

FMH -- How to Install the Citrix Web client and Access applications – Windows OS

Overview

The Citrix web client is an application that is installed on your computer to facilitate secure, remote delivery of applications to your screen. Fairbanks Memorial Hospital uses the Citrix Web Client to deliver clinical applications to remote users. This document describes how to download and install the Citrix Web client on a Windows computer.

Pre-Installation Requirements

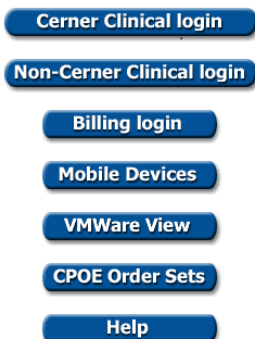
- 1) All remote users *must* have an internet connection and a working web browser.
- 2) FMH is not responsible for fixing issues with the user's computer. If we cannot reproduce the issue then the user will need to engage his/her personal IT resources to assist with the issue.
- 3) Any official users of Citrix are *required* to have a Network ID and Password to gain access into this system. If you do not have or are unsure whether you have a Network ID, please call the FMH Support Desk at (907) 458-5460 for further assistance.
- 4) Any official users of Powerchart and other cerner applications are *required* to have a Cerner ID and password to gain access into the electronic medical record. If you do not have or are unsure whether you have a Cerner ID and password, please call the FMH Support Desk at (907) 458-5460.

Installing the Client and Accessing Applications

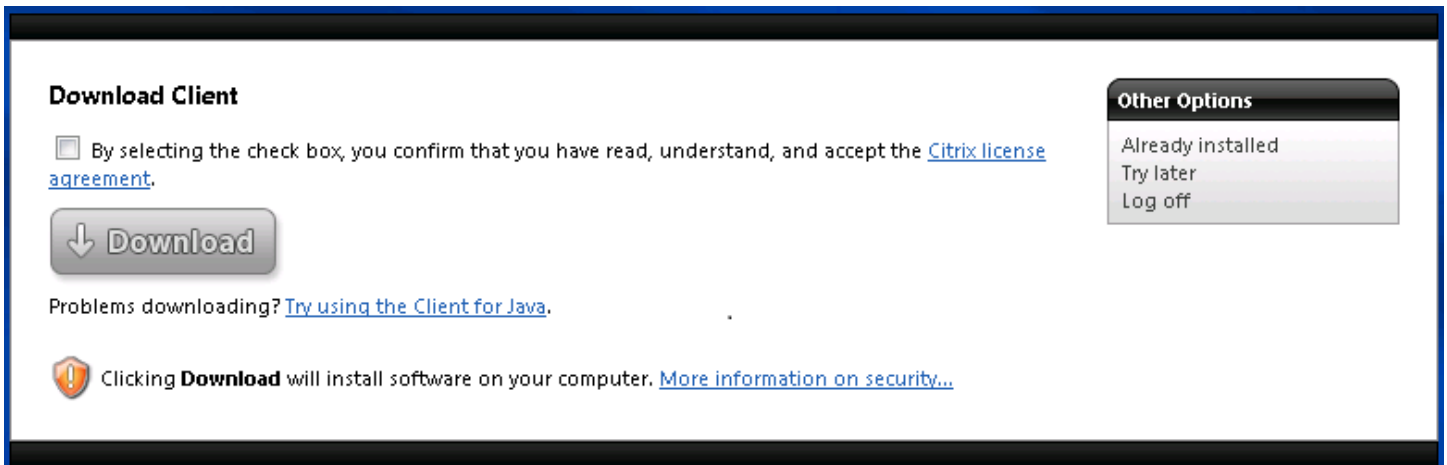
- 1) Browse to <https://fairbanks.bannerhealth.com>. Click Cerner Clinical Login



