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# Remote Patient Portal Setup Guide

HCA South Atlantic Division

*(click the links to the left to navigate through the guide)*

Physician Services

Last Updated: 5/25/2022



South Atlantic  
Division

# IMPORTANT INFORMATION

- Remote Access using HCA's Virtual Desktop interface is limited to Providers & their Office Staff users who have been credentialed at an HCA facility and/or requested system access to patient records for continuity of care.
- **Any user who has not logged into the system within 180 days will have their access automatically suspended and potentially deleted.**
- **Users and Providers should never share their usernames and passwords with other users or Providers.** Doing so is a violation of the HCA Confidentiality & Security Agreement & users should visit <https://satlconnect.com> to request their own system credentials.
- Office Staff user accounts expire two years from the day access was created. Expired users must contact the Service Desk to reestablish access before logging in.
- **Contact the Service Desk at 888-252-3397 for assistance with logging in or for technical issues with setting up access.**

*Note: These instructions are basic steps for logging into the portal. While care has been taken to point out known tricks and tips, variances in system configurations, browser version of access, etc. can affect the steps outlined on the next few pages. It is recommend to contact your local IT support for assistance or our Service Desk if you have issues establishing access.*

# Install Citrix Workspace

- Download & install the latest version of Citrix that corresponds with your operation system from the location below:
  - Windows
    - <https://www.citrix.com/downloads/workspace-app/windows/workspace-app-for-windows-latest.html>
  - Apple
    - <https://www.citrix.com/downloads/workspace-app/mac/workspace-app-for-mac-latest.html>

## Notes:

- You must have rights to install software on the computer. **If you have issues installing Citrix or are unable to, please work with your local practice IT contact to assist you.**
- No custom configuration is necessary. Accept all defaults through the install. **DO NOT** check “Enable Sign On” when prompted.
- If a Citrix box appears that says “Add Account”, click **Cancel** to ignore it. It is not necessary for the HCA portal access configuration.

If Citrix is already installed, you will see one of these icons in the lower right corner of your screen, near the clock. Right-click on the icon and go to “About” or “Advanced Preferences” to see what version is installed. HCA requires minimum version 4.6 for Windows or minimum 12.4 for MAC.



# Launch the Portal Website

- Open your preferred browser & visit the link below:

<https://southatlantic.vdi.medcity.net>

## IMPORTANT:

- **DO NOT FAVORITE OR SAVE THE LINK AT THIS STEP!**
- Instructions on how to properly bookmark / save the link for future access are available on the next page.

# Bookmark / Save as Favorite

- The new link must be manually saved as a favorite in your browser or a desktop shortcut. **If you just save it or add it to favorites when you visit the website, you will have issues logging in.**
- **Once you are logged into Citrix Storefront, you can save the site as a favorite. Otherwise, follow the steps below to properly save for access later.**

## WINDOWS - Save as Desktop Shortcut

- Right-click & select New > Shortcut.
- Type <https://southatlantic.vdi.medcity.net> into the location box.
- Enter a Shortcut Name into the Name field (ex. HCA Portal).
- Click Save.

## INTERNET EXPLORER - Save as Favorite

- While in IE, press CTRL+D from any website, even about:blank.
- Enter a Shortcut Name into the Name field (ex. HCA Portal).
- Click OK.
- Press CTRL+B
- Find the shortcut name you just created. Right-click on it and choose Properties.
- Type <https://southatlantic.vdi.medcity.net> into the URL field.
- Click OK.

## GOOGLE CHROME - Save as Favorite

- While in Chrome, press CTRL+D (Command+D on Mac)
- Enter a Shortcut Name into the Name field (ex. Trident Portal). Click Edit.
- Type <https://southatlantic.vdi.medcity.net> into the URL field.
- Click Save.

## MAC - SAFARI - Save as Favorite

- In Safari, press Command+D from any website.
- Enter a Shortcut Name into the Name field (ex. Trident Portal).
- Click OK.
- Press Alt+Command+B
- Find the shortcut name you just created. You may have to expand the Favorites folder. Long press or right click in the Address field to edit.
- Type <https://southatlantic.vdi.medcity.net> into the URL field.
- Click OK.

# Initial Login & Password Reset

- At the login screen, enter your HCA username & password & click **Sign In**.
- If this is your first time logging in:
  - You will be prompted that your password has expired & will be required to set a new one. The minimum requirements are listed below. **If the password does not fit these requirements, the system will cycle back to the login page with no errors given.**
  - Once you have set a new password, the system will log you out & cycle back to the login page. You will need to login again with the newly created password.

