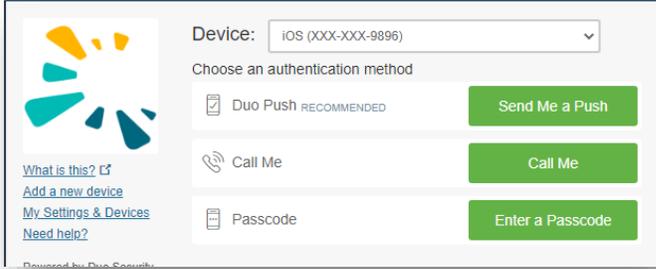
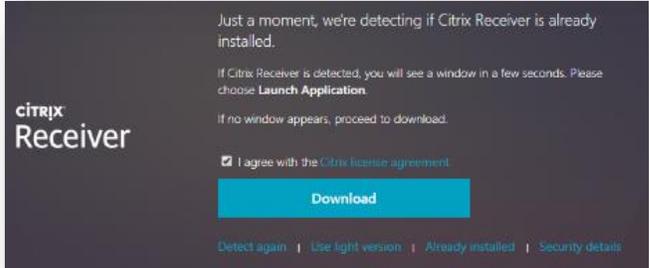
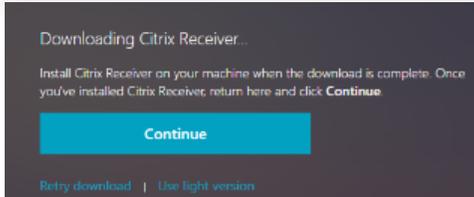


## Service Desk tip

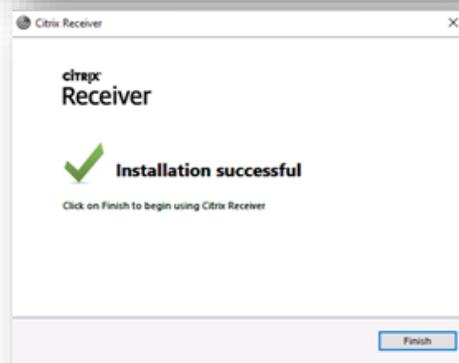
Subject:	<b>Go Live Tips – access Emanate EHR using Citrix</b>	
	<p>Within the Citrix environment the following Apps will be available- Meditech Expanse Dragon, CPACs, PACs , Fluency and Magic. After logging into Citrix, DUO two-factor authentication screen will need to be completed. You will be able to login to the Emanate EHR</p> <p>If you are not actively using Meditech Expanse from your office and would like to be set up, please contact <b>Service Desk 626 813-4989. M-F 6- 9 pm, Sat- Sun 6 am- 6pm</b></p>	
Using Desktop	<ol style="list-style-type: none"> <li>Go to <a href="https://www.emanatehealth.org/staff-physician-resources">https://www.emanatehealth.org/staff-physician-resources</a></li> <li>Select Physician documents and resources &gt; Select <b>Citrix</b> or enter address <a href="https://citrix.cvhp.org">https://citrix.cvhp.org</a></li> </ol> <p>Below are the steps/ screenshots of the process. <b>*DO NOT add @cvhp at the end of your username*</b></p> <ol style="list-style-type: none"> <li>Complete DUO authentication</li> <li>Click <b>Detect Receiver</b></li> <li><b>Download Receiver.</b> (Click “Already Installed” if you previously installed Citrix to your device)</li> <li>Click <b>Continue.</b> The download will show at the bottom left. Click to open.</li> </ol>	 <p>3. Complete DUO authentication</p>  <p>4. Click <b>Detect Receiver</b></p>  <p>5. <b>Download Receiver.</b> (Click “Already Installed” if you previously installed Citrix to your device)</p>  <p>6. <b>Click Continue.</b> The download will show at the bottom left. Click to open.</p> 

## Service Desk tip

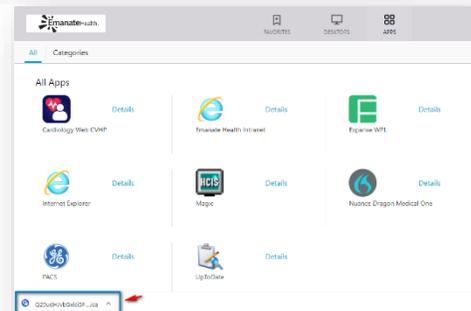
7. Click Start



8. Check off “I accept the license agreement” and click install. Click Finish

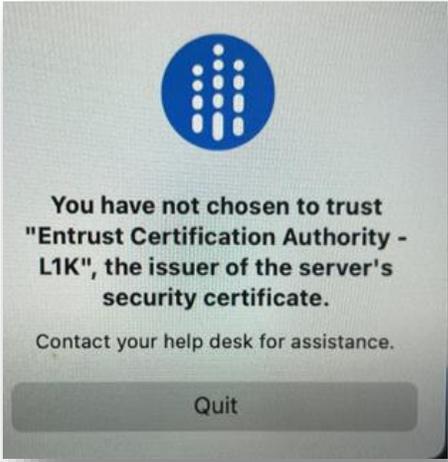


9. Click **Open Citrix Receiver Launcher**. If that does not open click on **Already Installed**. Click on **APPS**. Click Expanse WPL icon/app, click on the box, on the lower left side, to open session.



