

What is happening?

Detroit Medical Center is upgrading their Citrix environment and the way you get into applications is going to change.

Can I see the changes prior to cutover?

Yes. The new DMC Application Portal URL can be found at <https://demicitrix.etenet.com>. Think of this as a new container for your applications instead of the old DMC Desktop which is being phased out.

What are the highlights?

- Ability to customize your icons into a view called “Favorites”
- Ability to search for applications using a simple search box for the view you are in
- A “Help” button at the top of the website with more detailed information on this upgrade, issues you might encounter, non-Cerner Single Sign-on, and how to get assistance

Where are my application icons?

When you logon to the new Application Portal, you will have a “Favorites” view. If your application is not in that view, you can use the “All Apps” button at the top to locate it and add to your Favorites view if you desire. You are highly encouraged to setup your “Favorites” view one-time.

Where is my outlook signature?

Outlook has some default settings which you can change to meet your needs, such as signatures for new and reply emails. Please see the “DMC – Outlook First Time Settings” document for more details.

How do I access my folders and files?

All your folders and files can be accessed directly through an application in your “Favorites” called “My Drives.” You can add and change drive mappings from within this application as well. Your drives are accessible from within other Citrix applications, such as Excel, Outlook and Word.

Do I need to upgrade my Citrix Client?

If you are a remote user using a remote workstation, you may need to upgrade your Citrix Client if you find that you can logon to the website above but cannot launch applications from it. The standard Citrix Client version is 4.9 (aka 14.9), and you can find the download in the “Help” section at <https://demicitrix.etenet.com>. It will also tell you what version you are running. You must be using Internet Explorer for the version detection to work properly. If you are running a Mac, there is a Mac document in the “Help” section; be sure to use the one that is for your OS version.