

DMC Citrix 7.15 Upgrade

End User Guide



For additional assistance please contact the Tenet Health Service Desk @ 800-639-7575

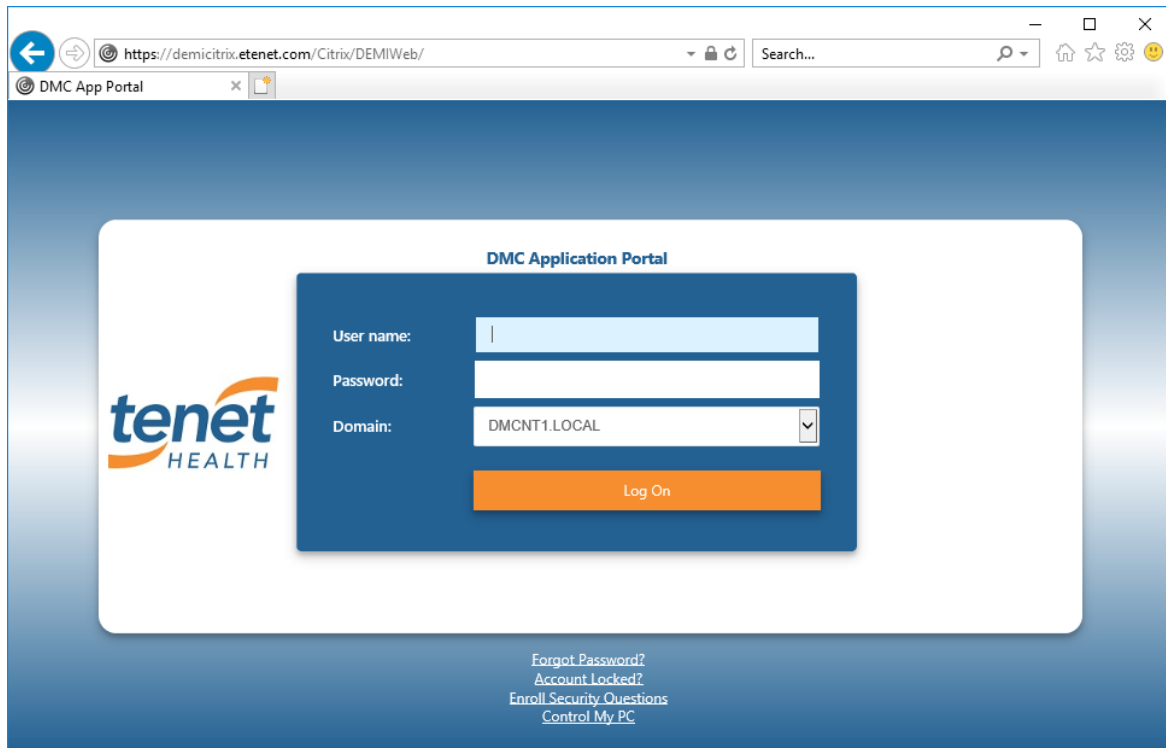
Table of Contents

Section 1: Welcome to Citrix 7.15!.....	3
Section 2: Accessing Citrix.....	3
Section 3: Citrix Client.....	4
Section 4: Logging On.....	5
Section 5: DigitalPersona (the new SSO).....	7
Section 6: Main Screen.....	8
Section 7: Finding and Launching Apps.....	9
Section 8: Managing Favorites	12
Section 9: The “HELP” Page.....	13
Section 10: Printing in Citrix	13
Section 11: Accessing Drives and Files.....	14
Section 12: New Workflows	18
Section 13: Relocated and Removed Applications	20
Section 14: Roaming, Suspend and Log Off.....	21
Section 15: StoreFront and Session Inactivity Timeouts.....	22
Section 16: Remote Support Access.....	23
Section 17: Common Q&A (Questions and Answers).....	25

Section 1: Welcome to Citrix 7.15!

Welcome to your new Citrix system for DMC! We have geared this document to help you navigate the new application-based environment, and to help you transition from the previous Citrix Desktop environment.

The primary reason for the new application-based system is to enable you to access and manage your Citrix resources easier and faster. The previous environment will reach end of support in early 2020, so this upgrade addresses that issue as well.



Section 2: Accessing Citrix

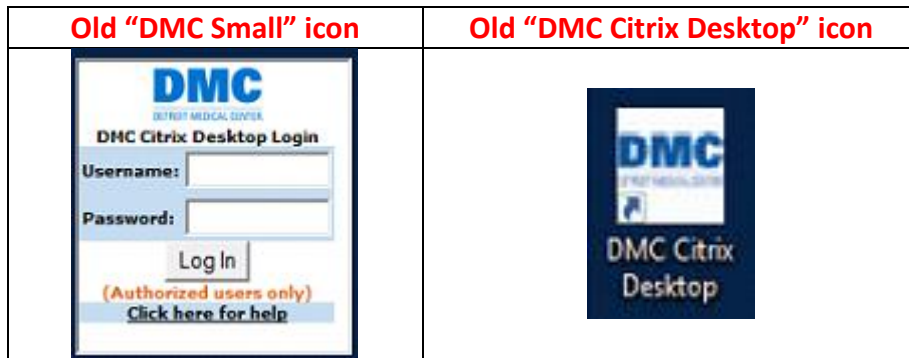
You can access the new Citrix environment from the new "DMC Citrix" link on your DMC desktop or laptop:



You can also navigate directly to this website: <http://demicitrix.etenet.com>

***Please note that the "DMC Small" application, which the DMC IS department has installed on many of their controlled machines, will be retired. Additionally, the "DMC Citrix Desktop" link will be retired

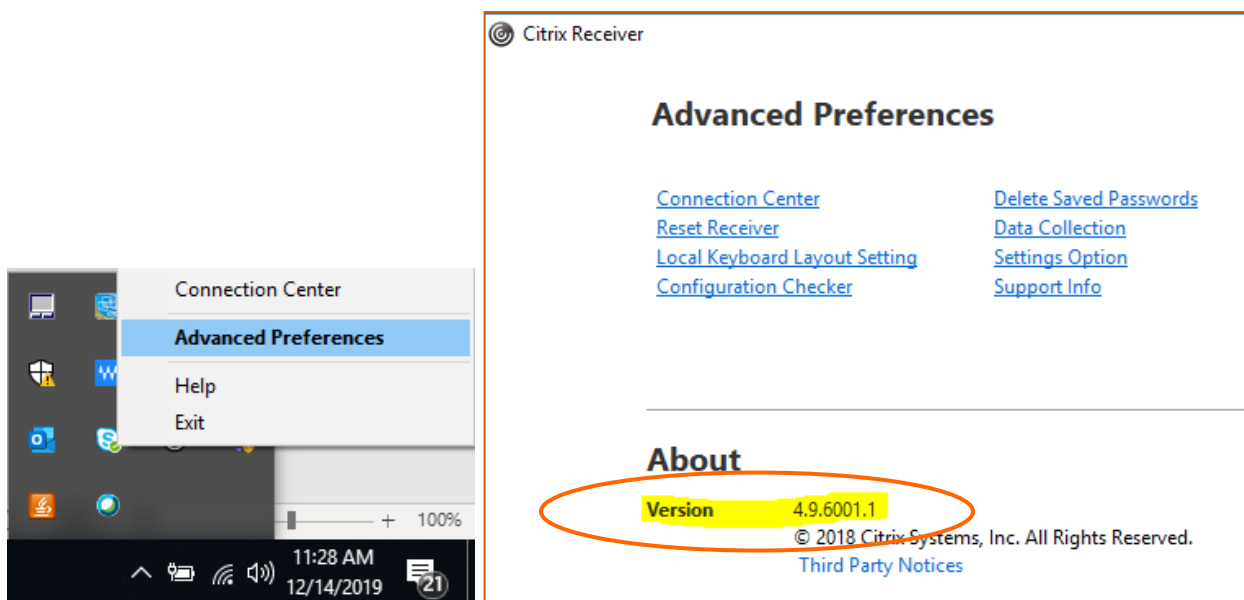
as well. You will need to use the new “DMC Citrix” link on your desktop or laptop to access the new environment.***



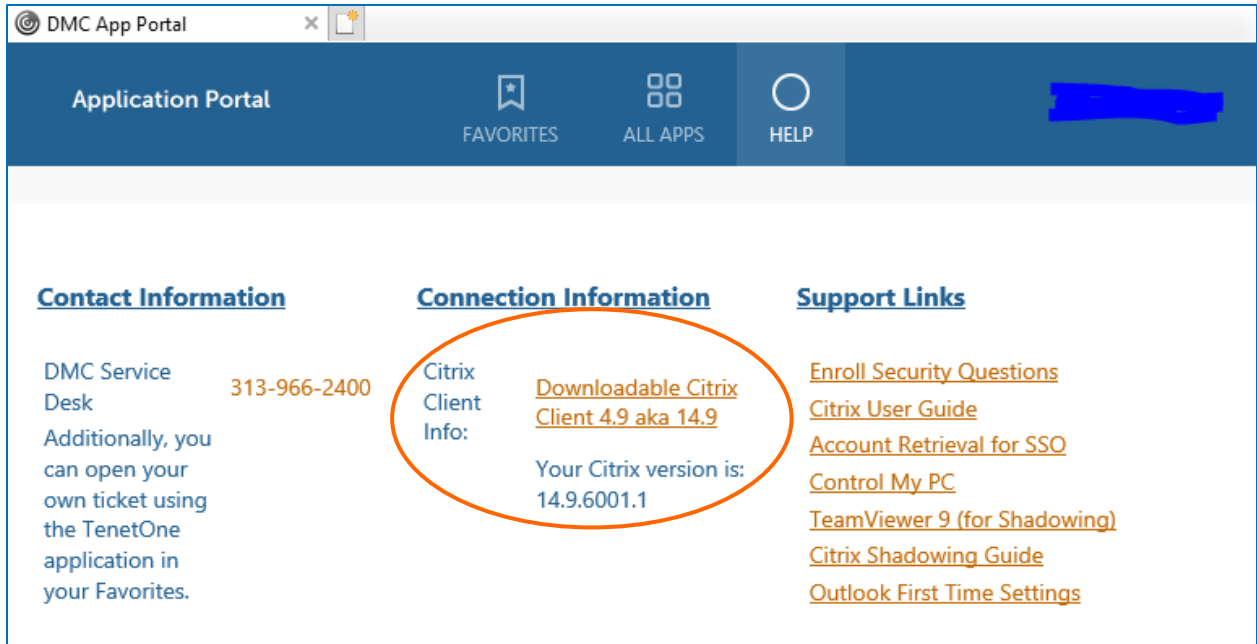
After full go-live, the current Citrix website (citrix.dmc.org) will redirect to this website as well.

