

Client Install Guide for Greenway’s Hosted Products

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Citrix for Intergy on Demand and Prime Suite Hosted

Greenway Health's Intergy On Demand (IOD) and Prime Suite Hosted are implementations of Greenway's products as an application service rather than a locally installed program. This allows a customer site to access Intergy or Prime Suite via the Internet and does not require a server at the customer site. Greenway Health customers with specific mobility or security requirements may benefit from the installation of Intergy On Demand or Prime Suite Hosted.

This document is intended for use by Greenway Health customers who will configure Microsoft Windows workstations to connect to Greenway's hosted servers over the public Internet. These instructions assume that all devices conform to the published System Requirements. Contact Greenway Health if you require additional information about system requirements.

Operating System and Citrix Workspace Requirements

Hosted customers should have workstation computers that match or exceed the minimum software and hardware requirements outlined in the Intergy or Prime Suite System Requirements documents. However, sites should ensure that IOD workstations are running one of the following versions of the Windows operating system:

- Windows 7 (Microsoft support ends January 14, 2020)
- Windows 8.1
- Windows 10

Additionally, workstations must have the Citrix Workspace app installed. It is available for download from the IOD and Prime Suite login sites or directly from Citrix.

Accessing Hosted Applications

Intergy On Demand and Prime Suite Hosted are delivered with the Citrix Workspace. To connect, you will log in through a web page. The URL will vary depending on which of the hosted datacenters each customer's application resides in.

Note - Check with your Greenway Project Manager or Customer Care team if you are unsure which URL to use.

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).

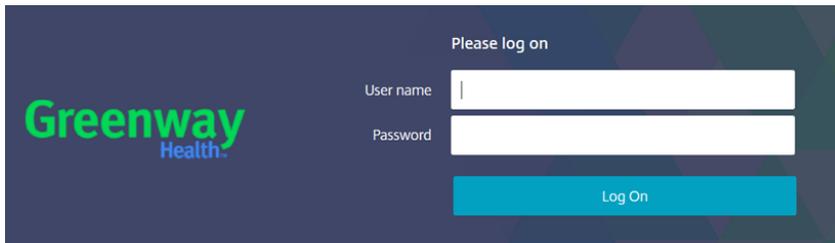
<https://west.primesuitelogin.com> is for customers in the WTC datacenter.

<https://east.primesuitelogin.com> is for customers in the CTC datacenter.

Installing Citrix Workspace

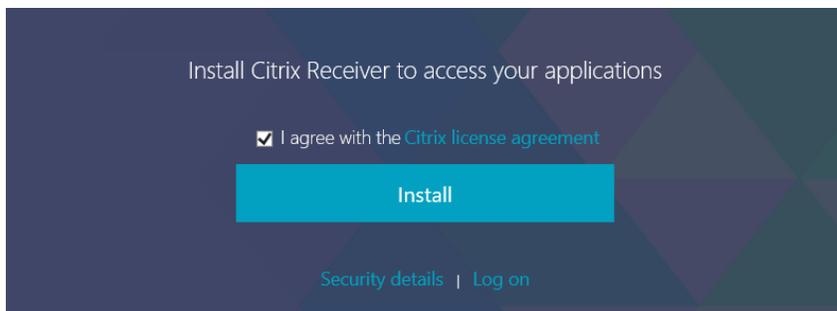
The first time you access one of these URLs, you must install Citrix Workspace and configure it for your browser.

1. Open a browser and navigate to the appropriate URL from page 2.
2. Enter the **User name** and **Password** supplied by your Greenway Project Manager and click **Log On**. If you're an existing customer moving to Citrix your username and password will be the same as you use today.

