Transition to Citrix FAQ

Why are we making this change?

For Intergy On Demand, Citrix is a more secure platform to protect your data. Applications are delivered seamlessly, so they look and feel like any other program on your computer. It also removes the requirement for separate applications like ThinPrint and RemoteScan.

For Prime Suite Hosted, Citrix will be similar to what most users are used to with vWorkspace but is a more mature platform with better support and more to offer.

With Intergy and Prime Suite hosted by Greenway on the same platform our ability to address issues will be better and transitions to Intergy will be easier.

Who will be making this change?

We're making this change together. Installing the Citrix Workspace app onto your computers that access Intergy or Prime Suite is the main piece. Many users accomplish this on their own, but we're here to guide you or work with your IT if needed.

When will this happen?

Transitions are already underway. Look for a message from Greenway's Hosting team to let you know when Citrix is ready for you. If you'd like to get started sooner, open a support case and let us know.

What do I do now?

The first thing to do is install Citrix Workspace on all computers that access hosted Intergy or Prime Suite. Find your login site below, then log in and allow your browser to detect and install Citrix Workspace. Full instructions are available here on My Greenway.

Intergy On Demand
https://east.intergyhosted.com for practices in the Eastern or Central time zones.
https://west.intergyhosted.com is for Mountain, Pacific, Alaska and Hawaii time zones.

Prime Suite Hosted
https://central.primesuitelogin.com is for customers in the PTC datacenter (most customers).
https://west.primesuitelogin.com is for customers in the WTC datacenter.
https://east.primesuitelogin.com is for customers in the CTC datacenter.

Will my username or password change?

No. You'll use the same IOD or GMT username and password to log into Citrix as you're using today.

How will I log into Intergy, EHR, Practice Analytics, Prime Suite and other apps?

If you're using a Remote Desktop shortcut to connect to Intergy or Prime Suite you'll now log in through one of the websites above.

Prime Suite users that currently log in through access.primesuitelogin.com, go.primesuitelogin.com, or siteID.primesuitelogin.com, you'll need to switch to the new address above.

Once you've logged in just click to launch your app or apps.

You can add a desktop shortcut for the website by following these instructions on My Greenway.

Can I still use Remote Desktop (RDP)?

Remote Desktop will be available during the transition; however, it will be disabled when your transition is completed.

Will printing or scanning change?

How you print will not change. Citrix will bring your printers into the session as you're used to. IOD customers will no longer require ThinPrint.

Scanning may look different. Citrix's integrated scanner redirection will replace RemoteScan, so you'll see your scanner's software instead of RemoteScan. My Greenway article 32423 has more information.

Why does my screen lock and block my other applications?

After 15 minutes of idle time your session will lock to protect patient data. For some servers the lock screen may appear to lock your entire computer, but your other applications are still available. You can unlock the session by logging back in or you can use one of these shortcuts.

Shift+F2 exits seamless window mode. The session can then be minimized or disconnected.

Alt-Tab or the Window key will let you return to your other apps.

Ctrl+F3 will close the window and disconnect the session. You can reconnect later and resume where you left off.

This behavior is a result of changes that Microsoft made to the lock screen in Windows 10 and Server 2016. Citrix has identified the issue and will be releasing a fix in an upcoming update. The 15-minute duration can be increased to 30 minutes by request once all users have switched to Citrix and Remote Desktop has been disabled.

What about my saved documents?

If you have documents saved on your remote server desktop you should move them to your PC.

How do I import or export files from my PC?

If you need to import or export files you can access them through redirected drives, which Citrix will automatically bring into your session. See My Greenway article 30327 for details.

Will faxing change?

Providerflow, Sfax, or Updox are Greenway's approved fax systems. If you're using another system that uses a "print-to-fax" printer it will likely work as well.

What if I can't install Citrix Workspace?

If you're in a hospital or other environment where you can't install the client, you'll be able to use the client-free "light" option that runs fully in your web browser. Functionality is limited so it's not recommended for daily use. This will be available soon after the transitions are underway.

Other questions?

If you still have questions you can search My Greenway for "Citrix" to find more knowledge articles that may have the answer that you need. If not, open a case with Greenway Support.