Section 3: Citrix Client

All Windows clients should be running **Citrix Receiver 4.9 LTSR** (also known as version 14.9), which is the proper supported version for the new Citrix farm. Older versions have shown to cause issues, especially with apps that utilize audio and video, such as Neuroworkbench. To verify your current installed version, you can click on the Citrix icon in the system tray, and then choose “Advanced Preferences.” The “About” section will show your current version.



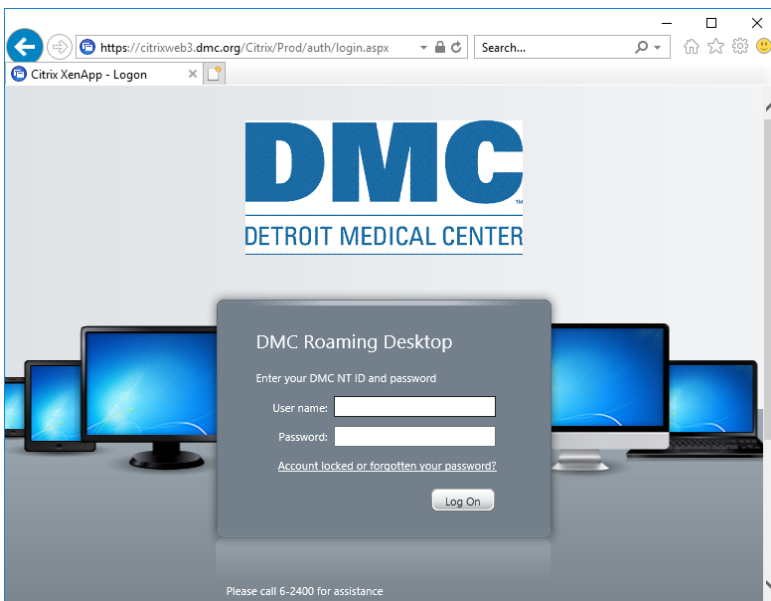
The new Citrix website can verify your currently installed version as well (when using Internet Explorer). Once you log in, click on the “HELP” tab, and the page will show you what version is currently installed. Under the “Connection Information” section, it states “Your Citrix version is:...”



The DMC IT staff has pushed out the proper Windows version to as many machines within their control as they can. For Windows users missing the proper client, such as home users, the Windows client can be found on the “HELP” page within the new Citrix StoreFront, under the “Connection Information” section as noted above.

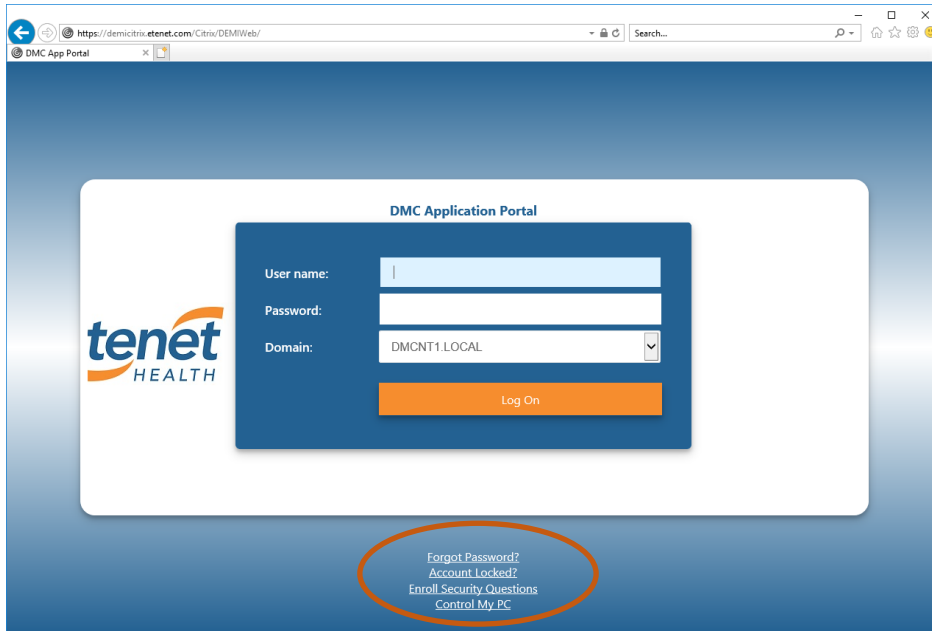
Section 4: Logging On

The initial login page looks a bit different from the current one. Here is a screenshot from the previous version of Citrix (XenApp 6.5).

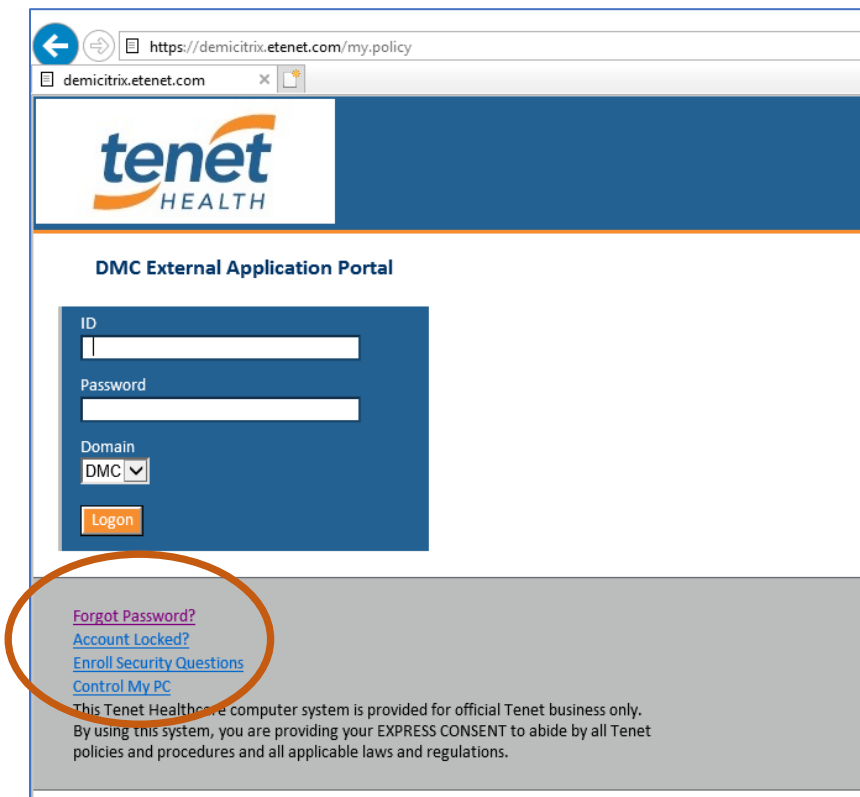


The login screen for the XenApp 6.5 farm looked the same whether you were internal to DMC or external.

For the new Citrix farm, the initial log on page differs for internal and external users. If you access Citrix internally from a DMC laptop or desktop, or while connected to VPN, you will see this page:

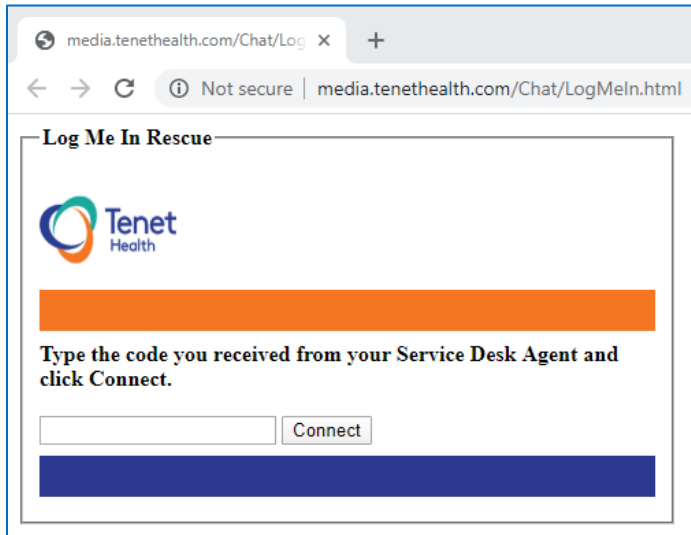


If you access Citrix externally, then you will see a different web page. As you can see, this page is specifically called "External":



Note that in both cases (internal or external), you will have extra options at the bottom of the Login Screen:

- “Forgot Password?” → Sends you to DigitalPersona page to reset your password
- “Account Locked?” → Sends you to DigitalPersona page to unlock your account
- “Enroll Security Questions” → Sends you to DigitalPersona page to enroll your SSO Security Questions
- “Control My PC” → Sends you to LogMeInRescue session window
<http://media.tenethealth.com/Chat/LogMeIn.html> → Your Helpdesk agent will provide you with the six-digit code



Section 5: DigitalPersona (the new SSO)

So, what is DigitalPersona? DigitalPersona (or DP) is the new Single Sign-On solution for DMC, which will replace Citrix Password Manager. DP has been integrated with numerous apps. Please note, however, that it will not transfer any information from the previous Citrix Password Manager system. If you do not know a username or password, you can find a document on the Help page which outlines how to retrieve that information called [“Account Retrieval for SSO.”](#)

Information about DP can be found within Citrix:

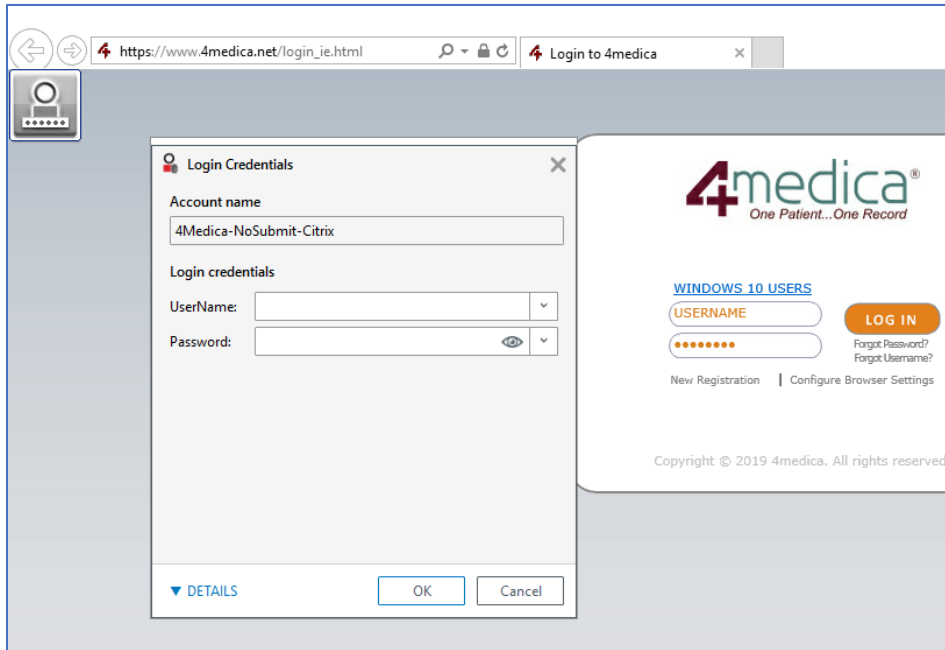


The DP enrollment page can be found by selecting the “Enroll Security Questions” link on the bottom of the Citrix logon screen, or within the “HELP” tab upon log in. The DP website can be accessed directly as well:

<https://selfserviceenroll.dmc.org/DPenrollment>

This website can be accessed both internally and externally.