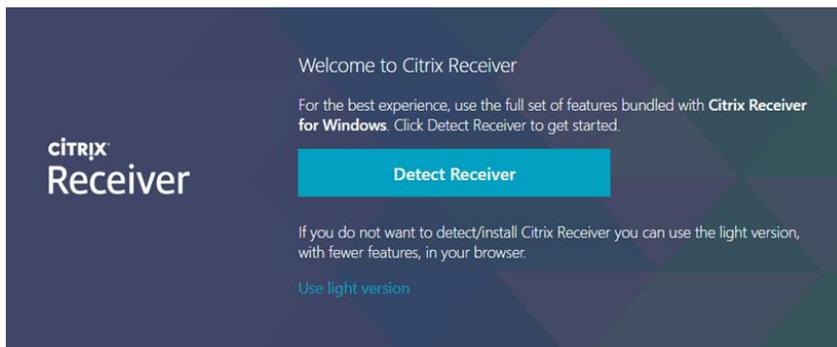


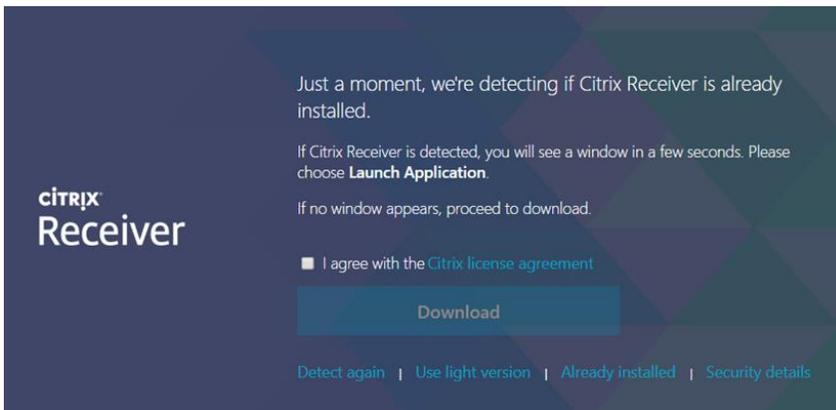
3. Follow the steps below for your browser:

- For Internet Explorer, select the **I agree with the Citrix license agreement** check box and click **Install**.



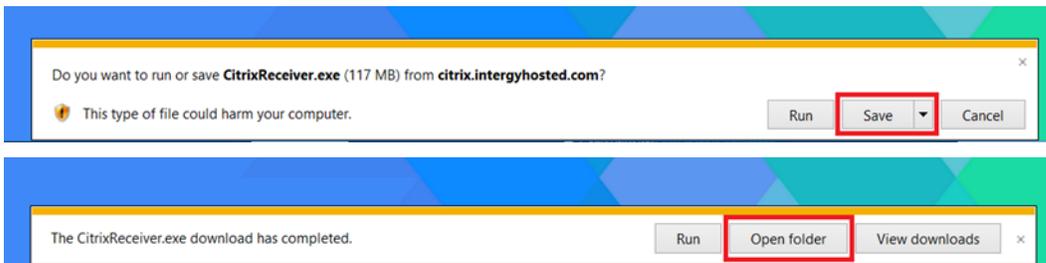
- For Chrome or Firefox, click **Detect Receiver** to allow the browser to check for the Receiver and then select the **I agree with the Citrix license agreement** check box and click **Download**.



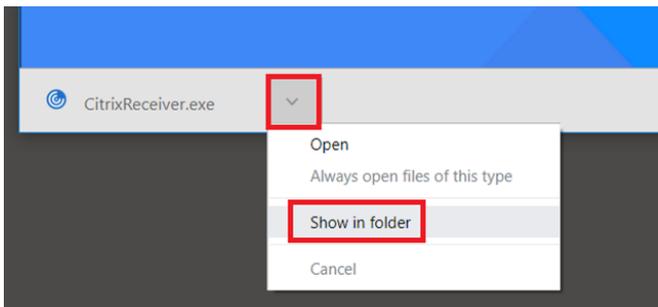


4. Save the file and open the download location:

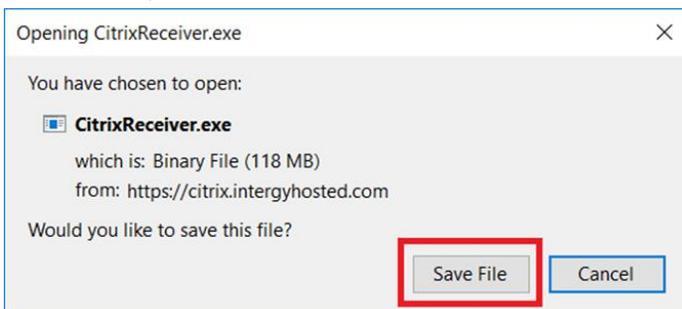
- For Internet Explorer, click **Save** and then click **Open folder** when the download completes.

