

Bon Secours Remote Access-Quick Reference Card

your Citrix Gateway to ConnectCare & other Bon Secours applications

✓ Read This First ✓

This **Quick Reference Card (QRC)** will walk you through the access and setup for the **Citrix Access Gateway (called CAG)** so that you can seamlessly access **ConnectCare** and **other Bon Secours applications**. To establish your connection a small **Citrix client** (a program you will download and install) is required. Citrix will provide you with streamlined access and allow you to utilize local printing. The **CAG** may be accessed using a **PC, Mac** and a **variety of browsers!** **Mac Users:** note the **Safari** browser is **not compatible** & you **will need to install/use Firefox**.

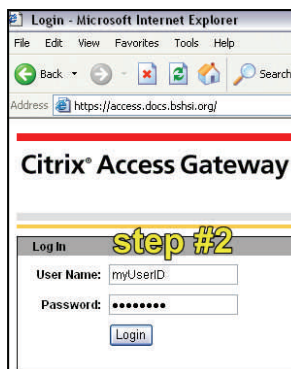
A ACCESS AND INITIAL SETUP



step # 1 : Open an Internet or Firefox session and type the following Web Address: <https://access.docs.bshsi.org>, press **>Enter**.

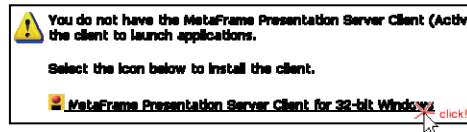
(**Important:** note the prefix **https**)

step # 2 : Next, input your Bon Secours ADS UserID and password (*this is often referred to as your ConnectCare or ADS UserID and password*). Click **>Login**.



Don't Know Your ID or Password? No problem, just contact the **IS Support Center** at (804) 627-5070 and follow the prompts for password resets.

step # 3 : *If you already have Citrix version 9.2 (Windows) or higher installed, go to B (→).* If you do not have Citrix or see the verbiage & link below you will need to download / install the small **Citrix client**. Simply click the **>MetaFrame Presentation...Windows** link available on the CAG home page. Click **>Run** and follow the on-screen installation steps.



step # 3 : If you do not have Citrix installed you will need to download/ (Mac/Win7) install the small **Citrix client**. Go to <http://www.citrix.com> and click the following sequence. Select **Downloads** followed by **Citrix clients**. **Macs:** Locate the **Citrix Online Plug-in for Mac-Version 11.1** link. **Windows 7:** Locate the **Citrix Online Plug-in Version 11.2 (web)** and install the client by following the on-screen installation steps.

B LAUNCH CONNECTCARE



>Key icon to open a window to change your password. Passwords **1) must be 7 characters** (numbers, letters or a combination are allowed) **2) may not be identical** to the previous **24** passwords and **3) are case-sensitive** *Record your password in a secure location as this is now your new ADS / ConnectCare password.*

step # 1 : Once you have logged in the screen will display the folders / icons for your applications. **You can change your password now!** Click the

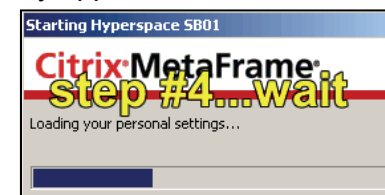
step # 2 : To launch an application **single-click** the corresponding icon / folder. *All clicks listed below are single-clicks.*

- For ConnectCare access **click** the **ConnectCare** folder once.
- Next, **click** the folder titled **SB1V09** for the ConnectCare *Sandbox* and *Prd* for the *Production* or 'Live' environment.
- Now, **click** the **Connect Care Hyperspace - SB1V09** or **PRD** icon.



step # 3 : The **Citrix Security** dialog box may appear. Click the **Full Access** and **Never Ask Me Again** options and then click **>OK**.

step # 4 : The **Network Access Warning** dialog box will appear. Click **>OK**. Then, a **Starting...** screen similar to the one at right will display, remaining open for several seconds. Please wait, ConnectCare will launch momentarily.



step # 5 : ConnectCare will display. For **Sandbox** access input the UserID and password from the **Sandbox** or **Training Tent Card** to log on. (*Note: see the attached page containing a practice ID/password.*) Have fun '**playing in the sandbox**' by practicing functionality and workflows with test patients and scenarios. For **Production**, input your ADS ID / password.



QUESTIONS?



Call (804) 287 - 3555

Available 24/7!!!