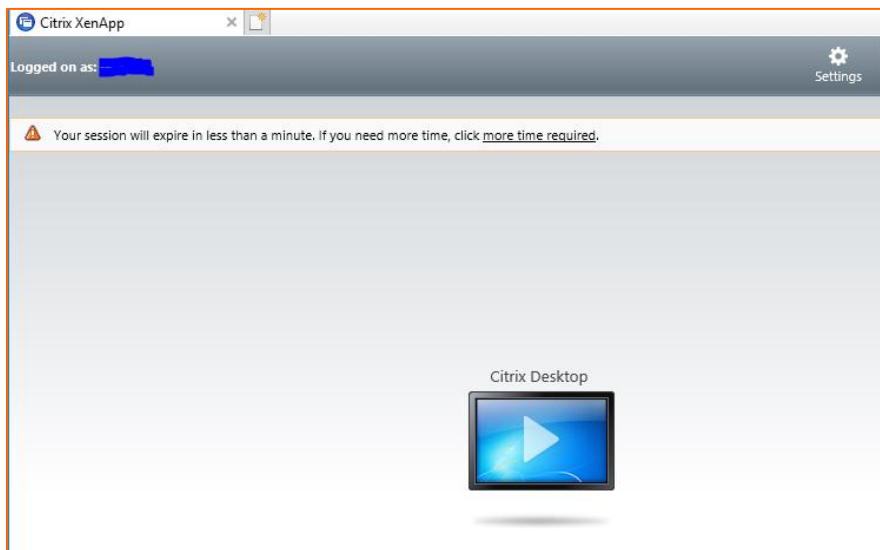
Integrated applications will provide you an opportunity to use their DP login:



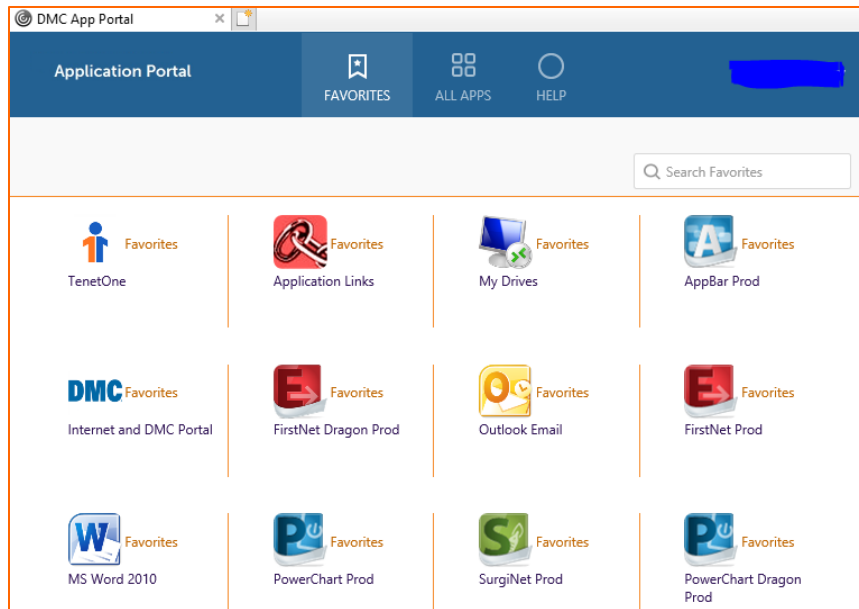
Section 6: Main Screen

Upon login to the new Citrix farm, you will notice a very different look and feel from the “DMC Citrix Desktop” which you have been using. The new Citrix “StoreFront” is an application-based system. As such, you will not see an option for a “Citrix Desktop.” Instead, applications that you had available in your “Citrix Desktop” are now available on this website.

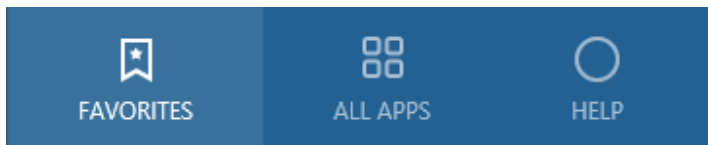
Old Citrix Farm (XenApp 6.5)



New Citrix Farm (XenApp 7.15):



When you first log into the new Citrix website, you will notice three tabs at the top of the page:



The first screen which always launches is the “FAVORITES” page. You can customize which icons you see in your initial “FAVORITES” view, which will be discussed in a following section. The other two tabs are “ALL APPS” and “HELP.”

Section 7: Finding and Launching Apps

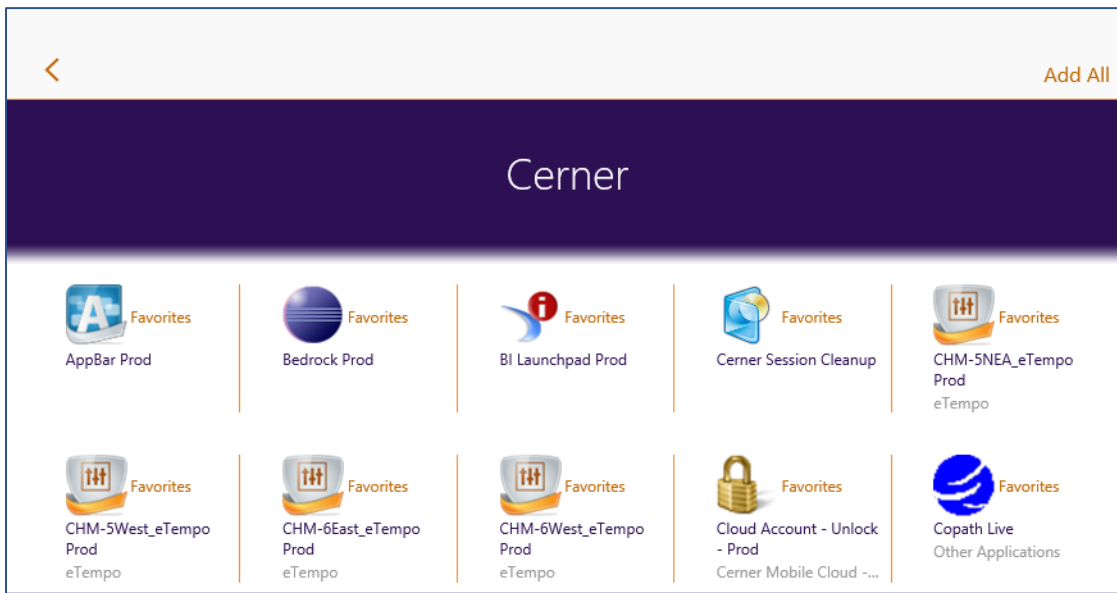
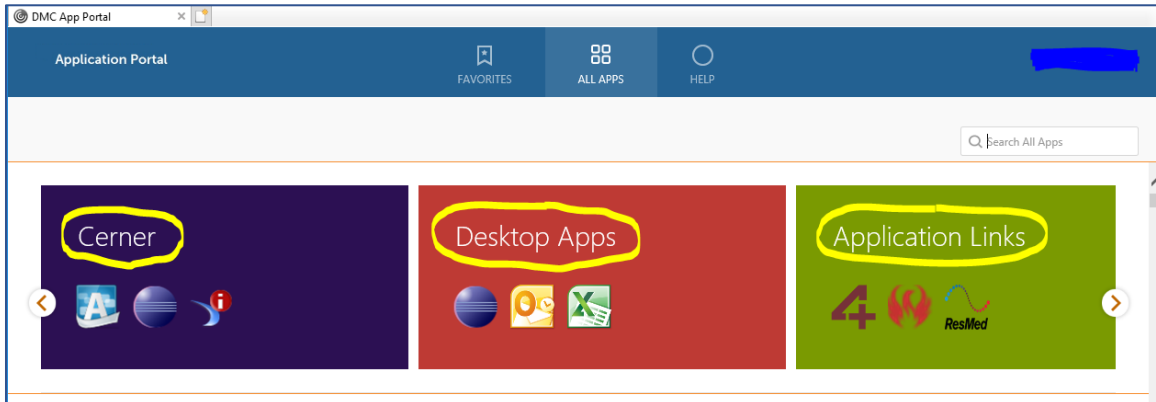
The first screen is called “FAVORITES,” and there are a handful of applications that have auto-populated into everyone’s “FAVORITES” tab. To launch an app in the “FAVORITES” page, you simply left click once on the app icon or the app name.



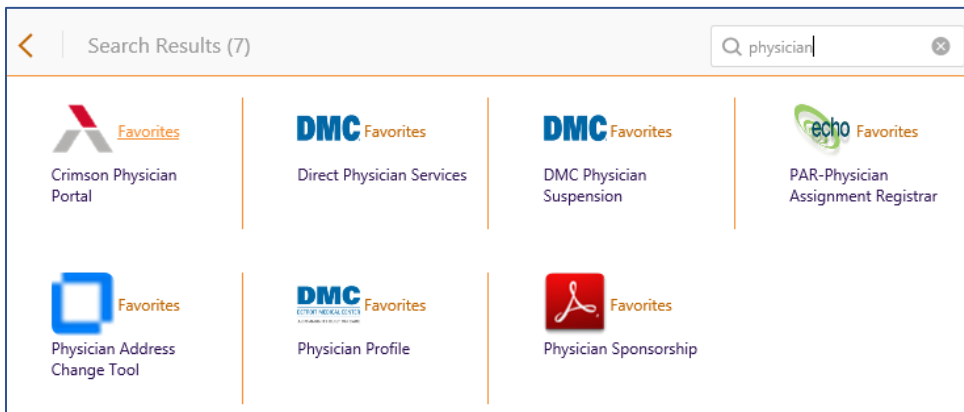
To search for an app that is not listed on the “FAVORITES” page, select the “ALL APPS” tab at the top of the page. You then have three options to find an app:

1. You can scroll through the apps in the page, which is sorted alphabetically, to find and launch your app.

- You can select a Category (“Cerner,” “Desktop Apps,” “Application Links,” etc.) at the top of the list. Then, within the selected Category, you can find and launch the app of your choosing.



- You can use the “Search All Apps” option at the top right of the page (*highly recommended*). Type in part of the name of the app for which you are looking, such as “physician,” and Citrix will immediately display all matches. You can then launch the app of your choosing.



Application Links

You are probably familiar with “Application Links” from the previous “Citrix Desktop,” as well as your local desktop, which provides bookmarks to different websites. You will find a similar “Application Links” in the new Citrix farm as a published app.