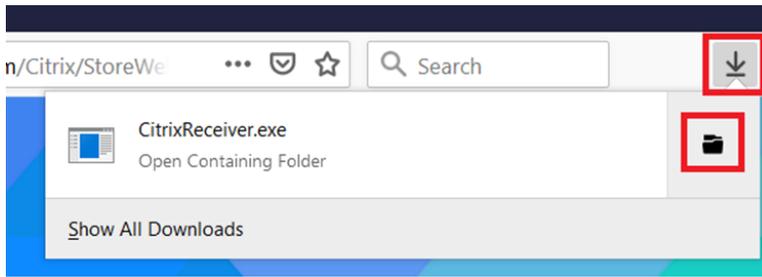


- For Chrome, click the **Down Arrow** and select **Show in folder**.



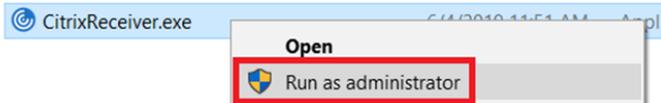
- For Firefox, click **Save File** and then click the **Downloads** icon and **Open Containing Folder**.



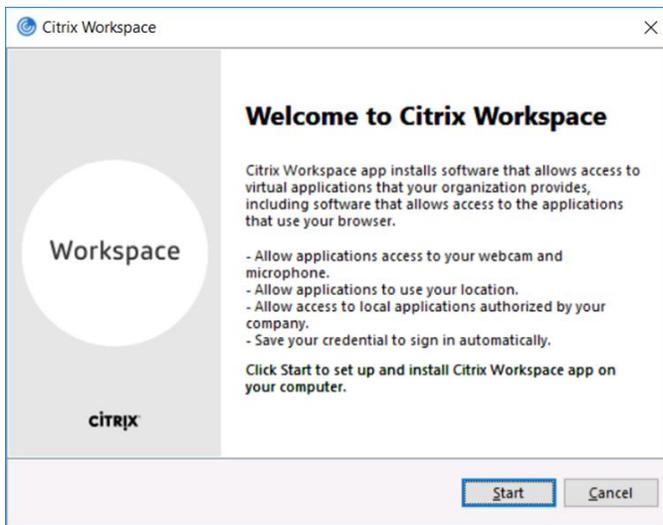


5. Right-click the CitrixReceiver installer and choose **Run as administrator**.

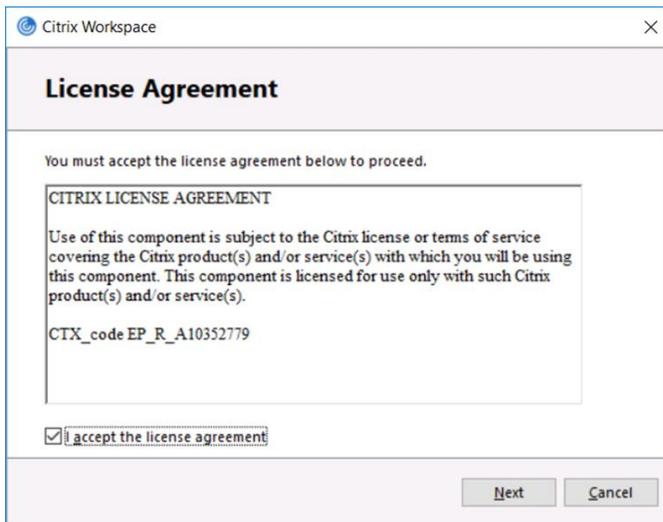
Note - To install for all users, you must have administrator rights.



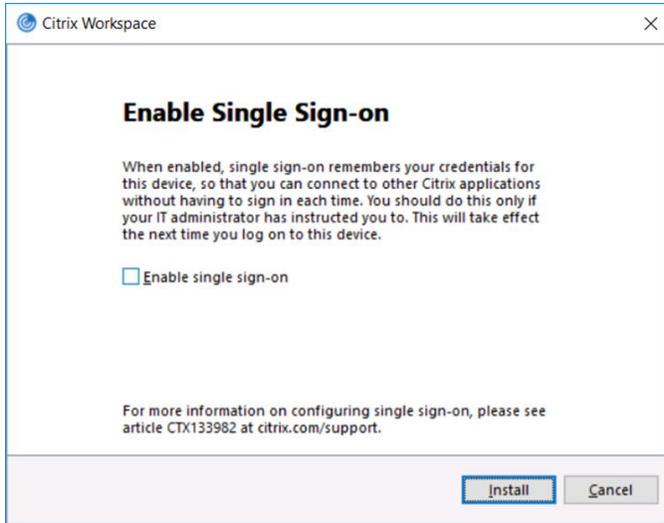
6. Click **Start** to begin the installation.



