

Northwest Hospital Extranet Tips

<https://remote.nwhospital.org>

NWH IT has redesigned and rebuilt the Extranet on a new platform to create a portal through which users, both NWH employed and non-employed, can securely access clinical and business systems on the NWH network both on and off campus, *regardless of device type, operating system, or internet browser*. Instead of requiring a Windows based PC with Internet Explorer, you'll be able to access and interact with applications via your PC, Mac, iPad, iPhone, Android device, etc. You can use Internet Explorer, Firefox, Safari, etc

Getting Started:

In order to get started with the new Extranet you will need to download and install a small application called the Citrix Receiver.

- Citrix Website for Downloading the Citrix Receiver:
 - http://www.citrix.com/lang/English/lp/lp_2309126.asp?ntref=DLpromo1
 - Select your device type and operating system.
 - Download and install the "For Web Access" Plug-in
 - Restart your internet browser (close and reopen).
 - Type <https://remote.nwhospital.org> in your browser's address bar and hit enter.
- Manually configuring the Citrix Receiver on Android Phones and iPhones:
 - Download and install the Citrix Receiver.
 - Android Receiver is available here:
<https://www.citrix.com/English/ss/downloads/details.asp?downloadId=1864551&productId=1689163&ntref=clientcenter>
 - iPhone Receiver must be downloaded from the Mac App Store:
<http://itunes.apple.com/app/citrix-receiver/id313735334?mt=8&v0=WWW-NAUS-ITUWEEKLY-STARTPAGE>
 - Open the Receiver and click "create a new connection."
 - Enter the following:
 - Address: <https://remote.nwhospital.org>
 - Username: username
 - Password: "Saving Disabled." It is not permitted to have one's password saved on the mobile device
 - Domain: nwh

- Description: NWH Citrix Extranet (or something similar – can be anything)
 - Use Citrix Access Gateway: Option is Checked
 - Gateway Type: Enterprise Edition
 - Gateway Authentication: Domain Only
- Script for automatically configuring the Citrix Receiver on an iPhone:
[citrixreceiver://createprofile/?s=https%3A%2F%2Fremote.nwhospital.org&pname=Northwest%20Hospital%20Extranet&d=NWH&gw=1&gwt=2&gwa=1](https://createprofile/?s=https%3A%2F%2Fremote.nwhospital.org&pname=Northwest%20Hospital%20Extranet&d=NWH&gw=1&gwt=2&gwa=1)

Once you have downloaded and installed the Citrix Receiver plug-in, you are ready to access the new Extranet.

How the System Works / What to Expect:

- Supported Browsers:
 - The underlying software that the Extranet is built on comes from a vendor called Citrix. Citrix also provides the Receiver software necessary to connect to the Extranet system. Currently (July 2011) Citrix only supports its Receiver software in Internet Explorer, Firefox, and Safari. Citrix does not support Google Chrome, Opera, etc.
 - Though other combinations are possible, for best performance we recommend using Internet Explorer or Firefox when connecting from a PC, and Safari or Firefox when connecting from a Mac.
- Logging on to the system:
 - Your login user name and password will be the same as your NWH network login
- What you'll see:
 - When you log onto the Extranet through an internet browser, a new window will open up. This window is the Citrix Receiver application. This window takes a few seconds to load a "Desktop" view. The Desktop view will look just like the Desktop of a PC that you might use on campus. It is the standard Microsoft Windows layout and function.
 - You may see a gray dialog box pop up asking you to grant permission for the system to access files stored locally on your computer. If you see this, select the option to give the system "read-only" access to your local computer files and click "ok." In order for the Extranet to work, it needs to be able to read the Citrix Receiver files that are stored on your local computer hard drive. If you refuse to grant the Extranet permission to read the Citrix files, you will not be able to use the Extranet.

- Log on times
 - The amount of time it takes you to log on to the system can vary greatly due to several different factors including the hardware specs of your computer, the browser you use (Internet Explorer, Firefox, Safari, etc), customizations and configurations you've made to your computer or browser, the speed of your network connection, etc.
- Time out settings:
 - NWH Extranet Logon Window will time out after 15 minutes.
 - The Citrix Desktop will time out after 2 hours of inactivity. There is no time out if you are actively using the system.
- Microsoft Office
 - The full Microsoft Office suite is available on the Extranet. Note that we are using Office 2010 on this system. As an organization we are moving to Office 2010. The applications may look a little different than you're used to if you've been using Office 2003 or Office 2007.
 - Microsoft Office Applications (Word, Excel, etc) can be found by clicking on Start -> All Programs -> Microsoft Office
- Outlook Email
 - Because of the way the system is designed, when you open up Outlook you will be prompted to create a profile much like you would if you sat down at a new computer that you'd never used somewhere on campus.
 - Click "next" three times and "finish" when the fourth dialog box pops up. Then click "ok" when your name and initials are displayed. (Hitting enter 5 times will get you through this process in the shortest amount of time.)
 - Once you complete these steps you've created a profile on one of the servers that hosts the Extranet.
 - Question: I created a profile for Outlook the last time I logged in to the Extranet, why am I being prompted to do it again?
 - Answer: This is normal system behavior that happens for one of two reasons:
 - There are multiple servers that host the Extranet. Each time you sign on you the system creates a session for you on one of the servers. When you create an Outlook profile, you are creating this on one server not all of them. The next time you log in to the Extranet, it is likely that the system will create a session for you on one of the other servers on which you have no stored Outlook profile
 - User profiles are regularly deleted from the servers that host the Extranet in order to ensure that the system runs optimally for everyone. Storing

an unlimited number of user profiles would negatively impact system performance.

