How to Access eCare/EPIC and other Citrix Applications via Citrix Secure Gateway

1. When WaveNet is temporarily unavailable, you can access eCare/EPIC and other Citrix applications using the Citrix Secure Gateway link on the Down Page:

VENET health every day. let is currently not available.	Please DO NOT call the help	desk. Below is a list of appli	cations that are available at t
	FILTER: Ke	eywords	
Business & Finance CBI Code Blue CBI Proj Tracker	Clinical & Patient Safety AHI-QA and AHI-Lobby	Learning Silverchair	Other Citrix Apps (IT Only)
Choreo Contract Manager KPI Dashboard OneLink Optima Front Office Optima Health Employer Reports: Report2Web Optima Health Finance Reports: Report2Web PeopleSoft 9.1 WebCTRL	E-Doma EPIC-Sentara eCare iECG (TraceMaster) Inscrybe Interqual - CareEnhance Review Manager KoFax MCCM MJH Cerner Apps OnBase Pharmacy Philips Telehealth	Support Services AMCOM Paging Courion Self Service Password Reset HealthMEDX Vision Horizon Business Insight Medstreaming Physician Portal Outlook Web Access Policies and Procedures	are available through the Citrix Secure Gatelway (Click Here for User Guide)
	RMH Meditech RxAuth STARS Incident Report (Review) TraceMaster	(Compliance 360) Sentara Web Conferencing ServiceNow Fulfiller Therigy WebEx	

2. Once you click on the link, you will see the login screen pictured below, login using your WaveNet username and password and then click Log On.

Logon			
User name:]		
Password:	1		
Log On	1		

After logging in, you will see a list of applications that are available to you. Click the Ecare CXA Production folder to open the folder.

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													CITRIX	~
Applicatio	ons													
Main														
Ecare CXA Dev and Test Ap	Ecare CXA Production	Ecare CXA Training Applic	Ecare Production	RMH	API License Tracking	ASVCD Estimator	<u>Cheetah</u>	CPN WEB	Crew Scheduler		Frontline	<u>InterQual -</u> <u>CareEnhance</u> <u>R</u>		
6	E	Ø	6	Ø	Ø	8	6	Ø	6	6	6	6		
MEDAPTUS	<u>Nscript</u>	PMM Web TestTrain 2008	Sentara OBLink Web	Sentara OBLink Web	<u>Spam</u> Quarantine Console 2	TC Calculator	TC IE CC1	TC IE CC2	TC Internet Explorer	<u>Thin Client -</u> BarcodeScan	Thin Client SPA Nurse Cal	Thin Client VBG Nurse Cal		
Change View														
	Se	arch												
Settings														
Log Off														

You can now see all of the Epic icons, but the whole names of the icons are not visible. You need to click Change View to alter the view and make the icon names completely visible.

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Applicatio	DDS A Production													
Epic Million	Epic Militar					Epic		Epic	Epic	Epic				
Production Hyperspace - <u>C</u>	Production Hyperspace - D	Production Hyperspace - D	Production Hyperspace - E	Production Hyperspace - P	Production Hyperspace - P	Production Hyperspace - P	Production Hyperspace - P	Production Hyperspace - P	Production Hyperspace - S	Production Hyperspace - T	Production Hyperspace - T	Production Hyperspace - T		
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Production Hyperspace - T	Production Hyperspace - T	Production Hyperspace - T	Production Hyperspace - V											
Change View	Sea	rch												
Settings														
Log Off														

Click View by list and then choose Save.

Change View	
View by list	
O View by icon	
Save Cancel	
Reconnect	
Disconnect Log Off	

You can now see the complete names of all icons. Click on the application you want to launch from here. You can click Production Hyperspace – PRD to launch production eCare/EPIC for example.

Applications
Main > Ecare CXA Production
Production Hyperspace - CP
Production Hyperspace - DMO
Reserved Production Hyperspace - DRG
Production Hyperspace - EDIS
ere Production Hyperspace - PACS
See Production Hyperspace - PRD
ere Production Hyperspace - PRD Imprivata
ere Production Hyperspace - PRDValidate
ere Production Hyperspace - PSCN
ere Production Hyperspace - SUP
ere Production Hyperspace - TB
exercition Hyperspace - TC
ere Production Hyperspace - TC Trace
🚧 Production Hyperspace - TC Trace Button
🚧 Production Hyperspace - Trace
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ere Production Hyperspace - VOL
Change View
Search
Settings
Log Off