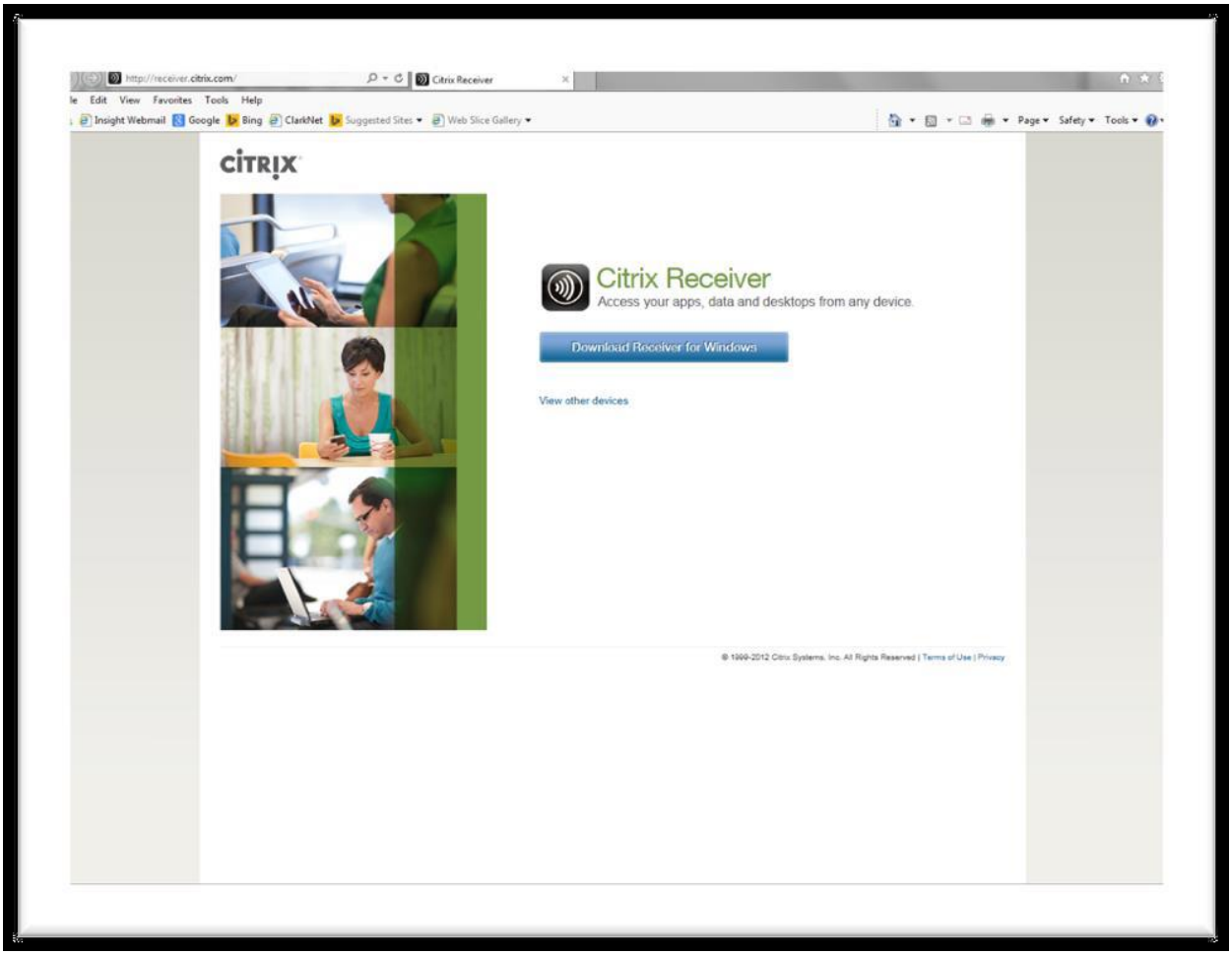
Accessing Allscripts through Clark Memorial Citrix Portal.