## Password Requirements:

- Minimum 8 characters in length
- Must contain at least 1 capital letter
- Must contain at least 1 lowercase letter
- Must contain at least 1 number
- Special characters are not recommended
- You may not use any part of your first or last name

# Login & Secure Authentication

- At the login screen, enter your HCA username & password & click **Sign In**.
- Select preferred delivery method to receive your verification code: **text, email or phone**, depending on what is offered & your preference. This is part of our secure two-factor authentication\*.
- Enter the 4-digit code you received in the passcode field. Check **“Don’t ask me again”\*\*** then **“Submit”**.

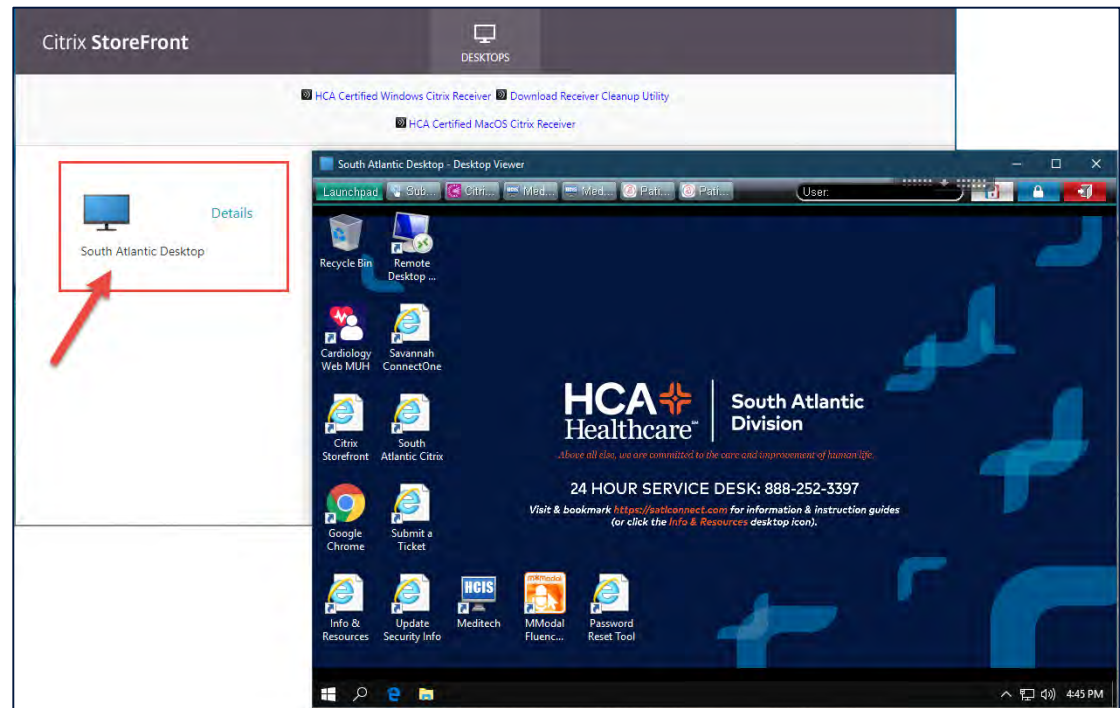


## Notes:

- \* Users are asked to provide their email address and/or cell phone number on their access application. If we have both of these on file, the system will prompt you to choose which point of contact you want the security code delivered.
  - If the last four digits of the phone number do not match your mobile, do not check delivery by text and choose email instead. If the number is incorrect, you may reach out to our Service Desk at 888-252-3397 to have that information updated.
- \*\* By checking “Don’t ask me again”, the system will eventually remember you & won’t ask for a passcode when logging in for 90 days. If you continue getting prompted, keep checking until no longer prompted.

