

How to install Citrix and access Cerner Externally

PC requirements:

Windows 7

Windows 8.1

NOTE: The WJMC IT Department DOES NOT support Windows 10. The Citrix receiver is compatible with Windows 10.

The following list details the minimum system requirements for a clinical workstation connecting as a Citrix or Terminal Services client:

- 1 GHz processor or greater
- 1GB memory
- *Microsoft* mouse or 100% compatible mouse
- SVGA video adapter capable of displaying 1024 x 768 and High Color or 16-bit colors
- 12 MB available hard drive space for Citrix client install

This is the link that you will need for external access

<https://wjfla.cernerworks.com/Citrix/ProdWeb/>

NOTE TO MAC USERS:

These instructions do not apply to Macintosh computers. Mac Users should download the online plug-in for web from the following link:

<https://www.citrix.com/downloads/citrix-receiver/mac.html>

Download the Citrix Receiver from the following site:

<https://www.citrix.com/downloads/citrix-receiver/windows/receiver-for-windows-431.html>

Download and run the setup file.

If you are presented with a screen requesting a server name, please ignore this screen and remove it from the startup folder.

To Login:



User name:

Password:

Domain:

To login at the application screen, be sure to select WJMC as the domain.

Use your WJMC login and password to access powerchart.

Troubleshooting

If you are having issues with accessing the secure site, follow the instructions below:

Add the site to the **Trusted sites** list if using Internet Explorer browser:

1. Go to **Tools > Internet Options > Security tab > Sites**
2. In the **Add this website to the zone** field, enter your organization's website and click **Add**.
3. Repeat this for the .com, .net, .org, or .gov Web site addresses of your organization to allow the use of the ActiveX ICA client object for the launched connection to be automatically accepted.

Note: It might be required to also add any additional subdomain.domain.com URLs to the Trusted sites list in the **Security** tab setting if still experiencing unwanted prompts.

