Cerner/Citrix VPN Setup Instructions

Two options are available for accessing Citrix/Cerner applications remotely*:

Option 1 – Directly log in to the Citrix Application StoreFront. This option allows you to access the Cerner applications while maintaining connectivity to your personal/home network.

Option 2 – Access the Citrix Application StoreFront when already connected to Full VPN Access. This option allows you to access the Cerner applications while maintaining connectivity to the hospital network as though you are on premise.

* Please ensure you have completed the VPN access steps for first-time users located here: https://www.tehn.ca/it-resources
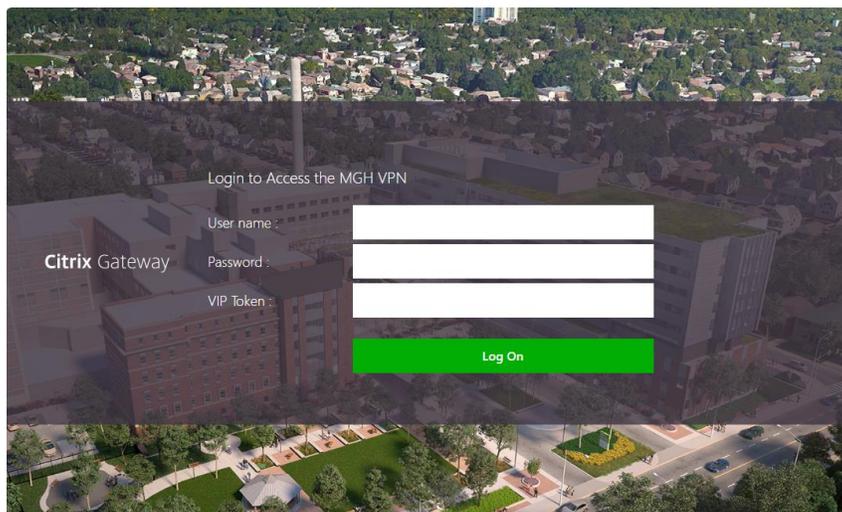
Option 1 – Direct Log In

1. Open up the Symantec VIP Access application either on your phone or computer.

2. Open a web browser *(see below for compatible browsers*)* and go to the following website:
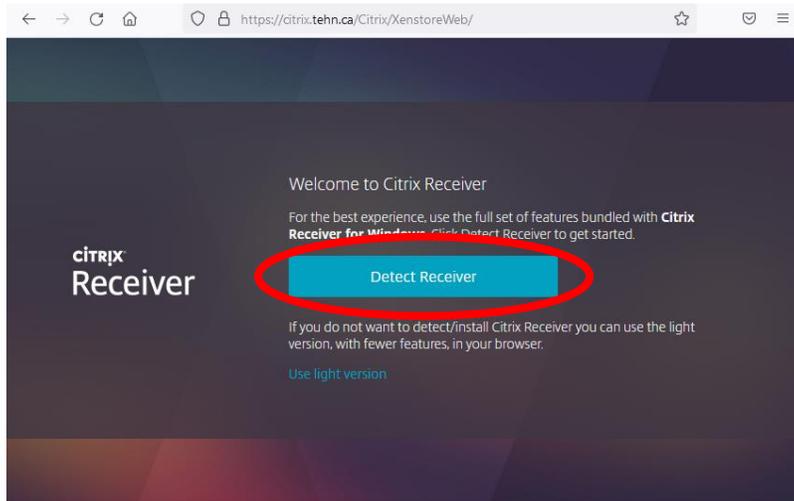
   https://citrix.tehn.ca

3. Enter your MGH user ID in the first box, MGH password in the second box and your Symantec VIP rotating security code in the third box. Click the 'Log On' button.

4. Go to Step 5 if this is your first time opening the NEW Citrix StoreFront, otherwise skip to Step 6.
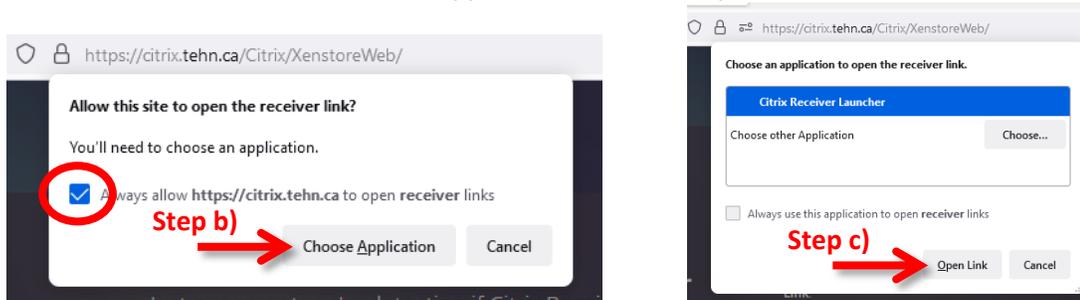
5. <u>First time</u> opening Citrix StoreFront:
   a) Click on "Detect Receiver". A pop-up will appear to open the Citrix Receiver Launcher link.