- Access to Network Folders
 - In order to access documents saved to network drives and folders click on the “Computer” icon on the desktop. The network drives that you have permission to access (for instance the Q drive) will appear in a list on the left hand side of the window that opens when you click on “Computer.”
 - If you don’t see any network drives listed, you may need to expand the “folders” list in the very bottom left hand corner of the window. To expand the list, click on the arrow symbol.
- Application Window Size
 - When you launch an application from the Citrix Desktop on the Extranet the window that the application opens in will not be maximized (i.e. full screen). This is a vendor design feature over which we have no control. If you want to increase the size of the application window you can either click the window icon in the top right corner of the application window (next to the X to close) or hover your mouse over the bottom right hand corner of the window and when the cursor turns to diagonal arrows, click and drag to expand.
- Printing:
 - Printing to locally attached printers is disabled by design. This is required as a result of our HIPAA constraints.
 - NWH has authorized printing for those individuals and/or clinics that have a clinical or business need to print from the Extranet. To enable printing please do the following:
 - Close all Extranet Sessions by closing the application OR selecting Log Off from the Windows Start Menu.
 - Browse to the following web address <http://www.tricerat.com/sdclient>. Select the appropriate platform:
 - For Apple devices you must be running OS X 10.5 and have an Intel Chipset. To verify your OS X Version and Chipset refer to this link http://www.apple.com/support/mobileme/en/os_version.html. Please select the “Gold Release” and install once you determine your device compatibility.
 - For Windows Devices download and install “Screwdrivers Client vX.X.X ICA Only MSI. You must have administrative permissions to install this application. Please contact your IT Department if you have issues installing. For those physician’s using personal PC’s we will provide “best effort” support.
 - Log back into NWH Extranet Services to print.

- Wireless Access to the Extranet on NWH Campus:
 - Accessing the new Extranet via the NWH Guest Wireless is not possible at this time. We are working with Comcast to get a second/external internet connection on campus so that we can provide this functionality. We anticipate being able to provide this service by Fall 2011.

Known Issues and Limitations:

- Using Smart Phones to View the Extranet:
 - While it is simple to set up a smart phone to connect to the Extranet, the size of the screen highly limits the usefulness of the phone as a means to interact with the applications on the Extranet, such as Soarian. We encourage you to set up your phone and try it out, but understand that smaller devices have inherent limitations that cannot be mitigated.
- Supported Browsers:
 - The underlying software that the Extranet is built on comes from a vendor called Citrix. Citrix also provides the Receiver software necessary to connect to the Extranet system. Currently (July 2011) Citrix only supports its Receiver software in Internet Explorer, Firefox, and Safari. Citrix does not support Google Chrome, Opera, etc.
- Citrix Client Locks up on iPad after first login:
 - Some iPad users have experienced an issue where their first logon to the Extranet (after loading the Citrix client) is successful, but subsequent login attempts fail. This is a known issue with the Citrix plugin; not our Extranet. The bad news is that we don't have the ability to do anything to change the Citrix plugin. There is however, a work around:
 - Press the "Home" button twice.
 - On the Lower Row that appears, swipe left or right until you find the Citrix Icon.
 - Press and hold the Citrix icon until it everything starts to do a little "dance" with a red X
 - Select the red X to kill the application.
 - Reconnect with the iPad.
- Trouble getting first connection to the Extranet through Safari:
 - When the Citrix Receiver plug-in for Mac OS X Desktops is downloaded from the Citrix website through Safari, the file name that is generated is unusable. The file is named: "CitrixOnlinePlug-in_web11_2.dmg" attachments.

- In order for the file to become usable (installable) rename the file: CitrixOnlinePlug-in_web11_2.dmg. Double-clicking launches the installation.
- Internet Explorer 9 Connection Issues: User is prompted to install the Citrix client each time they try to login to the Extranet:
 - This is a function of how IE 9 handles Active X components. The resolution is to add <https://remote.nwhospital.org> to the Trusted Sites list in Internet Explorer.
 - Also check to make sure that Add-on's are enabled. Disabling Add-on's will prevent Citrix from functioning.
- Other Known Connection Issues:
 - If an earlier version of the Citrix Receiver plug-in is already install on a workstation, it is possible that the old version will have to be deleted and the newest version installed.