# Launching the Desktop

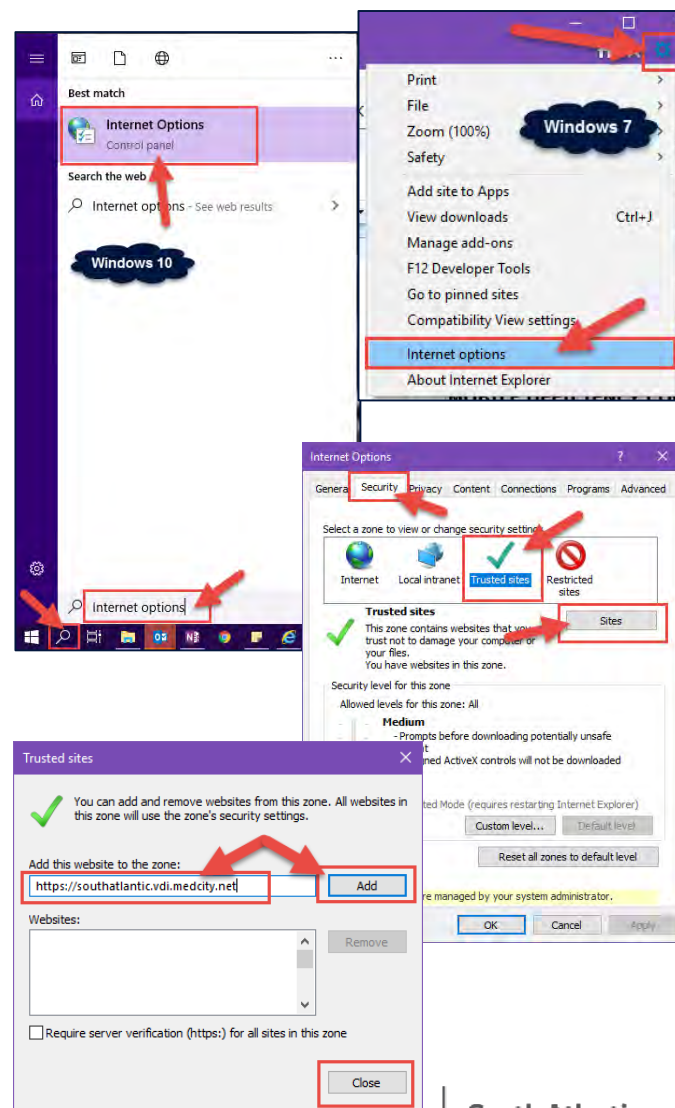
- After logging in, users are redirected to the Citrix Storefront.
- Depending on the individual browser configuration, a new window will launch automatically with the remote desktop.
- If the window does not automatically launch, click **South Atlantic Desktop** (circled in red).
- *Review the subsequent pages for configurations specific to particular browsers (IE, Chrome, etc.)*





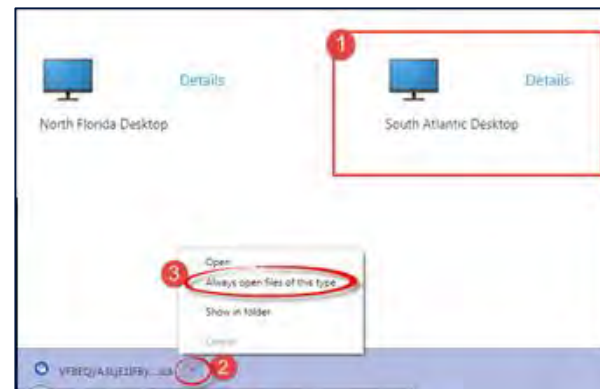
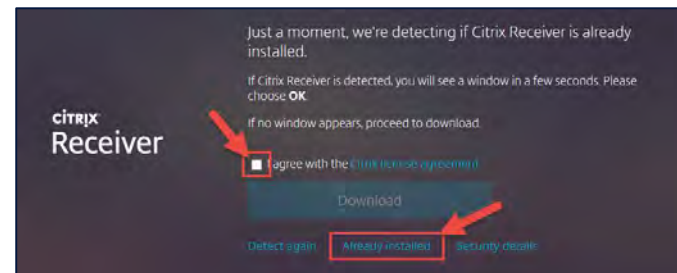
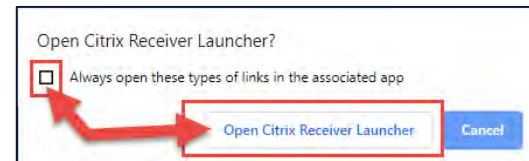
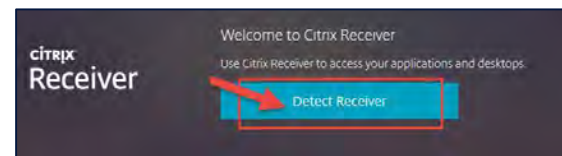
# Launching the Desktop (Windows)

- **Internet Explorer** is the most compatible browser & usually launches the desktop automatically with no extra configuration needed.
- **Microsoft Edge** may prompt you to **Open** or **Save** the .ica file. Click **Open** to launch the desktop.
- For best results, it is recommended to add the URL to your trusted sites.
  - **Windows 7:** Open Internet Explorer, click the gear icon and choose Internet Options.
  - **Windows 10:** From the taskbar/menu search field, type Internet Options and click to open.
  - From the **Security** tab, choose **Trusted Sites** and click the **Sites** button.
  - In the “**Add this website to the zone**” type <https://southatlantic.vdi.medcity.net> then click “**Add**” and “**Close**”.