   b) Select the "Always allow https://citrix.tehn.ca…" checkbox and, depending on browser, click on 'Open Link' <u>OR</u> 'Choose Application'.
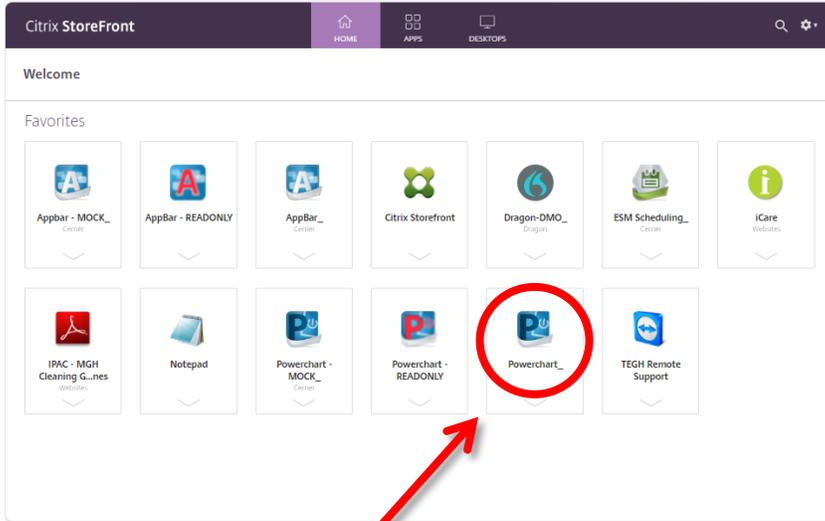
   c) Select the 'Citrix Receiver Launcher' application and click "Open Link".

   d) The page "*Just a moment, we're detecting if Citrix Receiver is already installed*" will appear. If the StoreFront window does not show up afterwards, click the "Already installed' web link.
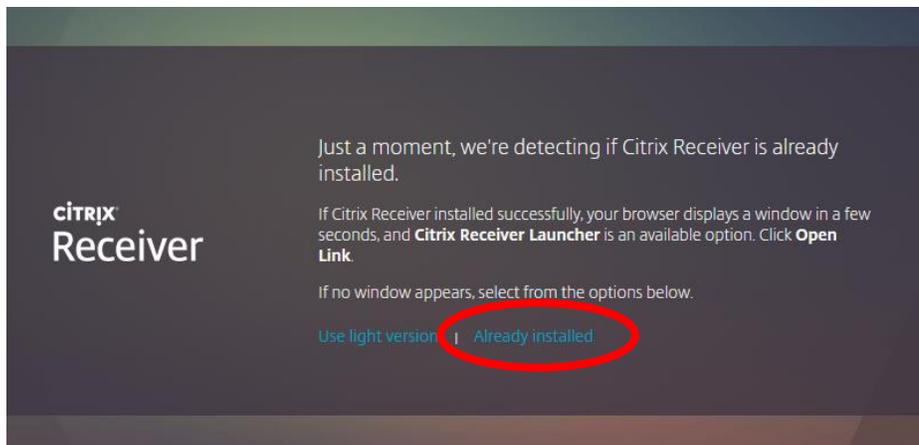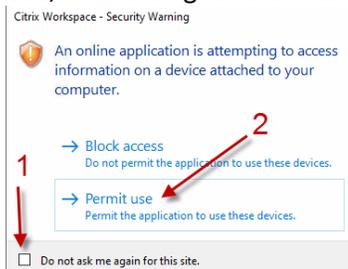
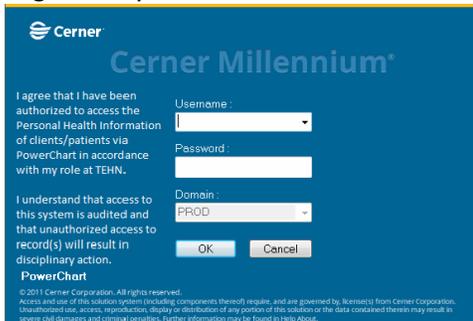6. You will then be redirected to the NEW Citrix StoreFront page.

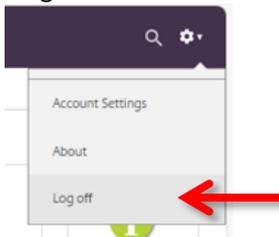7. Click on the Powerchart icon.

8. Depending on your browser settings, click on "Do not ask me again for this site" and then Permit Use, if accessing for the first time.

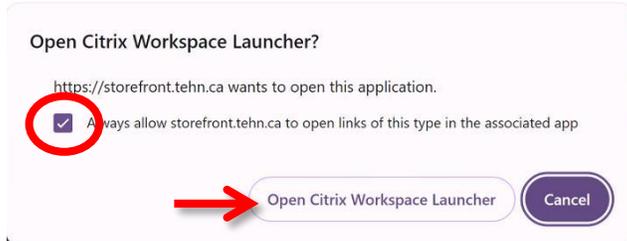9. Login with your MGH credentials to access Powerchart.