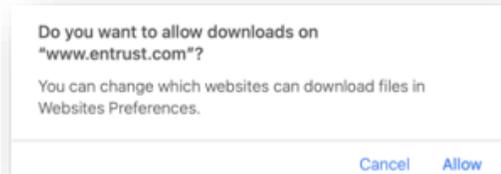
10. Complete the DUO authentication. Enter your AD credentials and password

## Service Desk tip

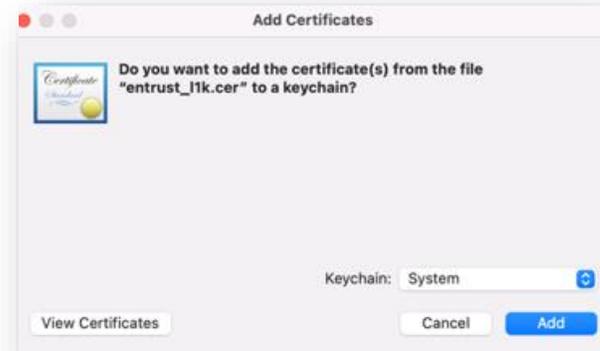
FAQs											
If WPL is not launching-	clear cache from your web browser										
Set up Iphone to use Workspace	<ol style="list-style-type: none"> <li>Download Citrix Workspace</li> <li>Click Get Started</li> <li><a href="https://citrix.cvhp.org">https://citrix.cvhp.org</a></li> <li>Enter your AD Username and Enter your AD Password</li> <li>DUO log in request- give approval</li> <li>QVC_CTX checked, click "Continue"</li> <li>Select application to use WPL Expanse</li> <li>Click the icon below, select the keyboard</li> </ol>										
Citrix Workspace MAC only "Entrust Certification Authority L1K"	<p><b>Note: At this time Citrix Workspace App is only compatible with:</b></p> <ul style="list-style-type: none"> <li>macOS 10.15 Catalina</li> <li>macOS 11 Big Sur</li> <li>macOS 12 Monterey (up to 12.3)</li> </ul> <ol style="list-style-type: none"> <li>From the Safari Browser go to the site below: <a href="https://www.entrust.com/resources/certificate-solutions/tools/root-certificate-downloads">https://www.entrust.com/resources/certificate-solutions/tools/root-certificate-downloads</a></li> <li>Select file named: (Non-EV SSL) CA-L1K (highlighted below) to download the certificate</li> <li>Do you want to allow downloaded on www.entrust.com? <ol style="list-style-type: none"> <li>This pop up asks for permission to download entrust.com certificate</li> </ol> </li> </ol>	 <table border="1" data-bbox="943 1293 1490 1654"> <thead> <tr> <th>Entrust.net Certificate Authority (2048)</th> <th>Entrust Root Certification Authority</th> <th>Entrust Root Certification Authority (G2)</th> </tr> </thead> <tbody> <tr> <td><a href="#">Download</a></td> <td><a href="#">Download</a></td> <td><a href="#">Download</a></td> </tr> <tr> <td><a href="#">CA - L1C</a> <a href="#">Cross Cert - L1C</a></td> <td><a href="#">CA - L1E</a> <a href="#">Cross Cert L1E</a></td> <td><a href="#">(Non-EV SSL) CA - L1K</a> <a href="#">Cross Cert - L1K</a> <a href="#">(EV SSL) CA - L1M</a> <a href="#">Cross Cert - L1M</a></td> </tr> </tbody> </table>	Entrust.net Certificate Authority (2048)	Entrust Root Certification Authority	Entrust Root Certification Authority (G2)	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">CA - L1C</a> <a href="#">Cross Cert - L1C</a>	<a href="#">CA - L1E</a> <a href="#">Cross Cert L1E</a>	<a href="#">(Non-EV SSL) CA - L1K</a> <a href="#">Cross Cert - L1K</a> <a href="#">(EV SSL) CA - L1M</a> <a href="#">Cross Cert - L1M</a>
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## Service Desk tip

- a. Select allow.



2. The keychain opens and asks if you would like to add the certificate from the file "entrust\_l1k.cer" to a keychain?
  - a. Change the "Keychain" option to "System"
  - b. Then click "Add"



3. Here enter your computer administrator or computer id and password
4. Once the Certificate is setup, click on Done.
5. Nothing will happen, so now you will need to log back into Citrix Workspace and you will receive the DUO Authentication call or approval option