Windows Desktop download

The Citrix Receiver client can be downloaded from the following URL: http://receiver.citrix.com/ This URL either hosts the client or will redirect to the appropriate site. (i.e. iTunes, Google Play)



MAC Download

https://www.citrix.com/downloads/citrix-receiver/mac/

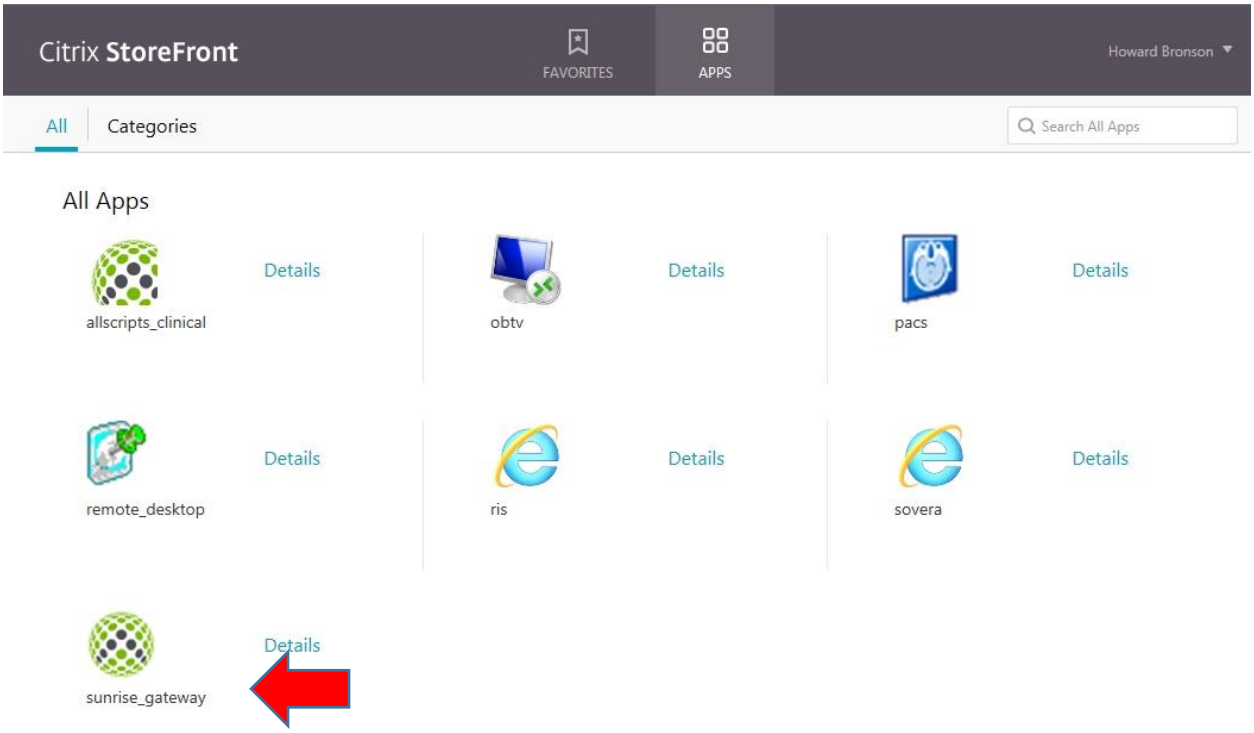
For full Windows and Mac operating systems such as laptops and desktops, simply download and install the client. Once installed open a browser and navigate to **https://cag.clarkmemorial.org**

*****Note***If you connect to the Citrix Portal of another facility you may not be required to download a new Citrix Receiver client. You can verify this by proceeding directly to the CAG address above and attempting to log in.**