10. Once you are done using Citrix Storefront, select Settings icon in the top-right corner and click 'Log off'

Option 2 – Log In when connected to Full VPN Access

1. First log in to MGH Full VPN https://vpn.tehn.ca (see MGH Full VPN Setup Instructions for details)

2. Once you are on Full VPN, open a web browser window and go to the following website: **https://storefront.tehn.ca**

3. If this is your first time opening the NEW Citrix StoreFront, select the "Always allow…" checkbox and click on 'Open Citrix Workspace Launcher".

4. Enter in your MGH credentials then click on Log On, *example: tegh\usrnm*
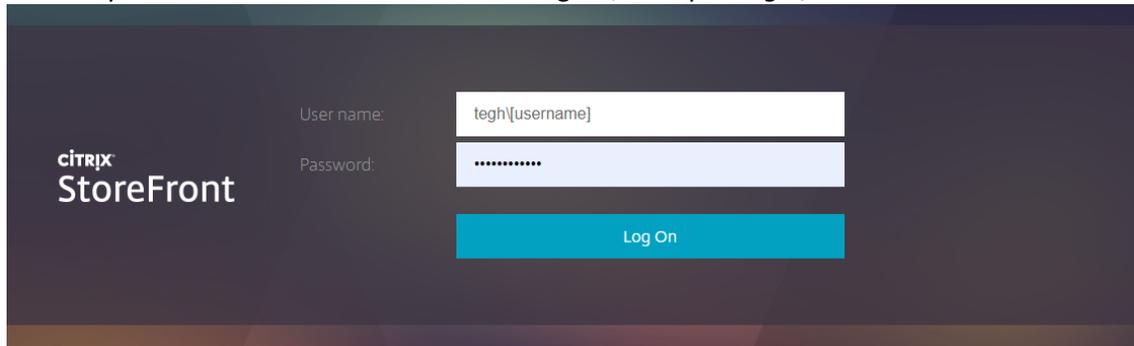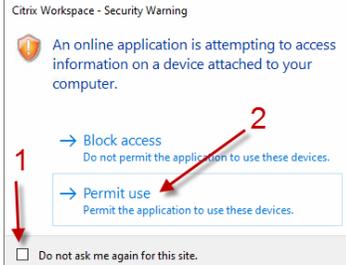

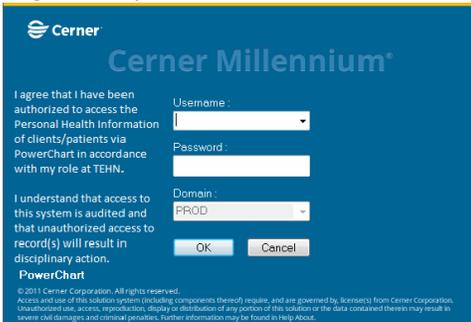5. You will then be directed to the Citrix StoreFront page.
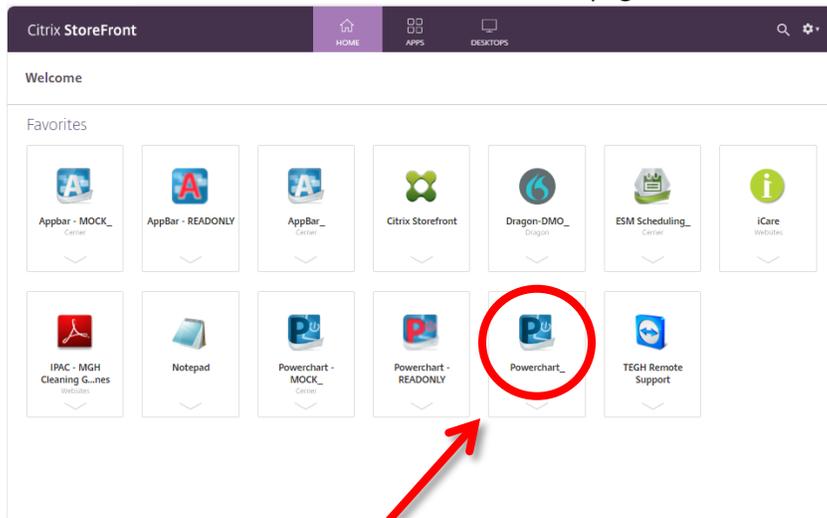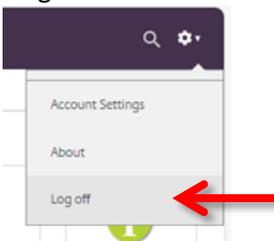

6. Click on the Powerchart icon.

7. Click on "Do not ask me again for this site" and then Permit Use, if accessing for the first time.

8. Login with your MGH credentials to access Powerchart.

9. Once you are done using Citrix Storefront, select Settings icon in the top-right corner and click 'Log off'

Web Browser Compatibility

∗ **Compatible web browsers (latest stable releases):**

- Mozilla Firefox (recommended)
- Microsoft Edge 13
- Apple Safari
- Google Chrome