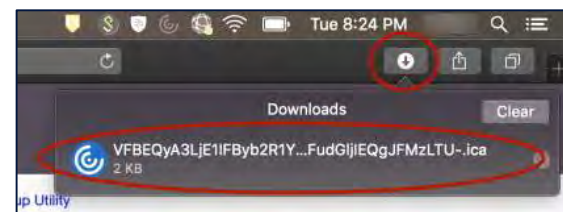
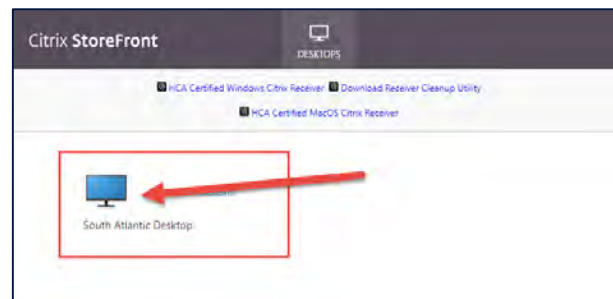
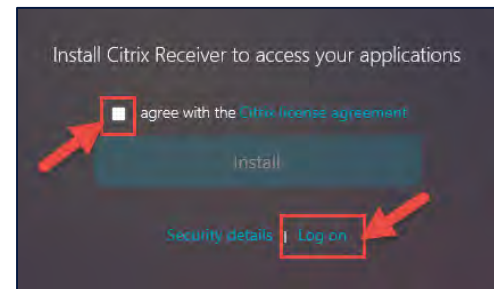
# Launching the Desktop (Chrome)

- **Chrome** requires configuration on the first time login in order for the browser to detect the Citrix install properly.
  - If prompted, click **“Trust”** or **“Trust this Website”**
  - If prompted, click **“Detect Receiver”**
    - ❖ In the pop-up that appears, check **“Always open these type of links in the associated app”** and click **“OpenURL:CitrixReceiver”** or **“OpenURL:CitrixWorkspaceLauncher”**
    - ❖ Click **“I agree with the Citrix License Agreement”** and **“Already Installed”**.
  - At the Citrix Storefront, select **South Atlantic Desktop** icon to open the desktop.
  - An .ica file will download to the bottom toolbar in Chrome. Click the down arrow and choose **“Always open files of this type”**. This ensures that the desktop will open immediately.
  - Click the .ica file to open the desktop



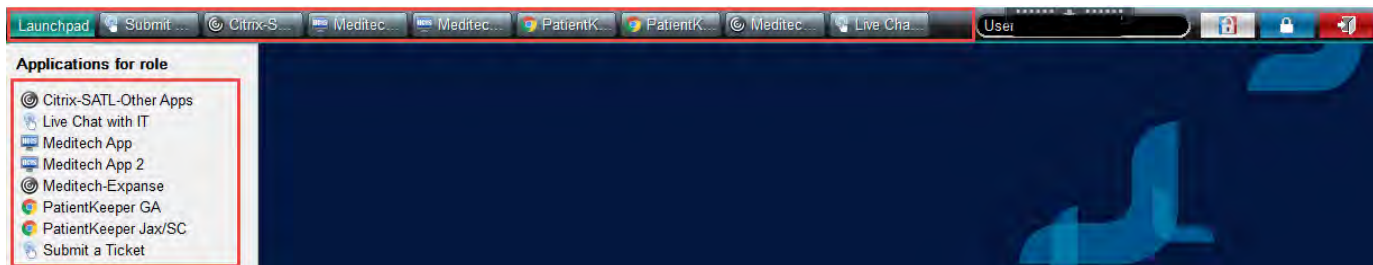
# Launching the Desktop (Safari)

- **Safari** has certain security restrictions in place by Apple that require a few extra steps to launch the desktop.
  - If prompted, click **“Trust”** or **“Trust this Website”**
  - Safari may always prompt you to **“Install Citrix Receiver to access your applications”** every time you start a new browser session. Click **“I agree with the Citrix License agreement”** and click **“Log On”**. **DO NOT click Install.**
  - You will always be required to click **“South Atlantic Desktop”**
  - The .ica file will either go to the Downloads button in the top right of the browser or the Downloads folder on the computer. Click into Downloads and find the most recent .ica file (usually on the top). Double-click the .ica file to open. Use the clear button if you’d like to remove other recent .ica files.



