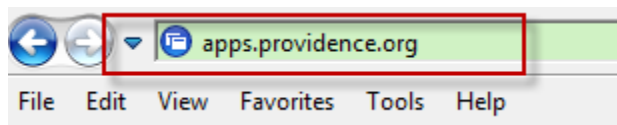


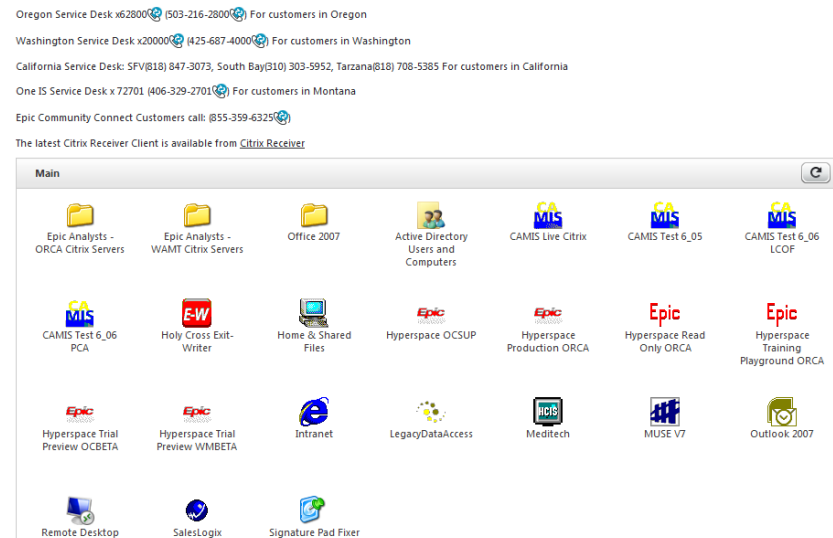
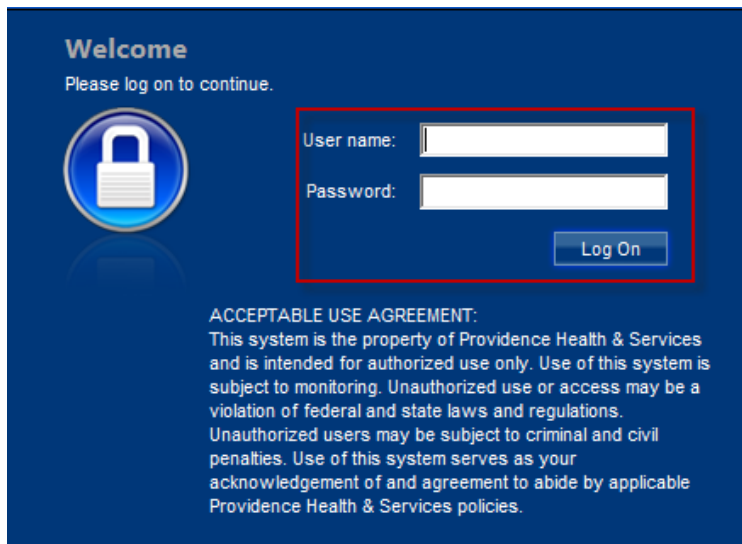
Remote Access via Citrix

1. In Internet Explorer or Safari, type in the following website in the address bar:

<https://apps.providence.org/vpn/index.html>



2. Enter your network username and password and click “Log on.” Once logged in, various applications will be available to access.



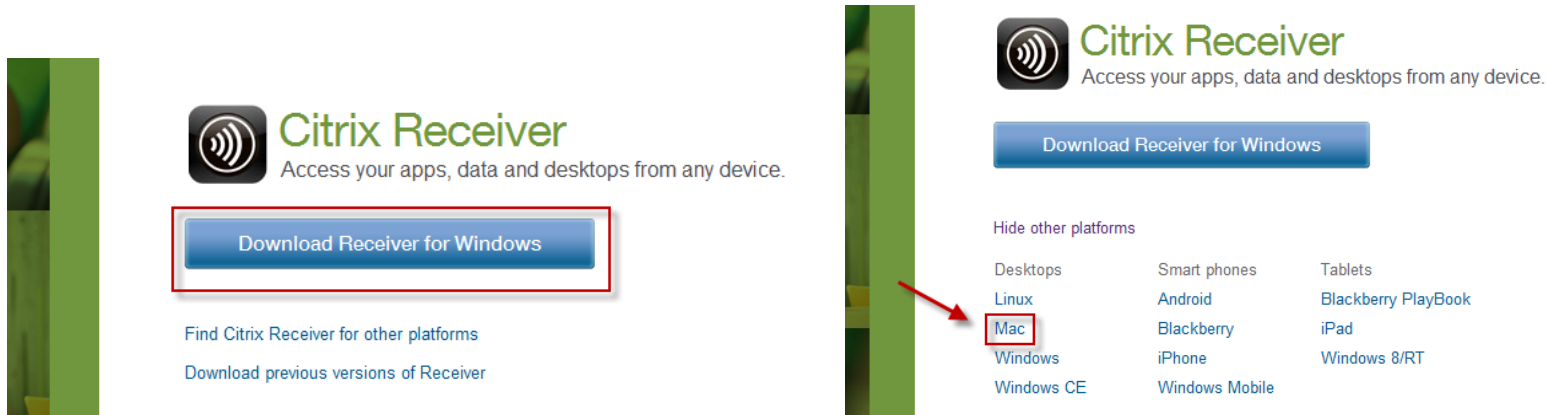
***Note:** If applications fail to launch, refer to the **Citrix Receiver Installation** instructions below.