fairbanks.bannerhealth.com

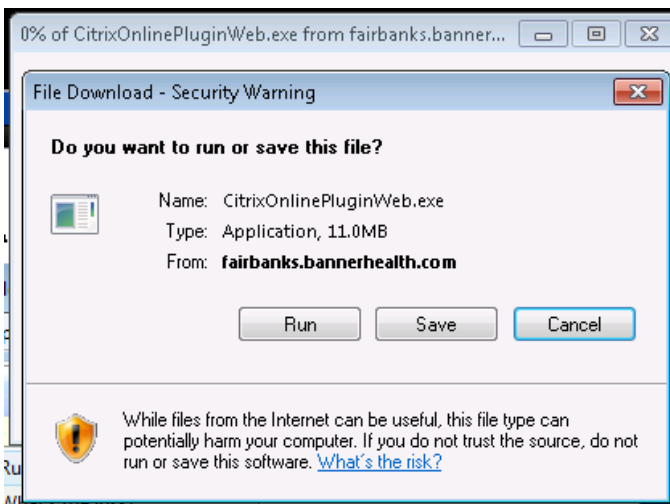


- 2) If the Citrix client is already installed on your device skip ahead to step 8. If the client is not installed you will see the following:

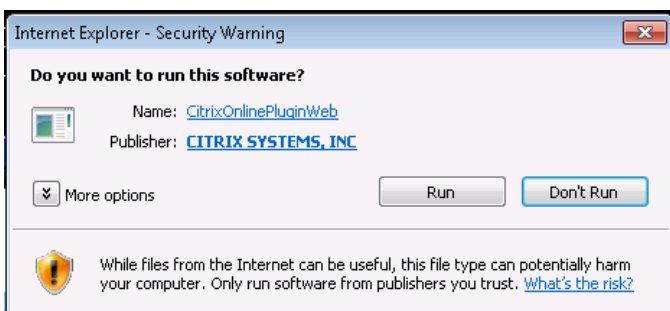


- 3) Select the check box and click Download

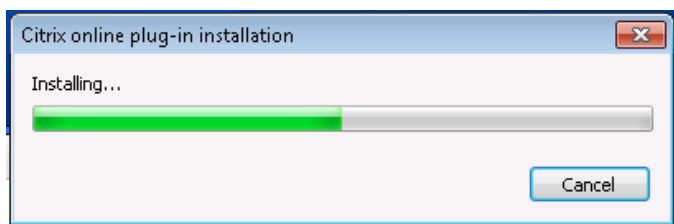
- 4) In the File Download – Security Warning box pick Run



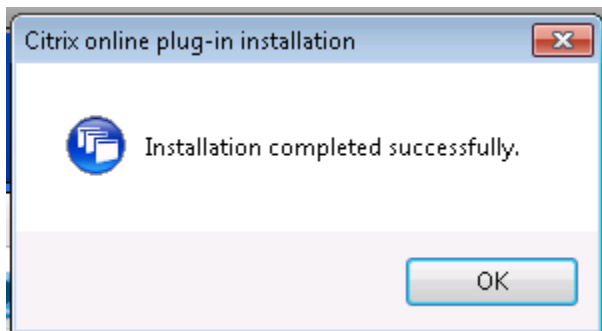
- 5) In the Internet Explorer – Security Warning box again pick Run



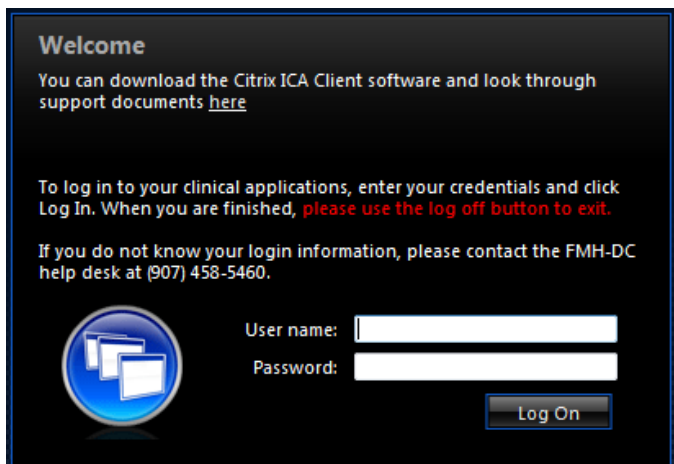
6) The online plugin will install



7) Click OK when you get the message that the Installation completed.



