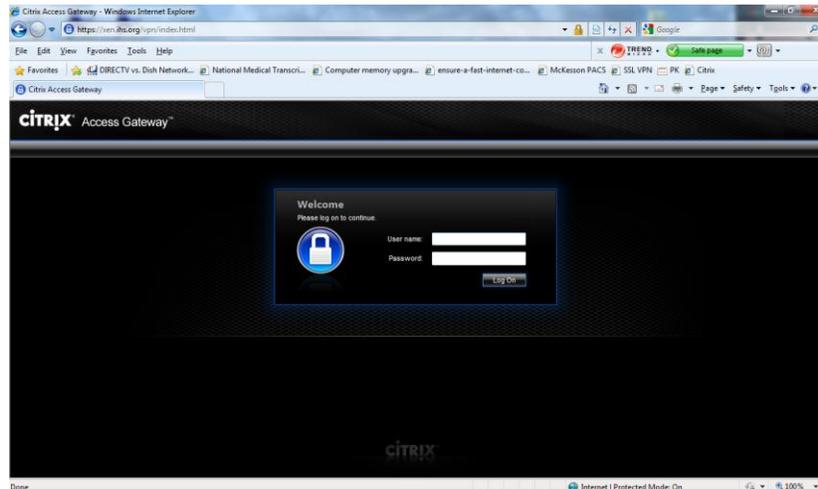




Instructions on loading and logging onto the “new” Citrix Farm and CareCast, HPF, TraceMaster, or Navicare

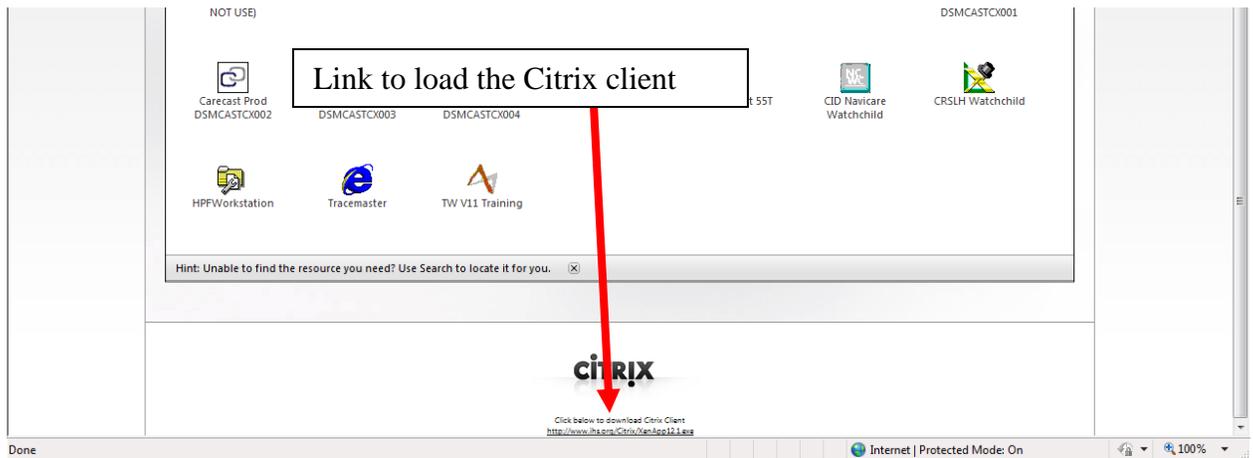
1. Go to: <https://xen.ihs.org>



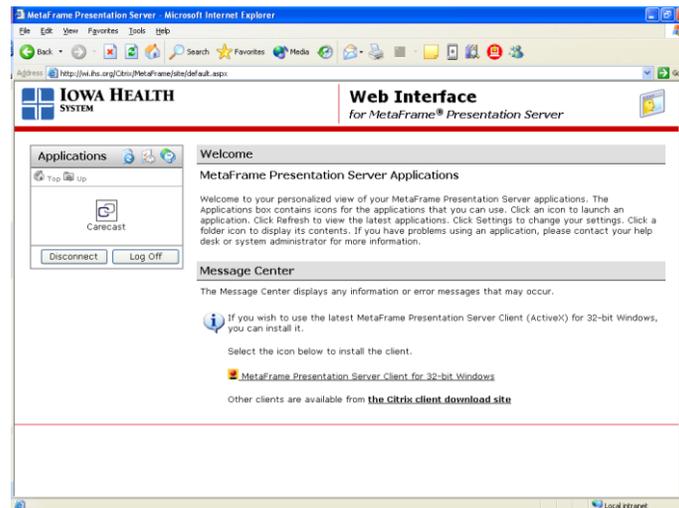
2. Create a shortcut to the desktop or shortcut in Favorites at this point. I like to label St. Luke's Citrix
3. Enter your Active Directory Username and Password if you do not use either thing below in **Note**, your Manager should have your new login.