How to install Citrix Receiver

1. From the Main screen, click on the **Citrix Receiver** link indicated below.



2. For Windows PCs, select **Download Receiver for Windows**. For MAC, click on **Find Citrix Receiver for Other Platforms**, then select **Mac**.



3. Agree to the terms of the Citrix License Agreement and click **Continue**.

Citrix License Agreement

Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personally identifiable information is transmitted when this happens, except to the extent that IP addresses may be considered personally identifiable in some jurisdictions. The use of such information, including your IP address, is governed by the Citrix Privacy Policy available on www.citrix.com. Updates will not be downloaded or installed without your consent.

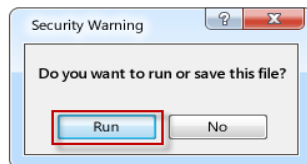
Certain third-party software may be provided with this software that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.citrix.com.

I agree to the terms of the Citrix License Agreement

Continue

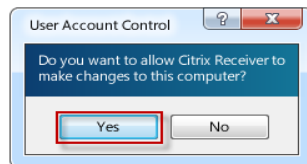
4. Follow the instructions for Downloading Citrix Receiver if prompted with the following:

Downloading Citrix Receiver



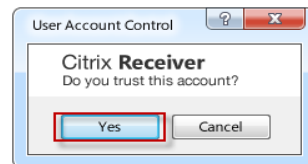
1. Install

Click Run to install Receiver.



2. Allow access

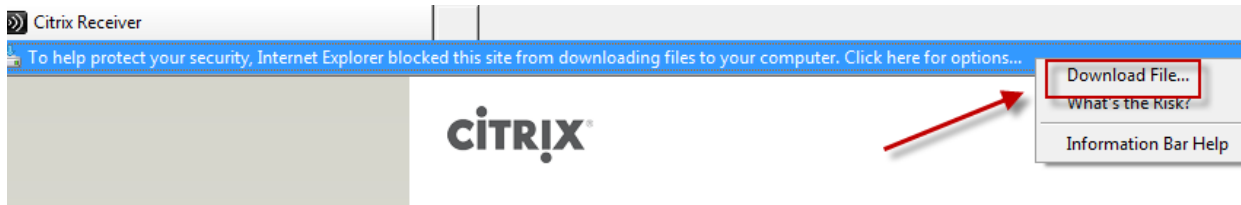
Click Yes to allow User Account Changes.



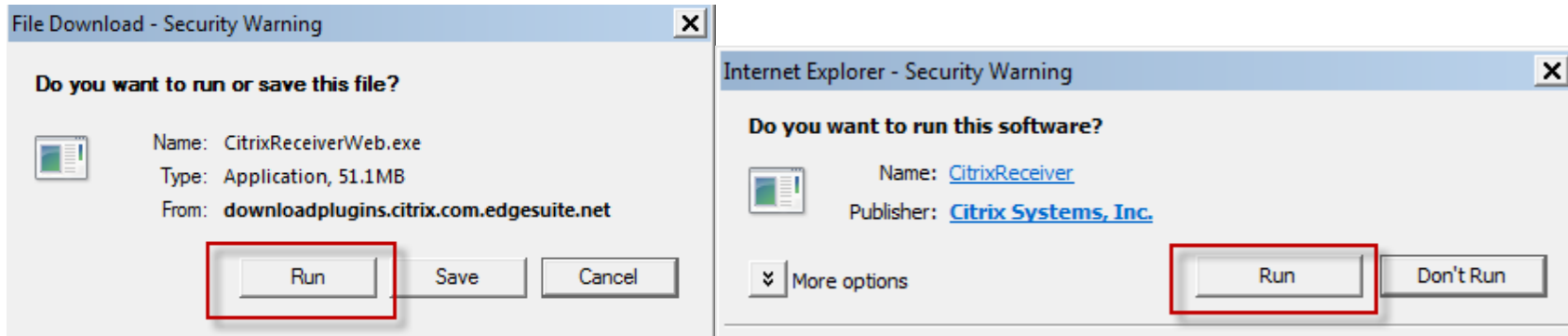
3. Set up

Follow the steps to set up Receiver and get your apps, data and desktops.