Application Links

<p style="text-align: center;">eID Training Links</p> <ul style="list-style-type: none"> eID Quick Reference Guide eID FAQ eID User Guide Contractor Management FAQ Contract Sponsorship Maintenance Guide Contractor Sponsorship Management Physician Sponsorship Sponsor a Contractor Quick Reference Guide ⇒ TENET – eTenet Portal 	<ul style="list-style-type: none"> Epocrates eTenet Portal Everbridge Exemplo Expert Consult Get Well Network Admin HAP HIM Admin Access Hospira Web Main Campus Hospira Web Offsite HUH Bariatric medicine seminar calendar HVAC Controls IBM PRO Infection Control Internet & DMC Portal ISCAN COREO ISERIES 400 DMC ISERIES 400 RECOVERY ISERIES 400 TST ISERIES 400 *DEV KACE Admin Karmanos Cancer Center Practitioner Privileges Karmanos IntelliSpace PACS Anywhere
<p style="text-align: center;">Reference Documents</p> <ul style="list-style-type: none"> Dragon DMO PowerMic Mobile Set-Up Cerner Session CleanUp Citrix Downtime Cerner Access Read Only Domain Education Self-Service Portal -- Enrollment and Usage ⇒ Password Reset / Unlock Portal 	

Additionally, we have taken the individual applications and websites from the “Application Links” page and published them as individual applications as well, such as the Athena Apps.

Application Portal

FAVORITES
ALL APPS

< Search Results (4)

Favorites
AthenaLearning

Favorites
AthenaPreview

Favorites
AthenaProduction

Favorites
AthenaTrain

DMC IT strongly encourages you to NOT use the Application Links app, but to instead locate the individual application and add it to your “FAVORITES” page if it is something you frequently use.

Section 8: Managing Favorites

Favorites are one of the best features of the new Citrix 7.15 system. With Favorites, you now have faster access to the resources you use the most. As stated previously, many of the most popular Apps have been automatically placed into Favorites.

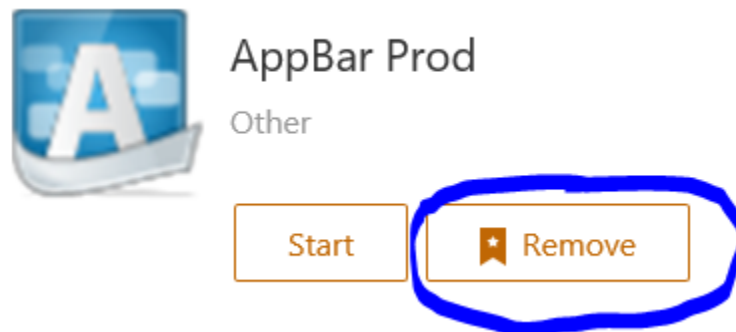
Adding Apps to Favorites

Once you find an app that you would like in your Favorites, using one of the search options listed above, select the “Favorites” link to the right of the icon. From the next screen, select “Add to Favorites.”



Removing Apps from Favorites

If you do not need or want one of the apps on the “FAVORITES” page, click on the “Favorites” link to the right of the icon. On the next page, select “Remove” to remove the app from your “FAVORITES.”



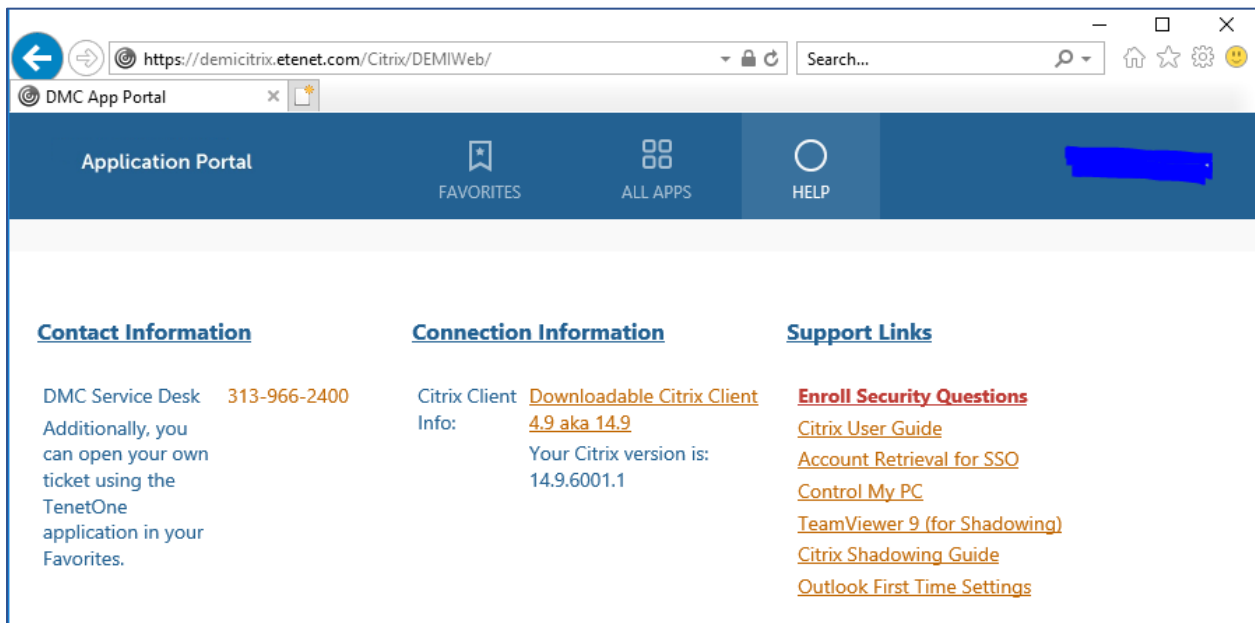
Organizing Favorites

If you would like to sort the Apps on your “FAVORITES” page, you can drag-and-drop them from their current location to another location on the page. If you don't like alphabetical sorting, you have the option to do whatever you like!

Section 9: The “HELP” Page

The “HELP” page is geared to provide basic assistance and help information to you. It provides the DMC Service Desk phone number, a link to the latest approved Citrix client, and links to other helpful information, such as:

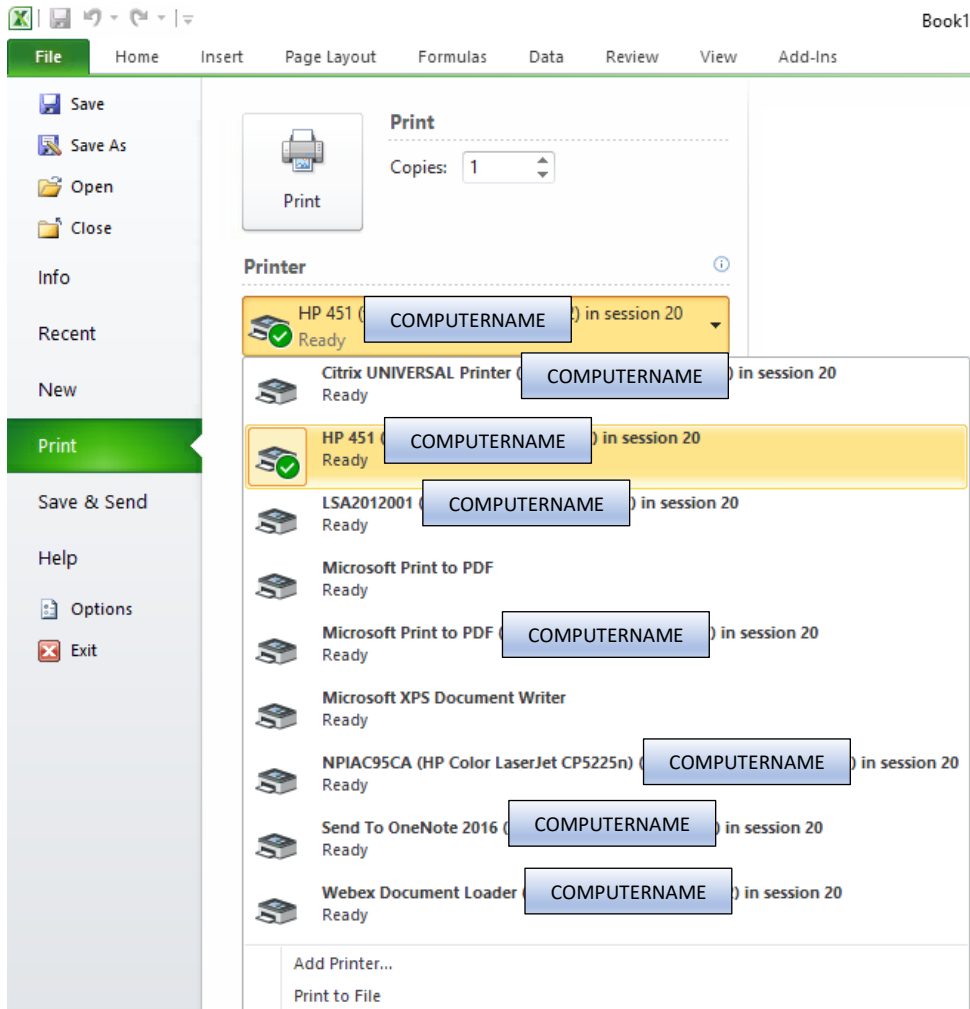
- DigitalPersona Security Enrollment Questions
- Outlook First Time Settings
- Citrix User Guides
- Account Retrieval for SSO (from Citrix Password Manager)
- Control My PC (Helpdesk LogMeInRescue Session)
- TeamViewer 9 Install (for Shadowing)



Section 10: Printing in Citrix

With the switch to an application-centric approach, printers are now managed from your local workstation, not from within Citrix. If you need to print to a certain printer from within a Citrix application, you will need to add that printer to your local workstation PRIOR to logging into Citrix. The new Citrix farm populates all printers which are connected to your local workstation.

For example, if you have three printers attached to your workstation, all three printers will show up as options within the print dialog in Citrix. Your default printer on your local workstation will be your default printer within Citrix as well.



For Cerner applications, your printer is based on the default printer for your workstation. Please contact the Helpdesk if you have any issues with this functionality.

