

Subject:	Go Live Tips – access Emanate EHR using Citrix	
	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	
	contact Service Desk 626 813-4989. M-F 6- 9 nm. Sat- Sun 6 am- 6nm	
Using	1. Go to https://www.emanatehealth.org/staff-physician-resources	
Desktop	2. Select Physician documents and resources > Select <b>Citrix</b> or enter address <u>https://citrix.cvhp.org</u>	
	Below are the steps/ screenshots of the Emanate Health Remote Gateway	
	process. *DO NOT add @cvhp at the end	
	of your username*	
	Log On	
	3. Complete DUO authentication	
	Choose an authentication method	
	Duo Push Recommended Send Me a Push	
	Whether Hand Call Me Call Me	
	Add a new device	
	Need help?	
	Durand bu Due Conwith	
	4. Click Detect Receiver Welcome to Citrix Receiver	
	For the best experience, use the full set of features bundled with <b>Citrix Receiver</b> for Windows. Citr) Detect Receiver to get started.	
	citreix Receiver	
	If you do not want to detect/install Citrix Receiver you can use the light version, with forws features in your browser	
	User Right version	
	5. Download Receiver. (Click "Already Just a moment, we're detecting if Citrix Receiver is already Installed. Installed.	
	to your device)	
	Receiver	
	Z Lagree with the Citric Resting agreement	
	Detect.agam   Lise light version   Aready/installed   Security details	
	C. Click Continue. The download will show at	
	b. Click Continue. The download will show at the bottom left. Click to open.	
	Install Citrix Receiver on your machine when the download is complete. Once you've installed Citrix Receiver, return here and click <b>Continue</b> .	
	Continue	
	Retry download   Use light version	



7.	Click Start		
		Citrix Receiver	×
			Welcome to Citrix Receiver
			Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
		Receiver	- Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your
			company. - Save your credential to log on automatically. Click Start to set up and install citrix Receiver on your
			computer.
	[		Start Cancel
8.	Check off "I accept the license	Citrix Receiver	×
	agreement" and click install. Click Finish	License Ag	reement
		You must accept the	e license agreement below to proceed.
		This is a legal a	Agreement ("AGREEMENT") between you, the
		Licensed User, International G	and Citrix Systems, Inc., Citrix Systems D mbH, or Citrix Systems Asia Pacific Pty Ltd. of crocient of this component (horaring three)
		"RECEIVER") de applicable enti	etermines the licensing entity hereunder (the ity is hereinafter referred to as "CITRIX").
		I accept the licen	nse agreement
			Install Cancel
		Citrix Receiver	×
		citrex Docoin	
		Recen	
		- V I	nstallation successful
		Click on Finis	h to begin using Citrix Receiver
			Finish
		÷	Franzie-uste. D 🖵 😹
9.	does not open click on Already Installed		Categories ADDS
	Click on <b>APPS.</b> Click Expanse WPL icon/app, click	k	Details Details Details Details Details Lactory Web COVP
	on the box, on the lower left side, to open		
	session.		Details Details Ortails Ortails Nanct Dream Mage
			🚯 Drials 🕵 Details
		0 aan	К.5. ЦІКОФ ИФОТОКОГ.10 Л
10	Complete the DLIO authentication. Enter vo	ur AD	
	credentials and password		



FAQs	
If WPL is not launching-	clear cache from your web browser
Set up Iphone to use Workspace	<ul> <li>a) Download Citrix Workspace</li> <li>b) Click Get Started</li> <li>c) <u>https://citrix.cvhp.org</u></li> <li>d) Enter your AD Username and Enter your AD Password</li> <li>e) DUO log in request- give approval</li> <li>f) QVC_CTX checked, click " Continue"</li> <li>g) Select application to use WPL Expanse</li> <li>h) Click the icon below, select the keyboard</li> </ul>
Citrix Workspace MAC only "Entrust Certification Authority L1K"	<ul> <li>Note: At this time Citrix Workspace App is only compatible with:</li> <li>macOS 10.15 Catalina</li> <li>macOS 11 Big Sur</li> <li>macOS 12 Monterey (up to 12.3)</li> </ul> 1. From the Safari Browser go to the site below: https://www.entrust.com/resources/certificate-solutions/tools/root-certificate-downloads Vou have not chosen to trust "Entrust Certification Authority - L1K", the issuer of the server's security certificate. Contact your help desk for assistance. Quit
	<ul> <li>Select file named: (Non-EV SSL) CA-L1K (highlighted below) to download the certificate</li> <li>Entrust.net Certificate Authority (2048)</li> <li>Download</li> <li>Do you want to allow downloaded on www.entrust.com?</li> <li>This pop up asks for permission to download</li> </ul>
	entrust.com certificate



## Service Desk tip

a. Select allow.	
	Do you want to allow downloads on "www.entrust.com"?
	You can change which websites can download files in Websites Preferences.
	Cancel Allow
2. The keychain opens and asks if you	Add Certificates
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"	Comparing the set of the certificate(s) from the file "entrust_l1k.cer" to a keychain?
	Kaupala Sutter
	Keychan. System
	View Certificates Cancel Add
	View Certificates Cancel Add
3. Here enter your computer administrator of	View Certificates Cancel Add
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> </ol>	view Certificates Cancel Add
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> </ol>	view Certificates Cancel Add
<ol> <li>Here enter your computer administrator or and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to</li> </ol>	view Certificates Cancel Add
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to Authentication call or approval option</li> </ol>	view Certificates Cancel Add cancel Cancel Add cancel Cancel Add cancel Cancel Cancel Cancel Add cancel Cancel
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to Authentication call or approval option</li> </ol>	view Certificates Cancel Add cancel Cancel Add cancel Add cancel Add cancel Add cancel Cancel Add cancel Add cancel Add cancel Cancel
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to Authentication call or approval option</li> </ol>	view Certificates Cancel Add cancel Add the computer id to log back the DUO Cancel Add Cancel Cancel
<ol> <li>Here enter your computer administrator or and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to Authentication call or approval option</li> </ol>	view Certificates Cancel Add cancel Add the computer id to log back the DUO Keychain Access Keychain Access is trying to modify the system keychain. Enter your password to allow this. isdapple fassword Modify Keychain
<ol> <li>Here enter your computer administrator of and password</li> <li>Once the Certificate is setup, click on Done</li> <li>Nothing will happen, so now you will need into Citrix Workspace and you will receive to Authentication call or approval option</li> </ol>	view Certificates Cancel Add