Note: If the following Information Bar appears, click on the Information Bar and select **Download File** from the menu.



5. Select **Run** for *Do you want to run or save this file* and *Do you want to run this software*, when prompted.

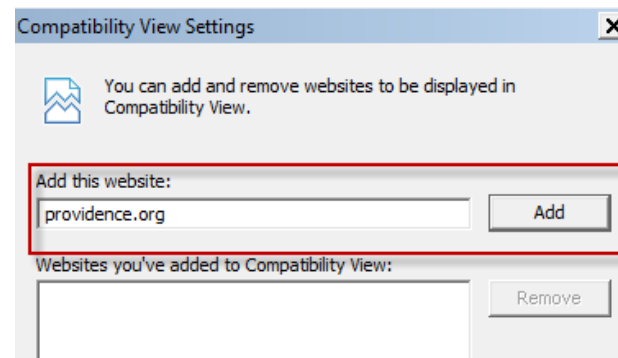
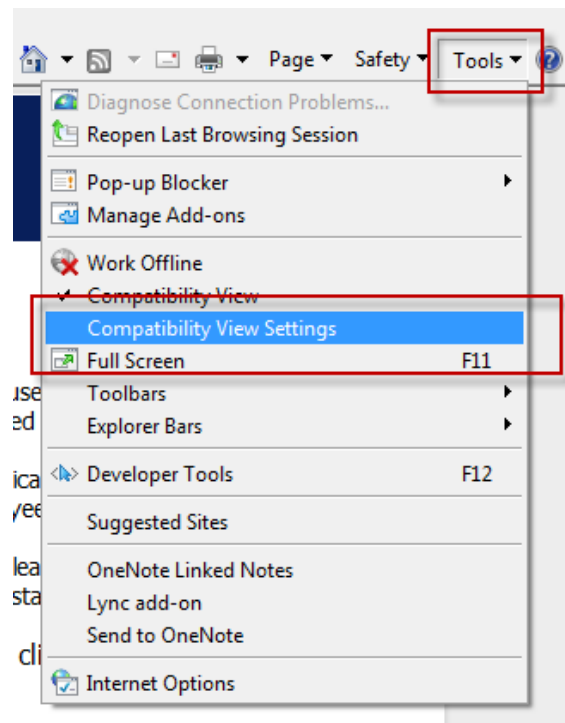


6. Once complete, close Internet Explorer, Firefox or Safari. Re-launch your browser and log on to Citrix by entering **apps.providence.org** in the address bar.

Troubleshooting Steps for Internet Explorer

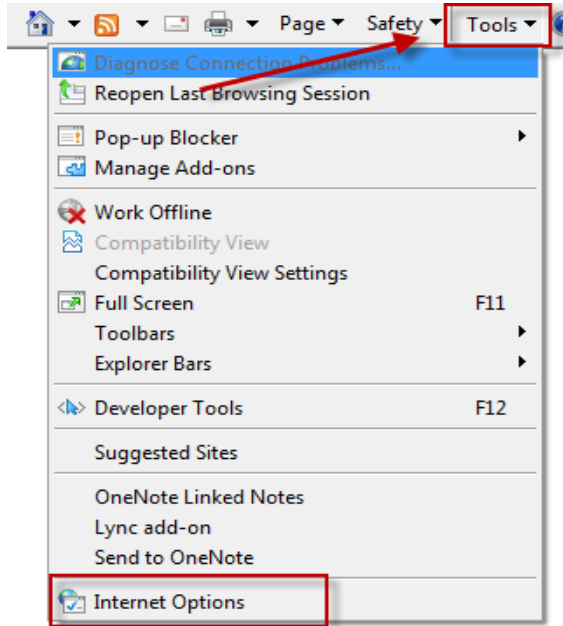
If a black screen appears when attempting to access Epic remotely via apps.providence.org, please follow the troubleshooting steps below:

1. Confirm Compatibility mode is enabled for Internet Explorer by selecting **Tools**, then **Compatibility View Settings**. From here, accept the default or type in **Providence.org** in the field and click **Add**.



If successful when logging into apps.providence.org, but Epic will not launch, please follow the instructions below:

1. Ensure that apps.providence.org is listed as a trusted site by going to **Tools** in Internet Explorer and selecting **Internet Options**.



2. From the **Security** tab, highlight **Trusted Sites** and click on the **Sites** button. When prompted for **Add this website to the zone**, type in <https://apps.providence.org> and click **Add**. Close all windows and re-launched Internet Explorer.