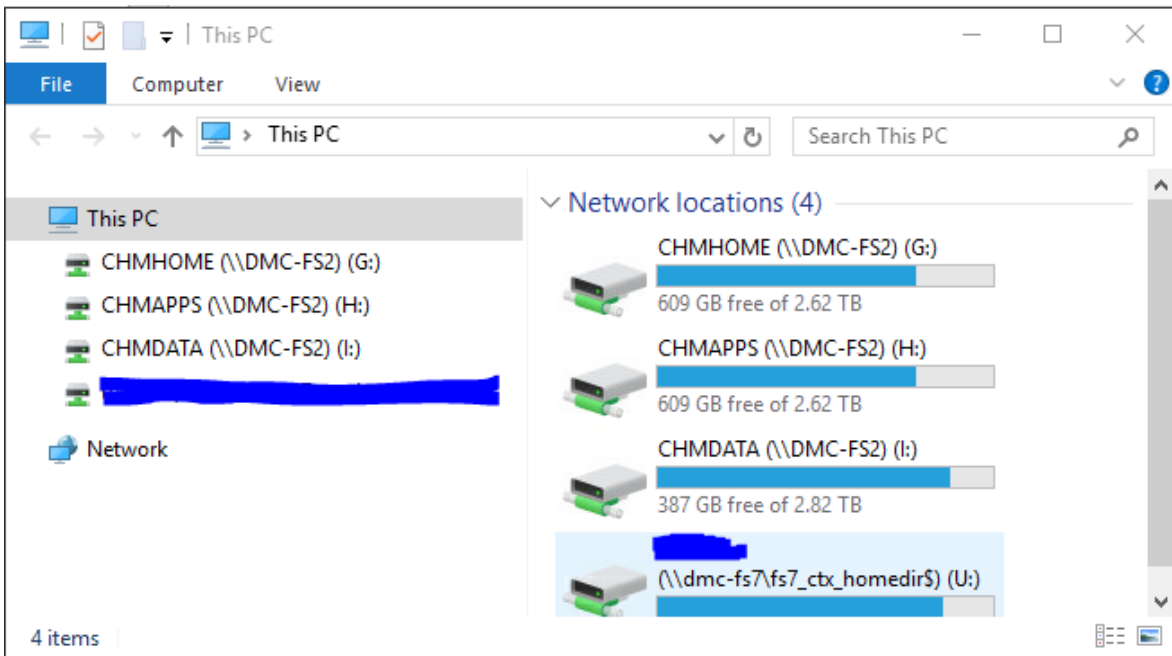
Section 11: Accessing Drives and Files

Accessing your mapped drives and files:

1. Log onto the new Citrix farm: <https://demicitrix.etenet.com>
2. Open the app called "My Drives":



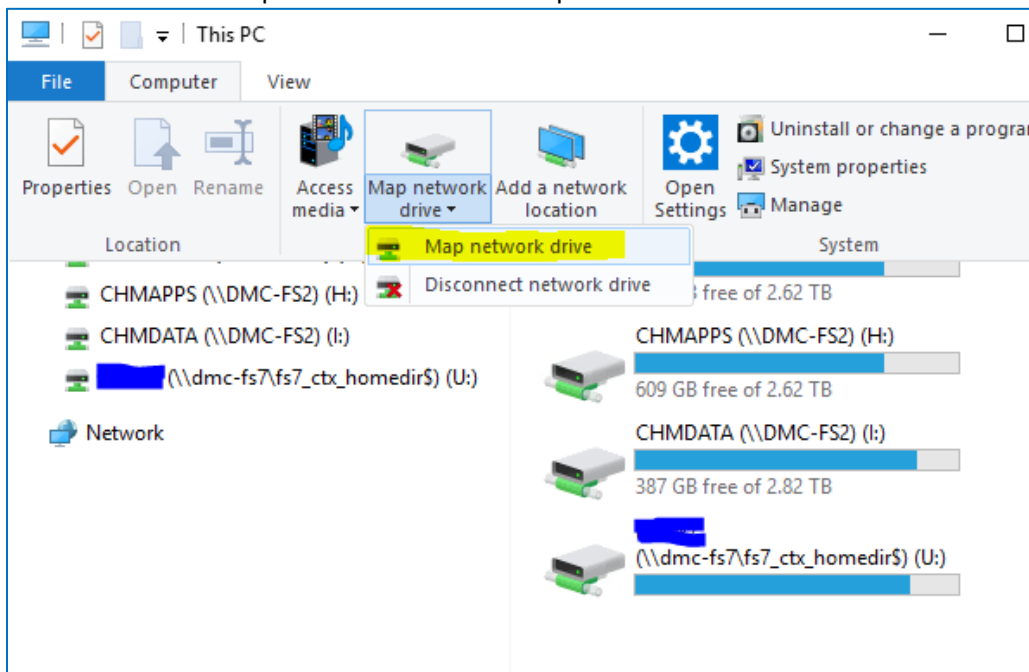
3. You should now see this screen:



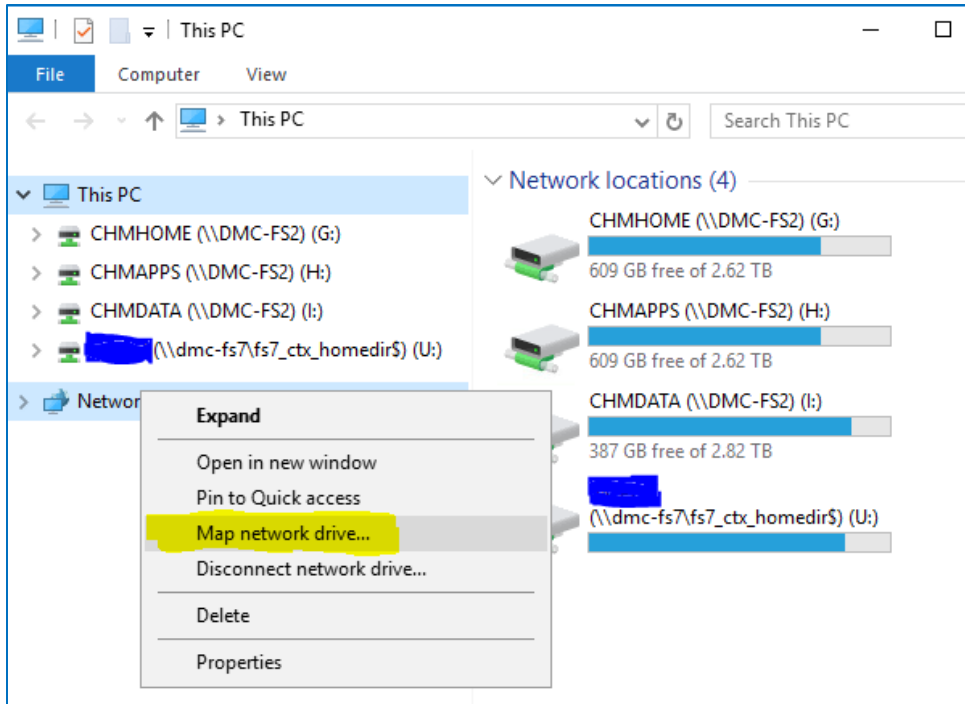
4. All your mapped drives should show up in this screen. If not, please contact the Helpdesk, or open a ticket in TenetOne.

Creating a custom mapped drive:

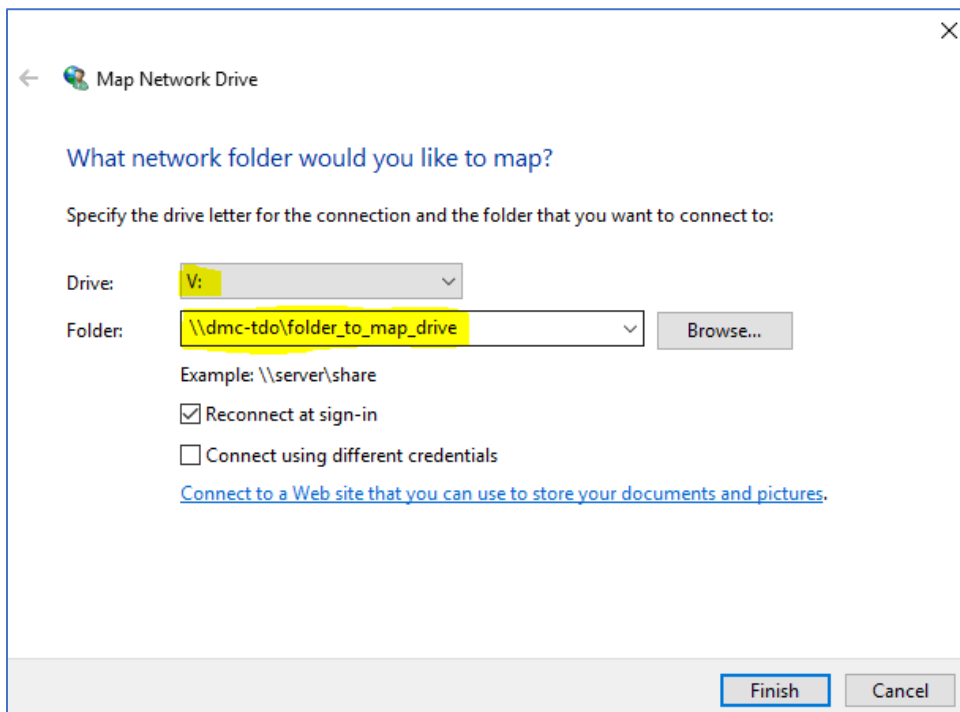
1. Select “Computer” at the top of the screen.
2. Then choose “Map network drive” → “Map network drive.”



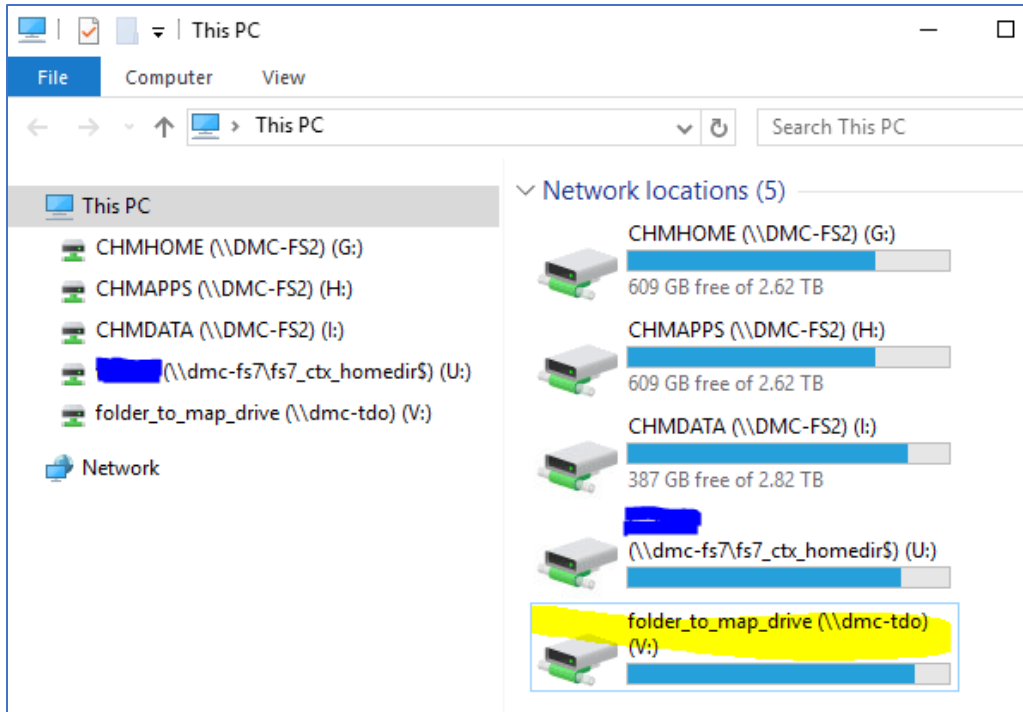
3. Additionally, you can right-click on “Network” and select “Map network drive...”:



