Citrix® Requirements & FAQ

REQUIREMENTS

Citrix® has a few simple requirements that allow the Citrix® applications to be accessible on supported workstations. Citrix® requires a compatible browser and the web client to be installed on all machines. The instruction below should be followed in the order they appear on the webpage.
Windows: http://www.cloudwerx.com/update/citrix-win.aspx
MAC: http://www.cloudwerx.com/update/citrix-mac.aspx

1. INSTALL THE CITRIX WEB CLIENT

This should be the first install and is available in Step 1 on the webpage listed below. This client has been tested to be compatible with our Citrix® solution; other clients may function however, there may be unforeseen issues. If you experience problems, we recommend changing to the Citrix® client available on our website.

2. INSTALL THE PRINT CLIENT SOFTWARE

Printing within Citrix® is done using an application called Screwdrivers. This software enables any printer that is visible to that workstation to be available within Citrix®. This plug-in is only required for workstations that require print capabilities.
For ASP customers, label printing is not supported on Mac workstations.
Label printing does work with Windows allowing a Mac to print to a PC where the label printer is connected.

3. INSTALL THE CLOUDWERX PLUGIN (WINDOWS ONLY)

This step is for Windows users only. This application activates the root certificates that are not pre-populated on Windows systems, for Entrust and adds a list of possible Citrix Cloudwerx sites to the list of trusted sites for Internet Explorer.

EMPOWERING PROVIDERS | CONNECTING PATIENTS

18 King Street East, Suite 1002
Toronto, ON M5C 1C4, Canada

1620 Dickson Avenue, Suite 300
Kelowna, BC V1Y 9Y2, Canada

1260 Hamilton Street, Suite 200
Vancouver, BC V6B 2S8, Canada

Developed by QHR Technologies

FREQUENTLY ASKED QUESTIONS

1. WHAT IS CITRIX®?

Citrix® is a web interface that provides off site access to your EMR and other applications; such as Accuro, Internet Explorer, Files & Folders, etc.

2. WHAT IS REQUIRED TO ACCESS CITRIX®?

Citrix® requires a supported browser (see below), the Citrix® plug-in and internet access. Citrix® can be accessed on any workstation that meets these three requirements. For more information please see the documentation regarding Citrix® Requirements.

3. WHICH BROWSERS CURRENTLY SUPPORT CITRIX®?

Citrix® is currently supported in:

* Internet Explorer Version 9+
* Mozilla Firefox Version 18+
* Google Chrome 21+
* Safari 3+

4. WHERE CAN I DOWNLOAD THE CITRIX® PLUG IN?

The Citrix® plug in can be downloaded from the Cloudwerx website:

Windows: http://www.cloudwerx.com/update/citrix-win.aspx

MAC: http://www.cloudwerx.com/update/citrix-mac.aspx

5. HOW DO I ACCESS CITRIX®?

Citrix is accessed through a web address on any of the supported browsers: There are two possible sites to access Accuro ASP. Please consult with QHR to ensure you are using the correct URL for your clinic.

https://citrix-ca.cloudwerx.com

6. CAN I PRINT FROM CITRIX®?

Yes, Cloudwerx uses triCerat ScrewDrivers, which allows users to access their local printers within Citrix®. The ScrewDrivers Client can be downloaded from our webpage:

Windows: http://www.cloudwerx.com/update/citrix-win.aspx

MAC: http://www.cloudwerx.com/update/citrix-mac.aspx

Please refer to the ScrewDrivers Setup guide for additional information.

7. CAN I LOG IN MULTIPLE TIMES TO CITRIX®?

Yes, Citrix® will allow you to have multiple sessions open at one time.

8. DOES CITRIX® HAVE A TIMEOUT?

Yes, after 2 hours of the web page being inactive the Citrix® web interface will time out. Applications that are already launched and active will not be affected..

9. IT IS SAFE TO CLOSE YOUR WEB BROWSER AFTER YOU HAVE LAUNCHED YOUR APPLICATIONS?

Yes, once your applications have fully launched you can close the browser without your application(s) being affected.

10. HOW DO I CHANGE MY CITRIX® PASSWORD?

Within your Citrix® session select the arrow beside your name and choose "Change password".

11. WHAT ARE THE PASSWORD REQUIREMENTS FOR CITRIX®?

Your Citrix® password must be a minimum of six characters long and contain (at least) 3 of the following four items: capital letter, small letter, number, special character. Your password cannot contain your username, first or last name. You are also restricted from using any of your previous three passwords.