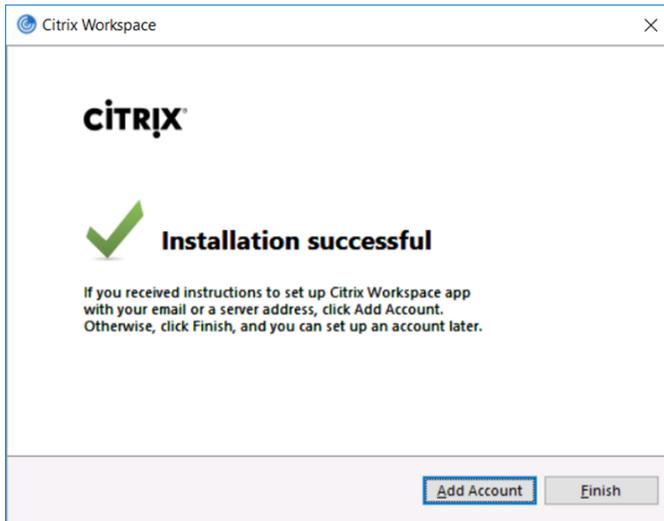
7. Select the **I accept the license agreement** check box and click **Next**.



8. Make sure the **Enable single sign-on** check box is not selected and click **Install**.



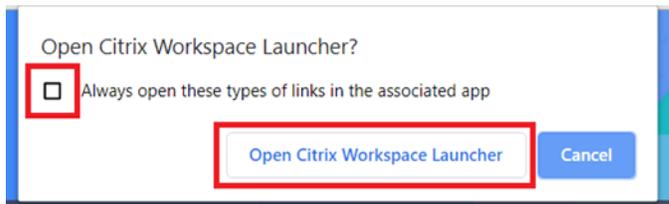
9. Click **Finish** when the installation is successful.



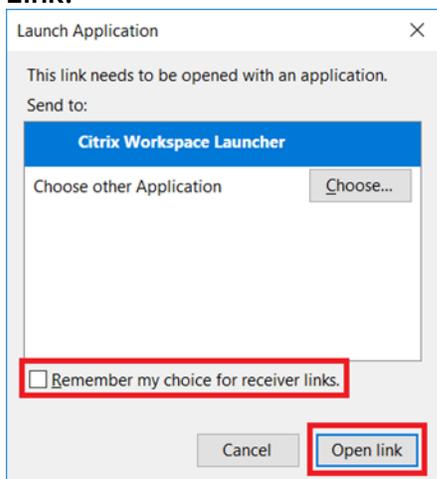
10. Return to the browser window and click **Continue** to detect the Citrix Workspace/Receiver.

11. Open the Citrix Workspace Launcher:

- For Chrome, select the **Always open these types of links in the associated app** check box and click **Open Citrix Workspace Launcher**.