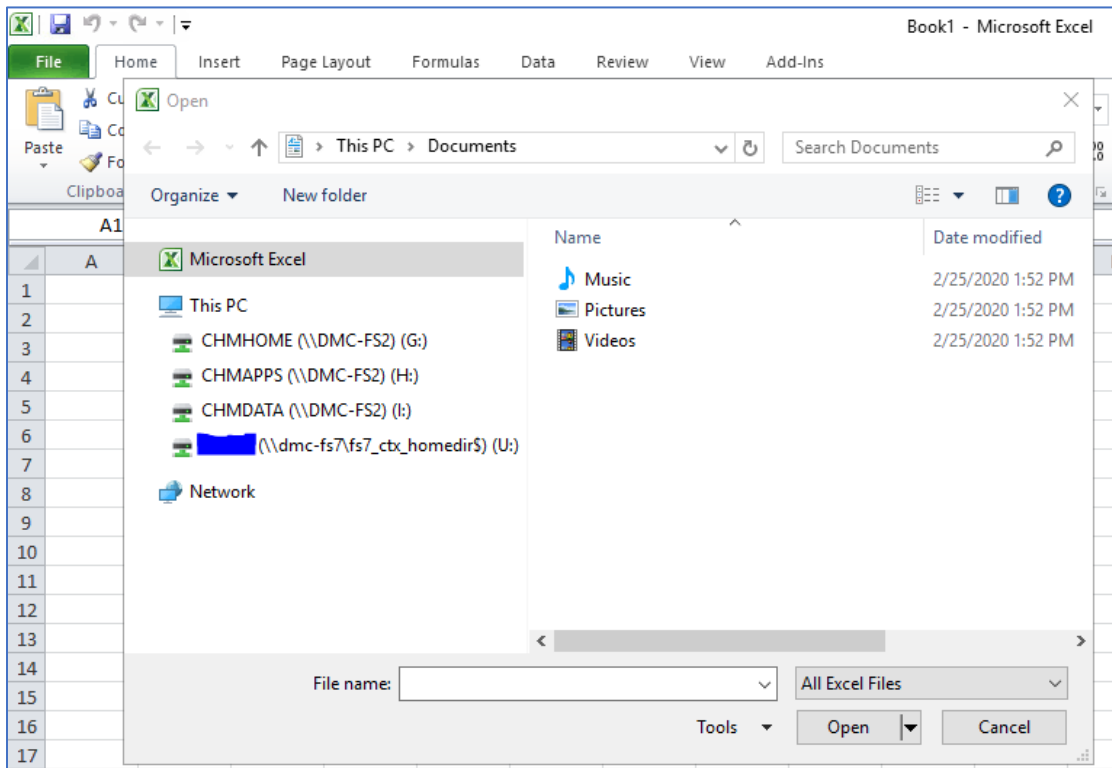
4. Choose your drive letter, enter the path to your folder, and then select “Finish.”
Please note that you must place the full network path in the “Folder” field, as network browsing is disabled, due to network performance issues and security concerns.



5. Once you click “Finish,” you will be taken back to the “My Drives” main page.
NOTE: If you do not see the newly mapped drive, you may need to do a Refresh (F5).



6. Once you have mapped a drive, it will show up in other applications as well, such as Word and Excel.



7. Custom drive mappings are persistent, which means if you map or disconnect a drive, those changes will be “Saved” once you logout and then re-created when you logon again.

Section 12: New Workflows

As mentioned in the first section, the new Citrix farm is application-based, while the old Citrix XenApp 6.5 farm was desktop-based. The goal of this new approach is to provide faster access to your resources, by alleviating the desktop and providing you the ability to create and manage your own Favorites.

With the move to an app-based workflow, it also means several processes in which you accessed your applications has now changed. This section is geared to demonstrate how some of these workflows have changed, and how to help you navigate the new environment.

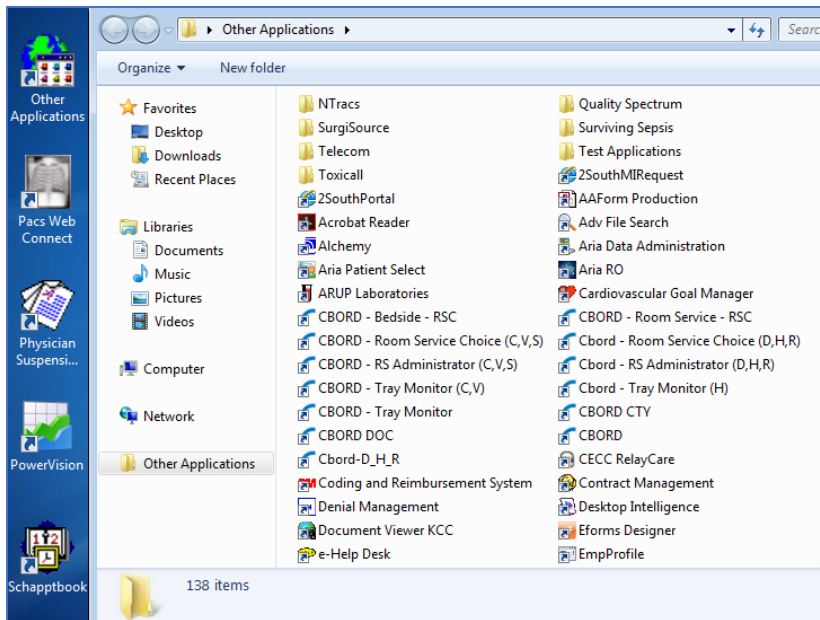
Most users (possibly you) had the following items on your “Citrix Desktop” by default.



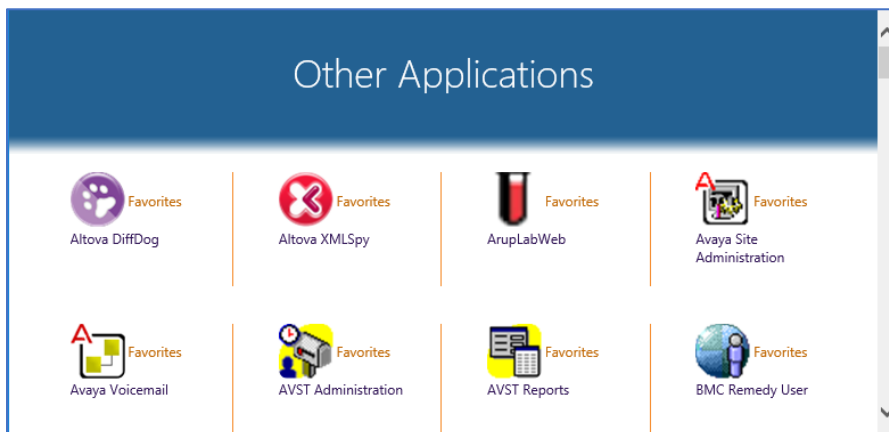
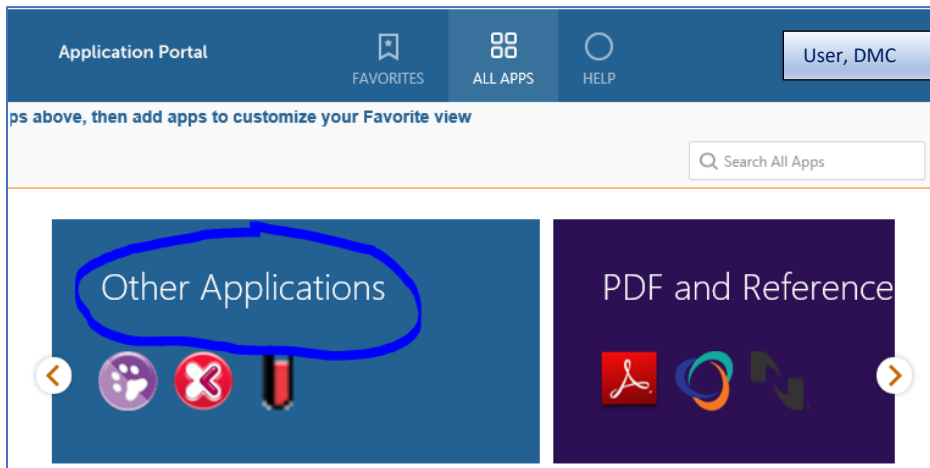
In the new Citrix farm, most of these icons are now simply published apps, with the most popular apps populated as Favorites. Some icons and apps on the old Citrix Desktop, such as “Log Off,” do not have a corresponding use in the new app-based farm, and thus have been removed.

For items in folders or menus, such as the “Other Applications” and “Control Panel” items, the vast majority (again) have now been published as separate apps in the new Citrix farm.

“Other Applications” folder (old farm):

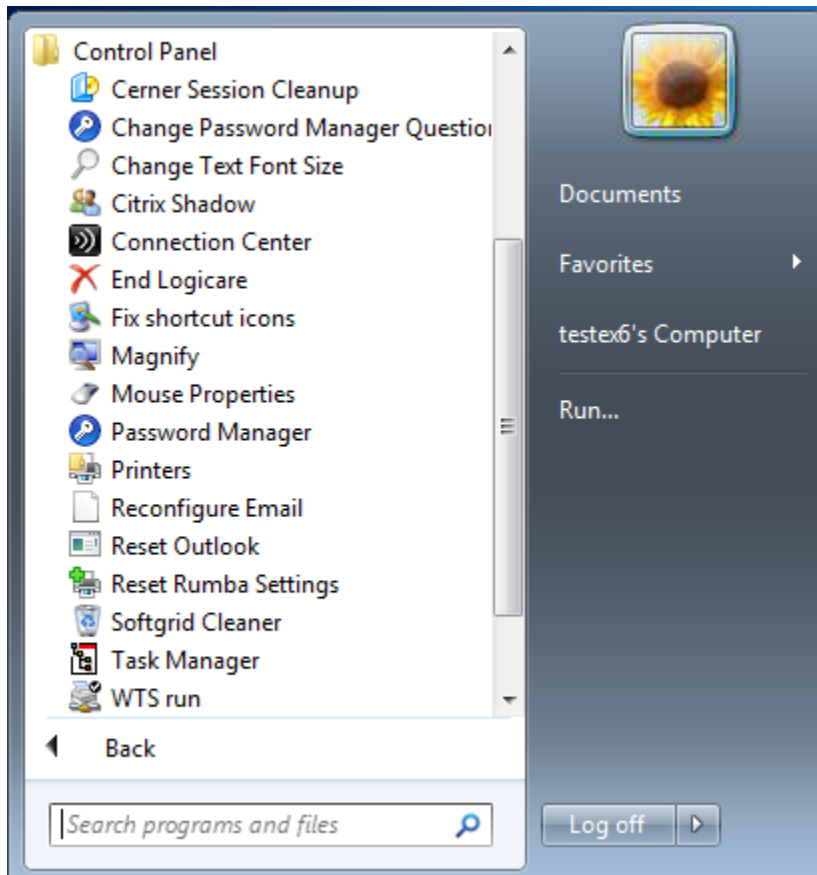


In the new Citrix farm, the apps are now published in a category called “Other Applications”:



Section 13: Relocated and Removed Applications

As mentioned in the previous section, the switch to an application-based system has prompted the relocation or removal of numerous applications. Certain applications are readily available from your local desktop, such as calculator and notepad, so they were removed from the new Citrix farm. Many applications that were removed only applied to a “Citrix Desktop” environment, such as “Fix shortcut icons” and “Softgrid cleaner.” Many of the items in the old “Control Panel” fall into these categories.