# Navigating the Desktop

- Launch the desired program from the SSO toolbar at the top of the screen by clicking on the button or click Launchpad and choose from the list.



- Programs launched from this toolbar will automatically log you in. No need to enter your credentials a second time.

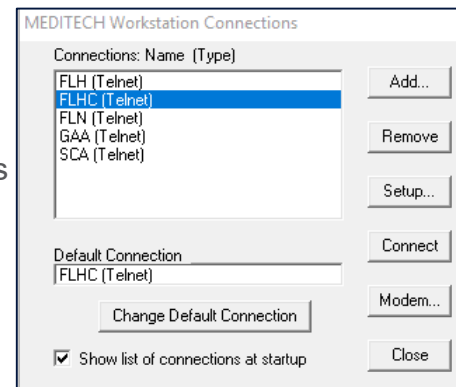
- **PatientKeeper**

- PatientKeeper GA – Georgia facilities
- PatientKeeper JAX/SC – South Carolina & Jacksonville facilities

- **Meditech Workstation Connections**

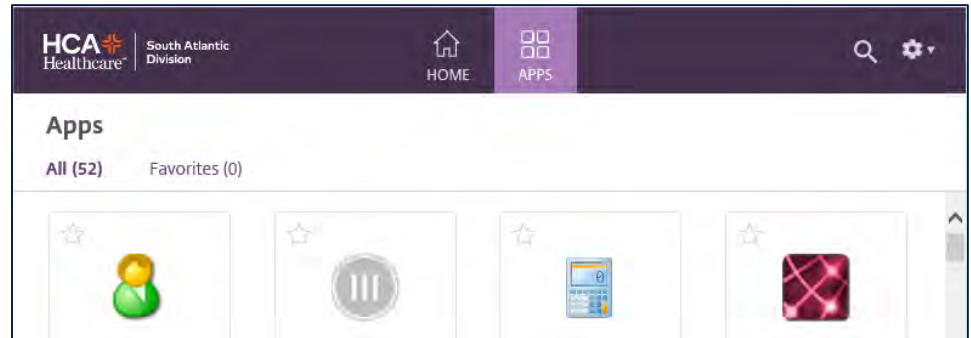
- FLH – Jacksonville Hospitals
- GAA – Georgia facilities
- SCA – South Carolina facilities

- **Memorial Satilla (Waycross, GA) & Memorial Health Meadows (Vidalia, GA)** – click on Launchpad in the toolbar & choose **Meditech – Expance**

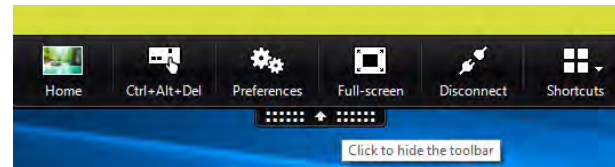


# Navigating the Desktop

- If the program you are looking for is not available on the desktop or the SSO toolbar, click Launchpad and find Citrix – SATL or click South Atlantic Citrix on the desktop.
  - This will launch the Citrix Storefront where programs not published on the desktop or toolbar are available.