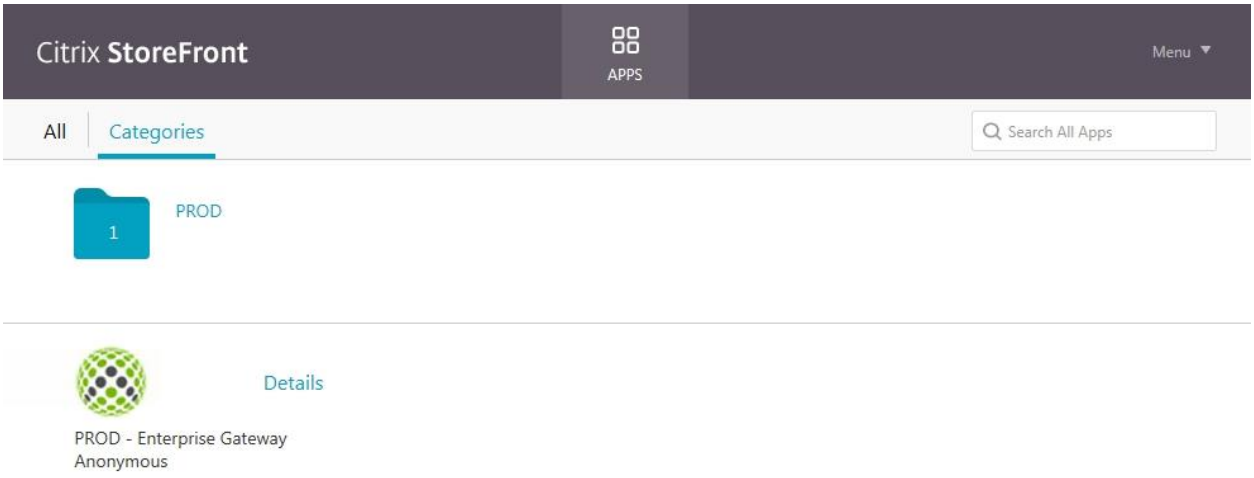
Log in with your network username and password. Your User ID should be your **First Name.LastName** (Ex: John.Doe). Your Password will have been provided by a confirmation of completion email by the I.S. apps security team from Clark Memorial Hospital.

*****Note*** Physicians ID are the last 5 digits of their medical license number. Nurse Practioner ID's are lower case n + the last 5 digits of their medical license number.**

After logging into the Citrix Portal, you will see a listing of those applications you have requested and been granted access to. For Allscripts you will click on **Sunrise_Gateway**.

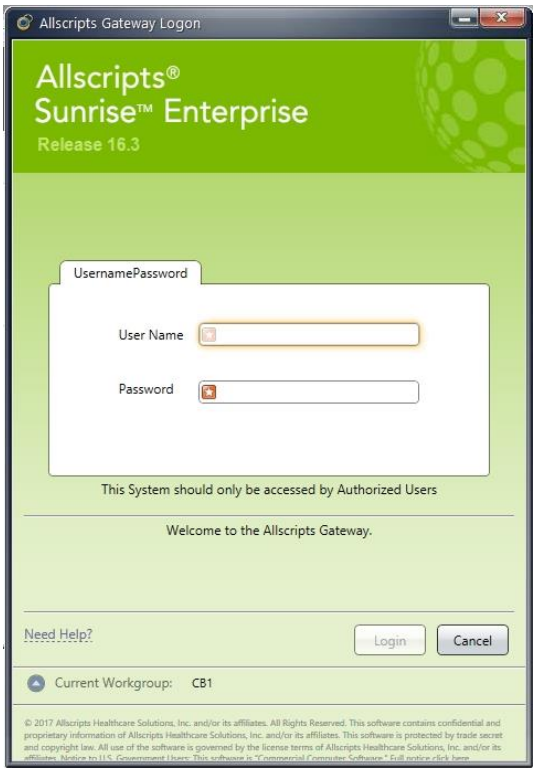


You will then open another citrix window where you will see the following shortcut.



Please click on the **Prod – Enterprise Gateway Anonymous shortcut**.

The user ID and Password will have been provided in the same email containing the User ID and Password for logging into the Citrix Portal.



Note Passwords for logging into Allscripts Sunrise Gateway expires every 90 days and will need to be reset. You will be prompted automatically for a password change starting a week prior to expiration after logging in. If you do not change your password during the prompting period your password will automatically expire at the 90 day mark and you will be required to contact Clark Memorial's Information Systems Dept. to have the password reset.

Note **If you have any questions regarding connecting through the Citrix Portal, accessing Allscripts or are having a problem resetting your passwords please contact the Clark Memorial I.S. Helpdesk at 812-283-2252.**