Section 14: Roaming, Suspend and Screen Saver

The new Detroit Citrix Application Portal provides the ability for applications to roam from one workstation to another, as well as the option to suspend end user sessions. In addition, the new suspend function is now connected to the screen saver for Auto Login workstations.

Roaming

Roaming means that applications will follow you from workstation to workstation as you logon to Citrix. For example, say you have the PowerChart, Logicare and Outlook apps open in Citrix on Workstation 1. If you move to Workstation 2 and logon, the PowerChart, Logicare and Outlook apps will disconnect on Workstation 1, and then all migrate and open at the same place on Workstation 2.

*****NOTE:** For this feature to work correctly, Workstation 2 must be using Internet Explorer, Edge or Firefox. The website <https://demicitrix.etenet.com> must also be in your Trusted Sites in Internet Explorer.

Suspend

For workstations on the DMC network, you will see an icon on the desktop called “DMC Citrix Suspend.”



- Auto Login Workstations:
 - When you double-click on this icon, it will disconnect any open Citrix sessions, as well as close all your open browser windows. When you get to a new machine and log into Citrix, your disconnected applications will open automatically, in the same place you left them.
- Non-Auto Login Workstations:
 - When you double-click on this icon, it will disconnect any open Citrix sessions, but your browser windows will remain open including the Citrix Application Portal. Take care to manually close it if required. When you get to a new machine and log into Citrix, your disconnected applications will open automatically, in the same place you left them.

Screen Saver

All DMC workstations have a screen saver that turns on after a period of inactivity. With the new Application Portal, the screen saver will invoke the “Suspend” feature listed above on **all Auto Login workstations**.

- Auto Login Workstations:
 - After an inactivity timeout period of **5 minutes**, the screen saver will turn on, but the local workstation will not lock, and it will disconnect any open Citrix sessions, as well as close all your open browser windows.
- Non-Auto Login Workstations:
 - **NO CHANGE**. After an inactivity timeout period of **15 minutes**, the screen saver will turn on and the local workstation will lock, but your Citrix sessions and your browser windows will remain open.

Section 15: Detroit Citrix Application Portal and Session Timeouts

The new Citrix farm has several different inactivity timeouts:

- Detroit Citrix Application Portal
- Citrix Applications Sessions
- Cerner Application Sessions

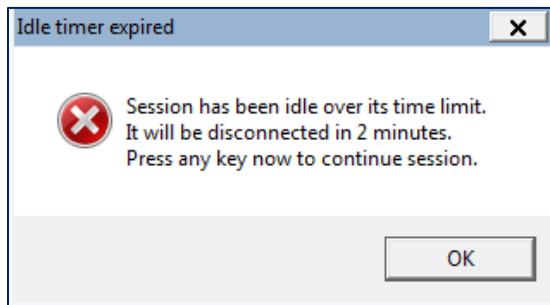
Detroit Citrix Application Portal

The application portal itself has a **20-minute** timeout to give you time to launch your applications. You can also find a “Suspend” and a “Log Off” button located on the portal. These buttons will mostly be used by remote users that do not have the Suspend icon mentioned above.

- Web Page “Suspend” option – This option will disconnect all running Citrix applications leaving them available for re-connection for **2 hours**.
- Web Page “Log Off” option – This will close all running Citrix applications.
- Closing the website without using either option will leave your Citrix Applications active until they time out (**2 hours**).

Citrix Application Session Timeouts

- As mentioned above, the Citrix Application Portal and Citrix Session have separate timeouts. The Citrix XenApp Session timeouts are listed below:
 - Idle/Inactivity timeout: **2 hours**
 - Disconnected sessions timeout: **2 hours**
- If a session gets disconnected, the session will reconnect if you log into Citrix on your computer or another machine within the 2-hour timeout period.



- ***NOTE: Simply clicking on the “OK” button within the “Idle time expired” window will NOT extend your Citrix Application session. You must click within the app or perform another action within the app to reset the activity timer and extend your session.******

Cerner Application Session Timeouts

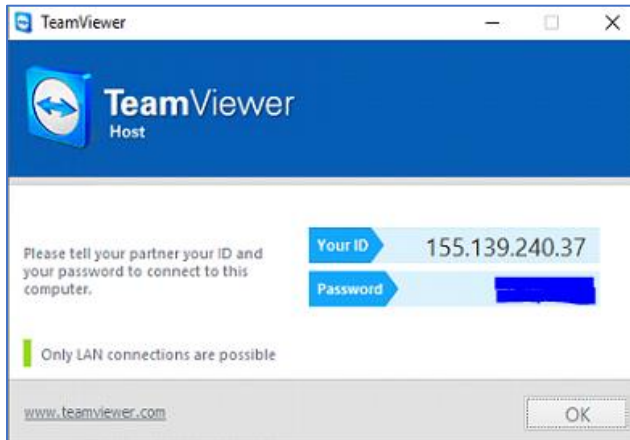
All Cerner applications in Citrix, such as FirstNet and PowerChart, have separate timeouts.

- Cerner will disconnect after **1 hour** of inactivity.
- Disconnected Cerner applications will then terminate after **2 hours**.

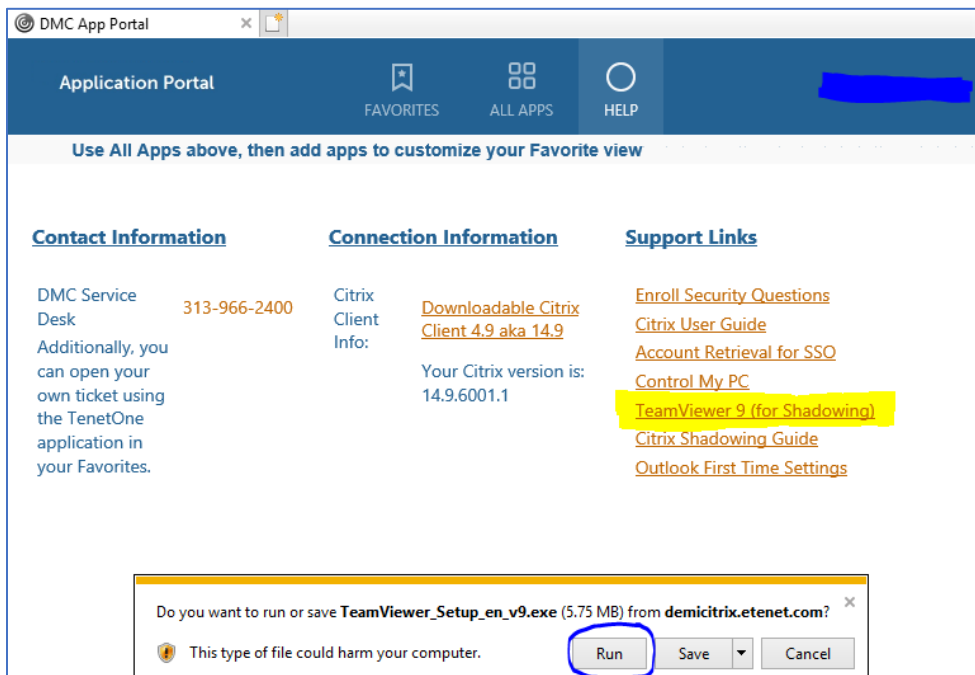
Section 16: Remote Support Access

Sometimes, you need help that can only be provided by somebody remoting in and looking at your screen to see what’s happening. Previously, local support team members would “Shadow” your Citrix Desktop to see what you see. Now, with the switch to application-based Citrix, there is a new approach.

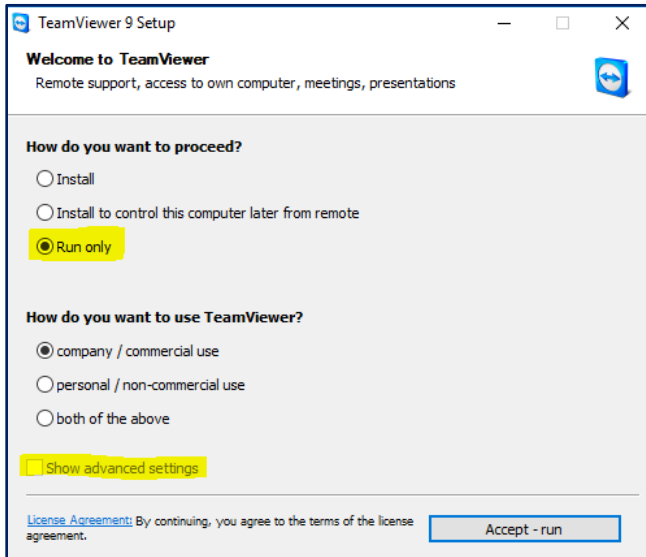
Your local support team will now ask you to run TeamViewer for this access. To do so, if you are using a DMC-owned workstation, you should have TeamViewer already installed. Simply open TeamViewer, and then provide the support team member with “Your ID” and “Password.”



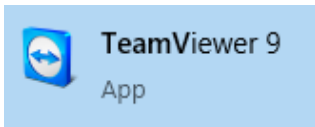
If you are remote and do not have TeamViewer already installed, you can download it from the Citrix “HELP” page. Simply login to the Citrix website (<https://demitcitrix.etenet.com>), and then click on the “HELP” tab at the top. You will then click on the Support Link marked “TeamViewer 9 (for Shadowing).” After you click on the link, it should give you the option to “Run,” “Save” or “Cancel.”



