



Providence Citrix Login Changes: Effective 4/30/2020 at 10AM

WHAT IS IT?

Providence Enterprise is changing the process of how caregiver's login to their Citrix environment. This is a decision in accordance to best business practices to stay current with the ever-changing security requirements associated with medical based applications.

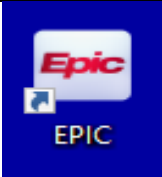
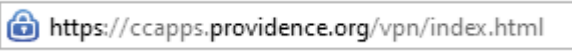
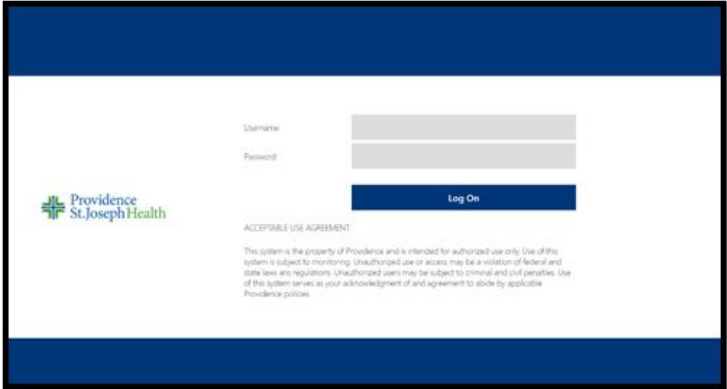
WHEN IS THIS HAPPENING?

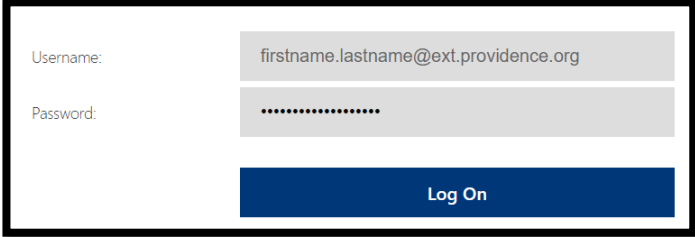
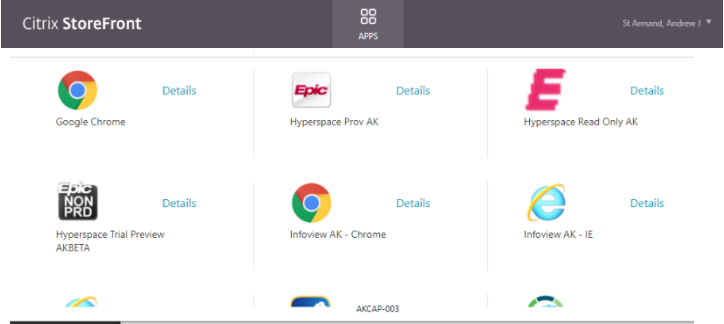
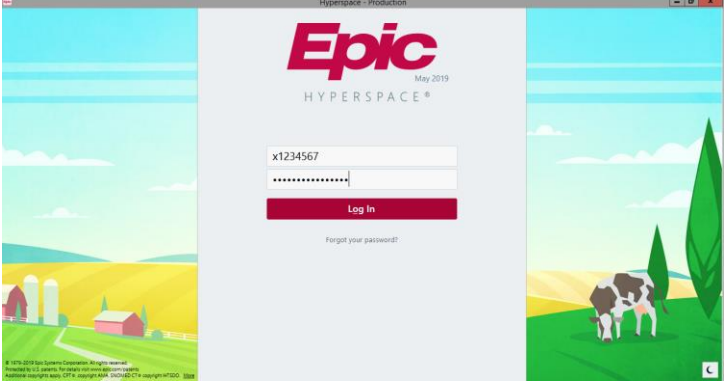
Starting at **10AM on Thursday April 30th, 2020**, all caregivers that access these medical applications (Epic Hyperspace, OnBase, 3M, etc.) via Citrix will now have to login to Citrix with your Providence UPN.

WHAT YOU SHOULD KNOW:

Please see the below steps and changes to the process and how you can quickly and effectively login to Citrix to gain access to your applications.

Please note that this does not affect Epic logins via the thin clients in nursing stations or other clinical documentation areas. The change will go into effect with connections within Shodair as well as connections from VPN connections for remote users.

<p>Go to the Citrix login page at the CCapps webpage portal or from the desktop icon</p>	 <p>-- OR --</p> 
<p>A new blue sign in screen appears</p>	

<p>Instead of logging in with your “Providence X, N, or P” number, sign in with your full Providence ID. Typically, this is x8675309@ext.providence.org or n8675309@ext.providence.org or jenny.craig@ext.providence.org</p>	
<p>Citrix Store Front will now load</p>	
<p>Proceed to login to your available applications (Epic, OnBase, 3M, etc.). <u>Please note that this sign in is the same as it was prior to today.</u> For example, in Epic you would use your “Providence X/N number or name with your Epic Password x8675309, n8675309, or jenny.craig</p>	

IS SERVICES CONTACTS & RESOURCES

- **Shodair IS Help Desk**
 - EXT 1001 or (406) 444-1001 from outside the hospital.
- **Clinical Informatics**
 - EXT 7534 or (406) 444-7534 from outside the hospital.
- **Providence AskIT Help Desk**
 - **(844) 92-AskIT or (844) 922-7548** and **select option #5** for immediate login assistance