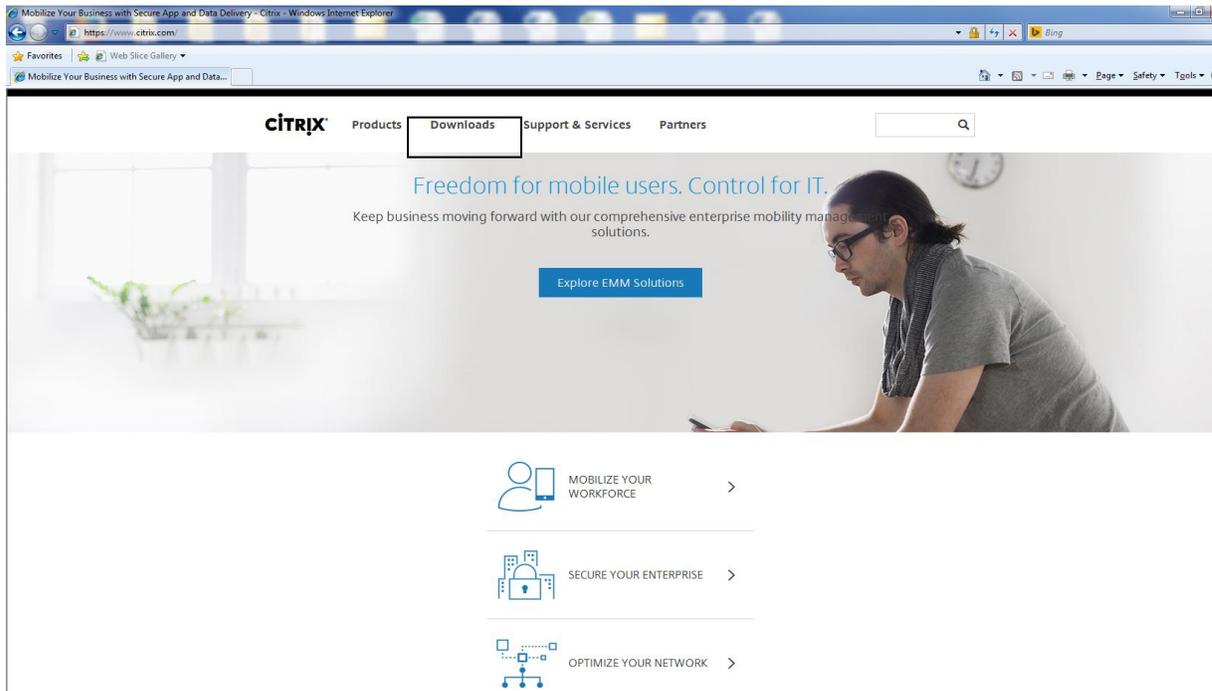
Type in your McKesson username/password to access



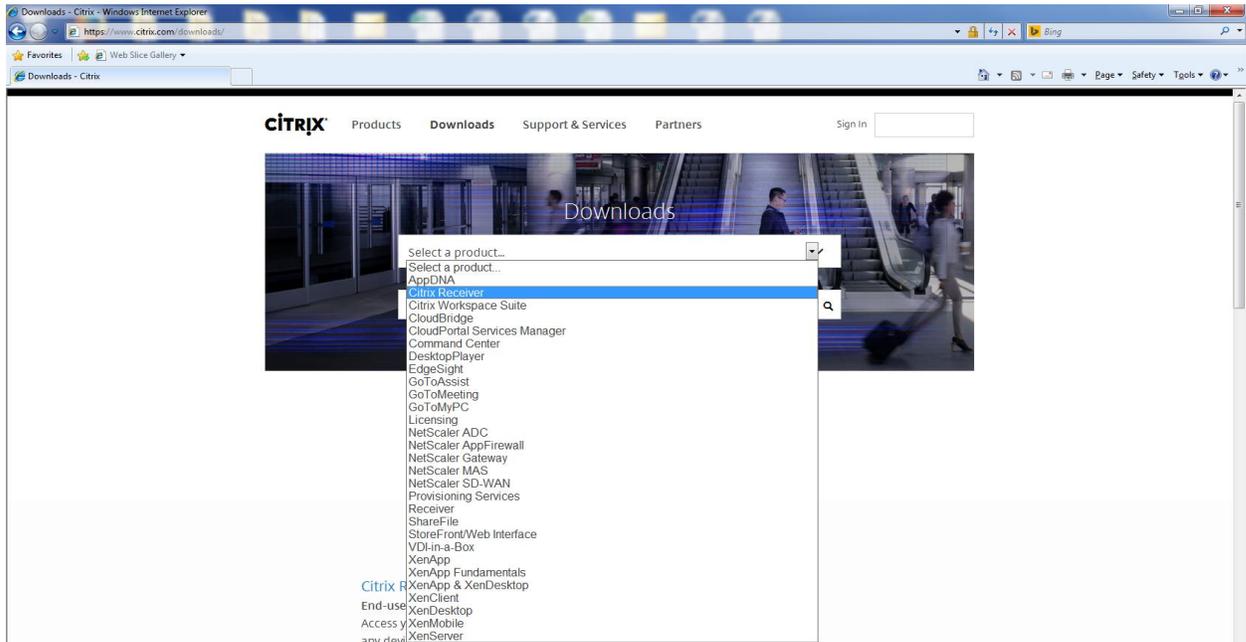
You are now able to launch physician portal in order to view patient data as well as place patient orders, reconcile home medications, enter patient problems, allergies, etc.