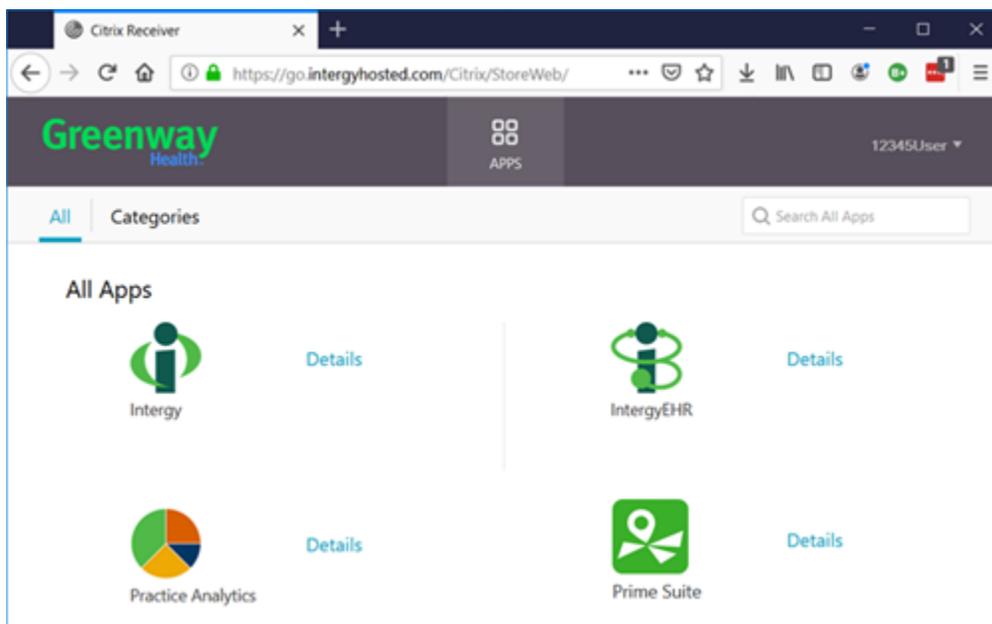
- For Firefox, select the **Remember my choice for receiver links** check box and click **Open Link**.



A list of the available applications opens.

Logging on Through Citrix and Launching an Application

1. Open the log in URL (see [Accessing Hosted Applications](#)) and log on.
Note - You can bookmark the address or add a shortcut to your desktop for easy access.
2. Click the desired application to launch it. You can open multiple applications at one time.



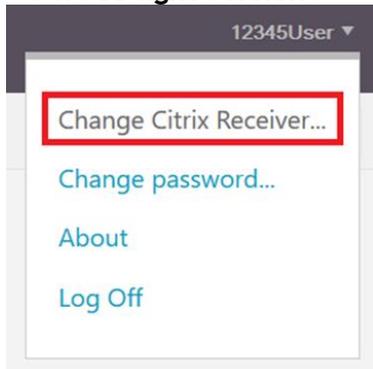
The Citrix Workspace/Receiver app will open and launch the session.

Using Hosted Applications Without Citrix Workspace

Alternatively, a client-free option is available that runs in the web browser rather than using the Citrix Workspace app. This is referred to as the *light* version. Functionality is limited, especially with devices such as printers and scanners, so this is only recommended for emergency situations or where you cannot install the Citrix Workspace app.

To switch to the *light* version:

1. After logging in, click the **username** in the upper right corner.
2. Choose **Change Citrix Receiver**.
3. Click **Use light version**.



Additional Steps for Intergy

Default Printer

Before using the Intergy On Demand client, make sure that a default printer is configured in both your local Windows desktop and in the Intergy On Demand desktop. To set a default printer, click Start, Settings, Devices, and then Printers & Scanners. In most environments, more than one printer will be available, but the default printer will be labeled.

If no printers are listed, click **Add a printer or scanner** to create one. If you are installing a new printer, follow the manufacturer's instructions for installation of a new printer driver on your local workstation. In some cases, Greenway Health Support may need to install printer drivers on the server to support specific models of printers.

Note - Intergy On Demand uses Citrix's universal printer driver. No additional configuration is required on your PC.

Configuration of Intergy EHR PDA Devices

Configuration of Greenway Health Intergy EHR PDA Devices is identical to the process used for a standard implementation of Intergy. Configure the parameters in the EHR PDA Settings Control Panel on your hand-held computing device.

Configure the following settings with the appropriate values for each customer environment:

- Data Server - Use the numeric IP address of the Intergy On Demand server.
- Port - Use 60001 for a typical installation.
- Connect Via Internet - Use Always for units installed as WAN clients.
- RMS Site ID - Enter the RMS Site ID value in this field. This is a number with up to seven digits that should be provided by your Greenway Health sales or technical support representative.

Leave all other settings at default values. Tap **OK** to save the settings and close the EHR PDA Settings screen.

Next Steps

Installing scanners, external fax servers, and telephony devices for use with Intergy On Demand may require the involvement of Greenway Health Support personnel.

If you require more information on the configuration of printing, or with installation and configuration of the Intergy On Demand components, contact Greenway Health technical support via the Internet at <https://greenwayhealth.force.com/support/login> or by phone at (877) 932-6301.