12. HOW OFTEN DOES MY CITRIX® PASSWORD EXPIRE?

Upon logging in, you will be prompted to change your password every 154 days.

13. CAN I ACCESS MY CITRIX® APPLICATIONS FROM MY IPAD/IPHONE OR ANDROID?

Yes, please refer to the specific documents for iPad/iPhone or Android installation of Citrix®. Please contact QHR for these additional installation guides.

14. WHAT DO I DO IF I ONLY SEE CUTEPDF IN MY PRINTERS LIST?

The CutePDF writer is the default printer available to all users.
Seeing only this printer indicates there is an issue with the Screwdrivers installation.
Please contact QHR for the ScrewDrivers Troubleshooting guide.

15. WHAT DO I DO IF MY APPLICATIONS WILL NOT LAUNCH?

If you are unable to launch Applications, try restarting your computer or device.
If that fails uninstall Citrix® and reinstalling it, you may need to reinstall ScrewDrivers as well.

16. CAN I END MY OWN CITRIX® SESSION?

Yes. Within your Citrix® session select the arrow beside your name and choose Log off". If your Citrix® session is hung and you are on a Windows computer.
Locate the Citrix Receiver icon from your taskbar and Select "Connection Center". Highlight the folder

below the 'Active' folder (CTS46, VCTS02 etc....) and select 'Log Off'
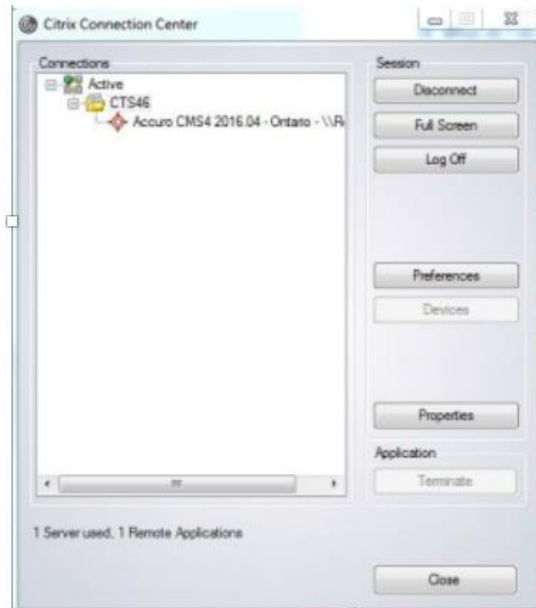
17. WHAT IS THE LAUNCH.ICA FILE?

This file is required to launch Citrix® applications. You may be prompted to download this file when your internet has the 'Save encrypted files' option set or Citrix® may not be added to your trusted sites. First step for troubleshooting is to add Citrix® to your trusted sites. If the prompt continues, open your 'Internet Options' and select the 'Advanced Tab' Scroll down to the 'Security' category and enable the 'Do not save encrypted pages to disk'. If you are still seeing the prompt after the above two steps, try one of the supported browsers listed previously.
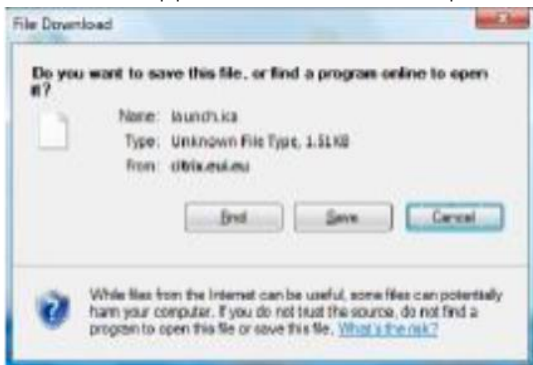
18. HOW DO I ADD CITRIX® TO MY TRUSTED SITES?

On a Mac you should be prompt to add to trusted sites the first time you connect. On a Windows computer run the Cloudwerx Plugin from here:
http://www.cloudwerx.com/update/citrixwin.aspx
Alternatively, open 'Internet Options', select the 'Security' tab. Highlight 'Trusted Sites' and select the

'Sites' button. Enter in https://citrix-ca.cloudwerx.com and select 'Add'.

19. WHAT DO I DO WHEN I GET AN ERROR THAT MY RESOURCES HAVE BEEN DISABLED?

This error is caused when Citrix is unable to connect the applications to the server.

This happens when the icons have changed or when another program is running and blocking the connection.

Try: Refreshing your Citrix and/or Disabling your tool bars.