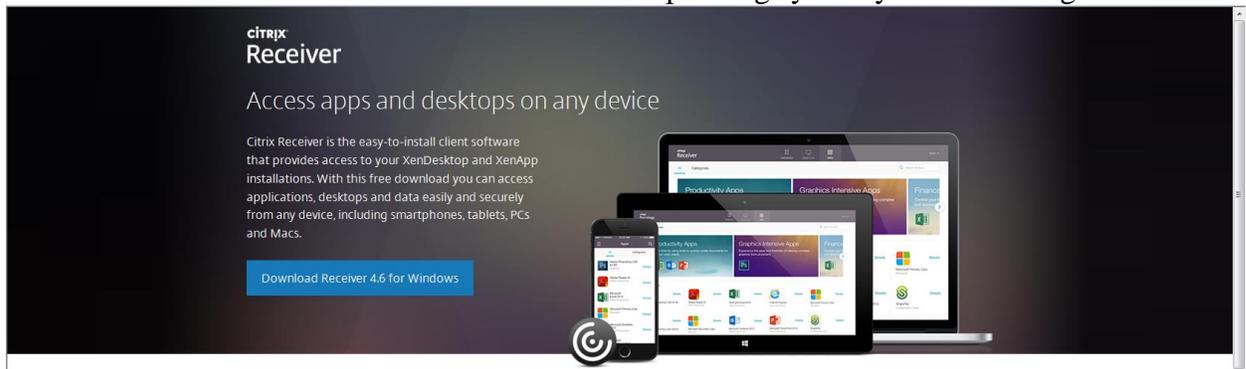
If you are not directed to the McKesson Horizon log in screen, you may receive an error message that you do not have the Citrix client installed on your computer. Go to the Citrix website (<https://citrix.com>) to select the version for the operating system you are running. Click on Downloads.



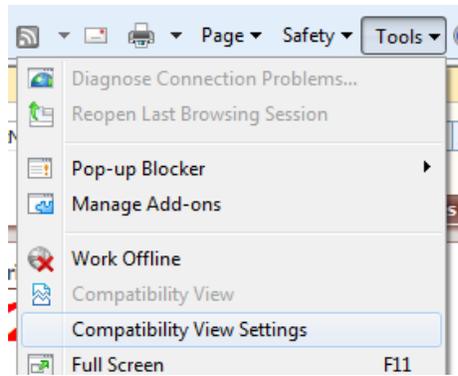
From the select a product dropdown, select the Citrix Receiver.



You should see a Citrix download receiver for the operating system you are running.



NOTE: You may also need to add the <https://chilcitrix.etenet.com> to your trusted sites. Go to your Internet Options to add the address. Click "Security/Trusted Sites/Sites. You might also need to set your security level to low. You should also add the address to the compatibility view settings as well.



Please feel free to reach out to our Help Desk at 708-783-3355 if you require further assistance. MacNeal/Weiss CPOE/Physician Portal/Remote Access assistance is also available by calling Gina Gonzalez, Physician Portal/CPOE Trainer at 708-480-2604.