NOTE: If you use IHS/ St. Luke's Outlook Web Access, enter the same name and password you use to access your email without the “ihs\”. This is also the same login as you would use for the Digital Echo login.
4. Click on the **Log In** button or hit enter.
5. The Citrix client will need to be loaded the first time you access this application **unless you already have Citrix loaded**. To do this, click on the link at the bottom of the home page once you log in. (see picture below).
 - a. Click on the link
 - b. Select the “Open” or “Run” button.
 - c. Select “Yes” to install the Client.
 - d. Click “Yes” or “Accept” on the License agreement.

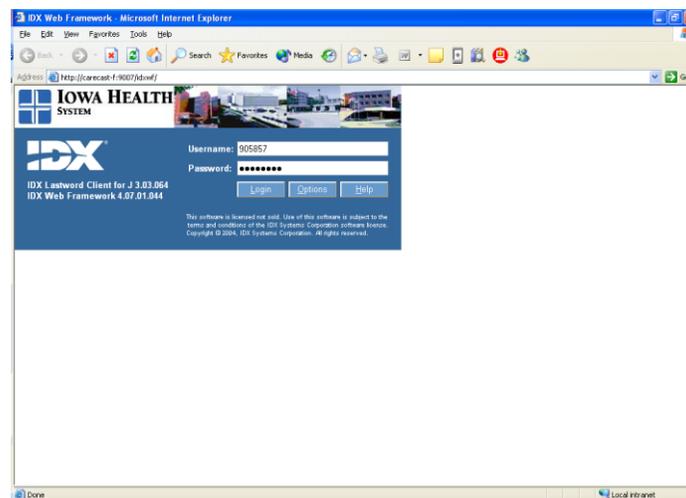
Note: This process only has to be done once. You will not need to do this again once it is installed successfully on your pc.



6. If you receive an error or you need your password reset, notify the Service Center at 369-8181 option#8.
7. When the Log In to Citrix is successful, you will see your normal application icons available to you.
8. Click on the icon to launch the application of interest.

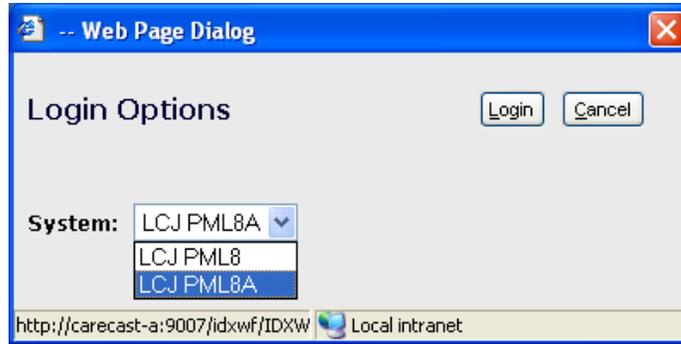


If you launch **CareCast**, you have one extra step with accessing from outside of the hospital.

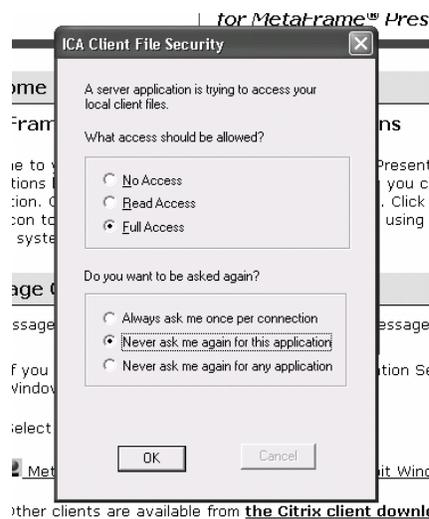


9. Before you login enter your username and password and hit the “options” tab. You will need to ensure that you are pointing to the right database (LCJPML8A). See below. You will need to do this every time you access CareCast thru Citrix. If

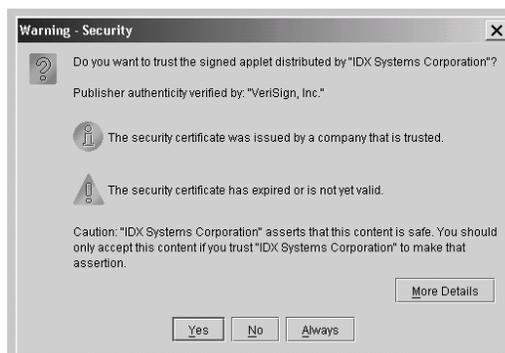
you prefer to do this at the hospital instead of thru Citrix, I can have that changed.



10. If you see this box below choose "Full Access" on the top and "Never ask me again" on the bottom. You should not see next time you log in.



11. If you see this box below, choose "Always" and you should not see next time you log in.



12. Call the Service Center at 369-8181 if you are having difficulties with logging in to Citrix or CareCast. You can always call Scott at 361-6752 or email whitsosa@ihs.org for any issue.