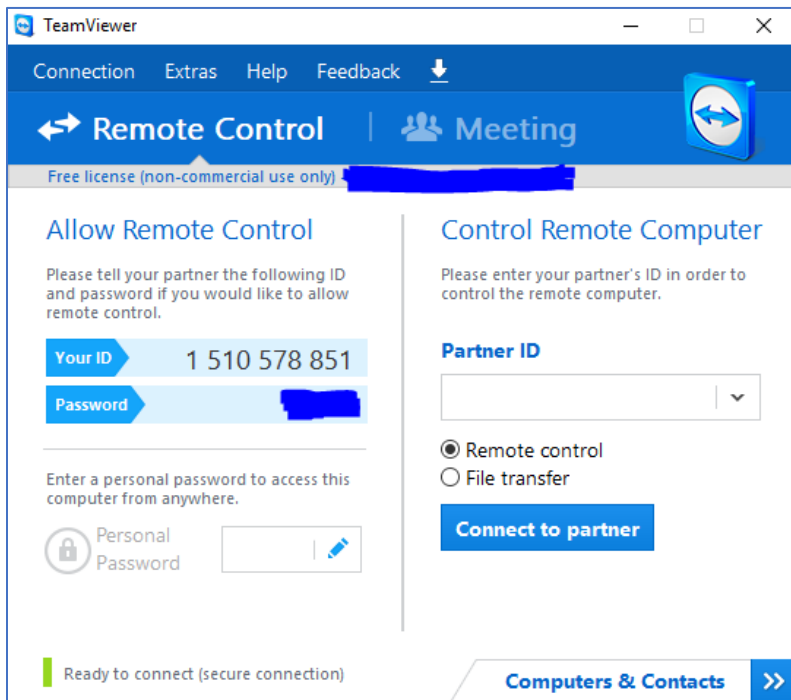
Select “Run,” and then check “Run only” and “company/commercial use” in the boxes provided. Then click on “Accept - finish.”



Now, you should have a “TeamViewer 9” icon in your **Start → Programs** directory



Once you open TeamViewer, you can then provide the local support team member with “Your ID” and “Password” listed under the “Allow Remote Control” section.



Section 17: Common Q&A (Questions and Answers)

Q. How do I access the new Citrix farm?

A. Open the Citrix icon on your desktop, or open <http://demicitrix.etenet.com> in your browser of choice.

Q. How do I know if I have the proper Citrix client installed?

A. The DMC IT Operations staff has pushed the proper client to DMC-managed desktops and laptops. If you are concerned that you might not have the proper Citrix client, please access the **Help** section within the new Citrix homepage. Under the “Connection Information” section, it will display the proper version as well as the version installed on your machine. The proper version is called “14.9 LTSR.” If that version is installed on your machine, it will show as version 14.9.6001.1. If not, you can download the proper client from the link marked. Please note that the client version detection will only work if you are using Internet Explorer; otherwise it will show blank.

Q. How do I access my Citrix Desktop?

A. The new Citrix system is application-based. You can open applications in your Favorites, or search for applications under All Apps and then open them. However, you cannot access your Citrix Desktop because there is no Citrix Desktop in the new Citrix system.

Q. Because of the Citrix upgrade, I’m being prompted by DigitalPersona Single-Sign-on to put in my user ID and password, but I forgot what they were for my specific application. What do I do?

A. Please view the “Account Retrieval for SSO” document on the Citrix StoreFront “HELP” page, listed under the “Support Links” section.

Q. My app opens but I can’t achieve a workflow that I really need. What do I do?

A. Please report these issues to the Citrix hotline or the Service Desk.

Q. My app opens but I’m getting strange errors. What should I do?

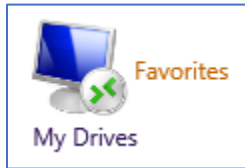
A. Please report these issues to the Citrix hotline or the Service Desk.

Q. When I open Outlook, I do not see a shared mailbox I use regularly. What do I do?

A. Please open a ticket in TenetOne to have your shared mailbox configured to automatically connect to your account (AutoMapping).

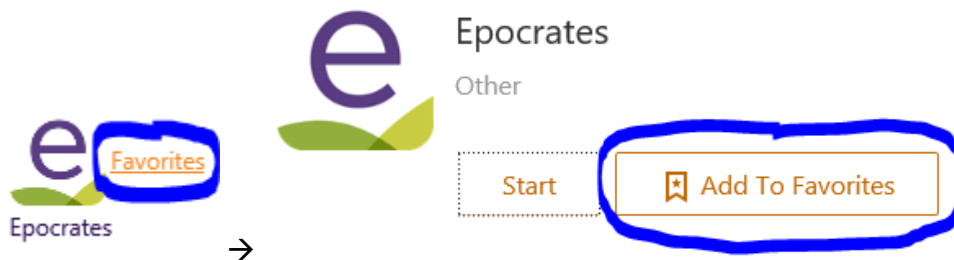
Q. How do I access My Documents/Home Directory/files I accessed in Citrix previously?

A. There is an app located in your Favorites called “My Drives” which should provide you access to all your shared drives and documents.



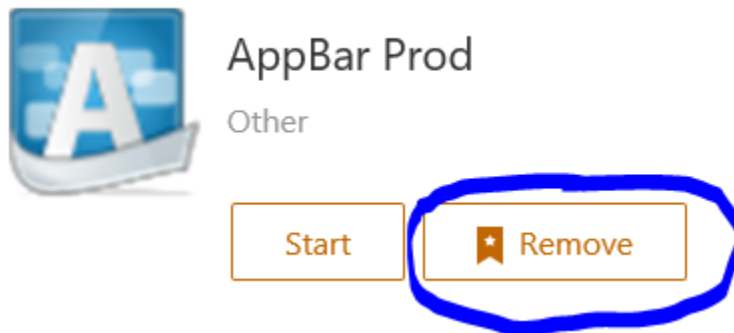
Q. How can I add items to my Favorites?

A. Once you find an app that you would like in your Favorites, select the “Favorites” link to the right of the icon. From the next screen, select “Add to Favorites.”



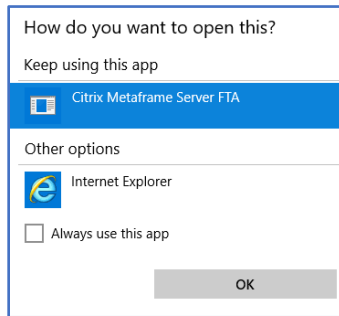
Q. How do I remove items from my Favorites?

A. When you find an app that you would like to remove Favorites, select the “Favorites” link to the right of the icon. From the next screen, select “Remove.”



Q. I need to open a WebEx and it is asking me to choose a program. What do I do?

A. Typically, you will want to choose the first option “Citrix Metaframe Server FTA.” This option will redirect the content to your local workstation, instead of using the Citrix server, which should give you a better multimedia experience. Only use the second option for “Internet Explorer” if you have issues with your local workstation when opening the WebEx meeting.

**Q. I am a TPR employee working at a Clinic, and I cannot access Cerner resources, such as PowerChart, from the new Citrix farm (<https://demicitrix.etenet.com>). What do I do?**

A. You will need to access all Cerner applications via <https://dtrtmi.cernerworks.com> while on the TPR network. This website is the standard Cerner hosted website for external entities. Tenet employees that are part of TPR use Tenet laptops to access the Tenet wireless networks for Detroit Clinics. These wireless networks enforce a Proxy to get to the internet, and then route back through the PTC to access internal Tenet resources. While the new DMC Citrix farm will display Cerner apps, these Cerner applications will **not** launch from this website at the TPR clinics due to the Cerner connections hitting the Proxy when using the wireless Clinic networks. These icons, even though they will not work, cannot be hidden.

Q. How do I setup my Security Questions for the new DigitalPersona?

A. From the “HELP” tab, select the “Enroll Security Questions” link. Or, from the initial login page, select the link that says “Enroll Security Questions” at the bottom of the page. This link will take you to the Security Enrollment website for DigitalPersona.

Q. What if I forgot my DMC account password?

A. From the initial login page, select the link that states “Forgot Password?” at the bottom of the page. This link will take you to the DigitalPersona Identity Server website.

Q. What if my DMC account is locked?

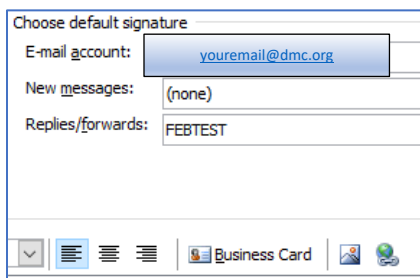
A. From the initial login page, select the link that states “Account Locked?” at the bottom of the page. This link will take you to the DigitalPersona Identity Server website.

Q. My email signature is showing a red “X” instead of the logo I was using. How do I fix it?

A. In certain cases, this logo/image was added with an older email client and will not show up in the new Citrix farm. To replace the logo, open Outlook, choose “File → Options,” and then choose “Mail → Signatures...” Find your signature with the red “X,” then select the missing image and delete it.

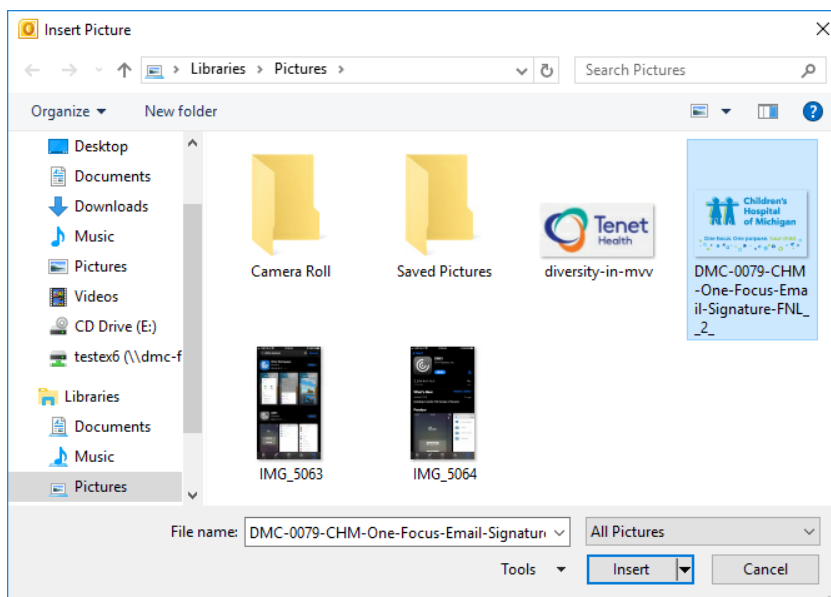


Then, choose the “Insert Picture” icon (to the right of “Business Card”):



Select your logo/image, and then click “Insert.”

*Note: Although most images should be in your “Pictures” (or “My Pictures”) folder in your home directory, we cannot guarantee it. Best practice would be to copy the image to this folder **PRIOR** to inserting it into your signature.*



Click on “Save” to save your changes, then choose “OK,” and then choose “OK” again on the next screen.

Q. How do I access apps like Calculator, Notepad or the Snipping Tool?

A. These apps are available on your local desktop. The IT department has placed them in your “DMC Systray User Tools” as well.