8) Enter your Bannerhealth username (windows username) and associated password. Click Log On

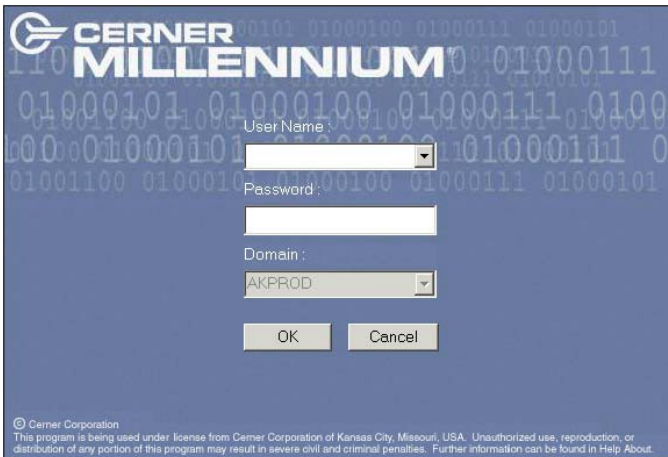


*In some cases the Download Client Dialog (step 2) will occur at this point, after signing in.

9) After you sign in the applications published to you will appear. Click the Alaska Powerchart icon.

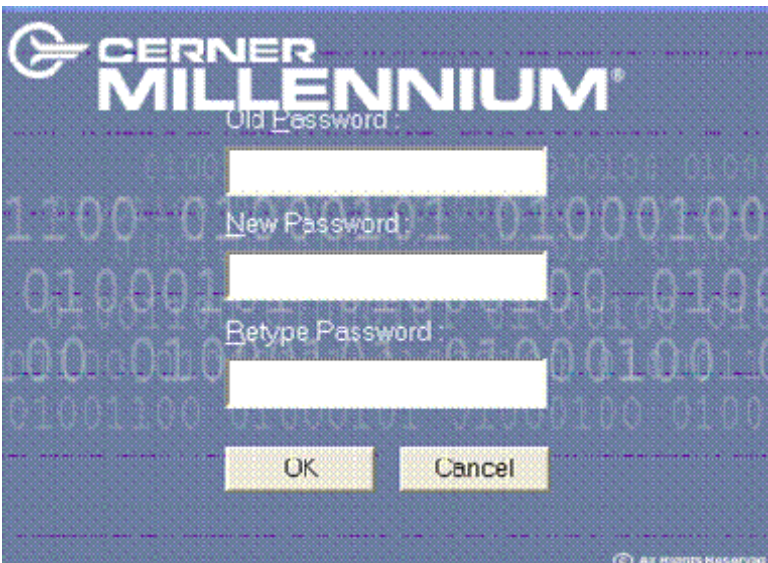


10) Enter your Cerner username and password. Click OK to login



The image shows a login dialog box for Cerner Millennium. It has a blue background with a binary code pattern. At the top left is the Cerner logo and the text "CERNER MILLENNIUM". Below this are three input fields: "User Name:" with a dropdown arrow, "Password:" with a text box, and "Domain:" with a dropdown arrow showing "AKPROD". At the bottom are "OK" and "Cancel" buttons. A small copyright notice is at the bottom left: "© Cerner Corporation. This program is being used under license from Cerner Corporation of Kansas City, Missouri, USA. Unauthorized use, reproduction, or distribution of any portion of this program may result in severe civil and criminal penalties. Further information can be found in Help About."

11) If this is your first time logging in to Cerner or if your password has been reset you may be prompted to change your password. Enter your current password in the first box and then enter your new password in the 2nd box and confirm it in the last.



The image shows a password change dialog box for Cerner Millennium. It has a blue background with a binary code pattern. At the top left is the Cerner logo and the text "CERNER MILLENNIUM". Below this are three input fields: "Old Password:" with a text box, "New Password:" with a text box, and "Retype Password:" with a text box. At the bottom are "OK" and "Cancel" buttons. A small copyright notice is at the bottom right: "© All Rights Reserved".

Please remember when you are finished remotely accessing the FMH EMR, be sure to click the LOG OFF button or you will have problems the next time you try to login. The system will log you off automatically after 30 minutes if there is no activity detected.

Getting Help

If you are unable to log into either Fairbanks.bannerhealth.com or Powerchart please contact the FMH Support Desk at (907) 458-5467 for assistance.