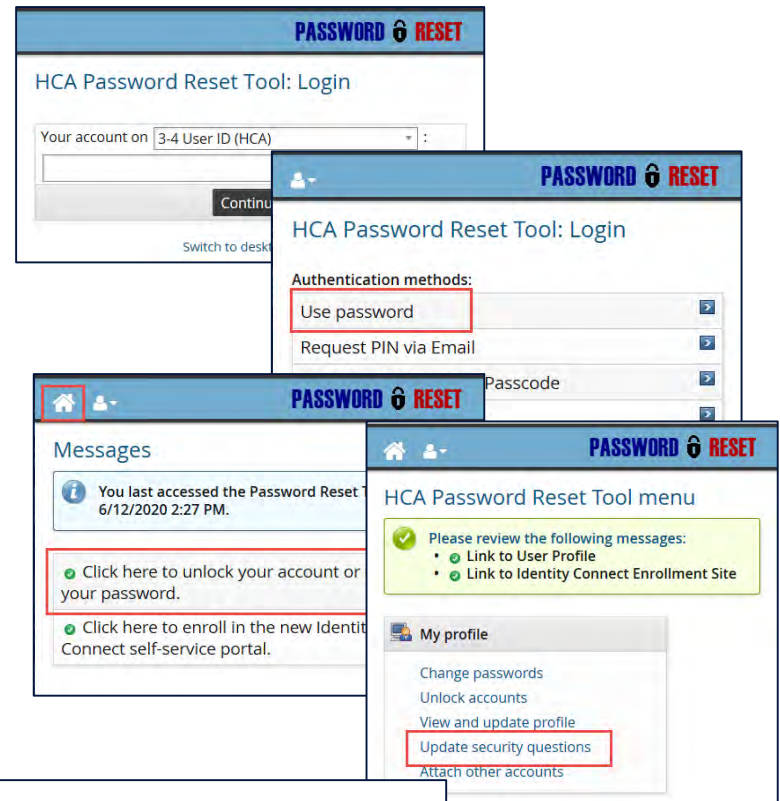
- The Workspace control bar can be opened by clicking on the small black drop down arrow across the top of the screen.
  - Hold the left-click mouse button & drag this toolbar over to the right to keep it from obstruction access to the programs on the toolbar.
  - Click the control bar to expand and access the Citrix control functions. Functions on this toolbar allow you to manage the remote connection and toggle back over to your own device.



# Register for Password Reset Tool

- **Important:** After logging into the system, click on the Password Reset Tool icon on the desktop to complete password reset tool enrollment. By enrolling, you can avoid having to contact the Help Desk for password management.

- Enter your 3/4 User ID & click Continue.
- Click **Use Password** & enter your password
- At the Messages screen, choose “Click here to unlock your account or reset your password” or click the House icon in the top left corner.
- In the **My Profile section**, select Update Security Questions
- Choose a question from the drop down, enter the answer in the Answer field and click Update.
- Repeat to set up as many questions as you choose. We recommend four. The system will let you continue even after four so just stop choosing questions once four is setup.



Standard questions		Questions still required [0]	
Delete?	Question	Answer	
<input type="checkbox"/>	What is the sum total of the first three digits of your social security number? (1...	....	

# Update Security Code/Email

- Follow the instructions below to change the phone number and/or email the 4-digit security code is delivered to.

- Click the **Update Security Info** icon on the desktop.
- The website will automatically sign you in.
- Enter an **updated phone number** and/or **email address** in the appropriate fields.
- Click **Update Information**.

**View or change your Multi-Factor Authentication information**

Personal Cell Phone Number

Personal Email

Personal Passcode  Show

Default Delivery Method

[Click here to reset your password](#)

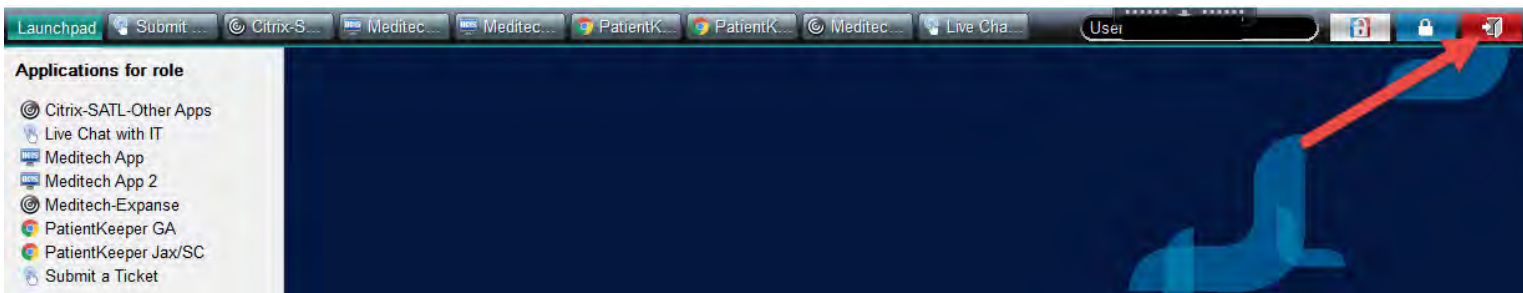
**Update Information**

Multi-factor authentication is a security method that requires a user to provide two or more credentials to authenticate securely into an application.

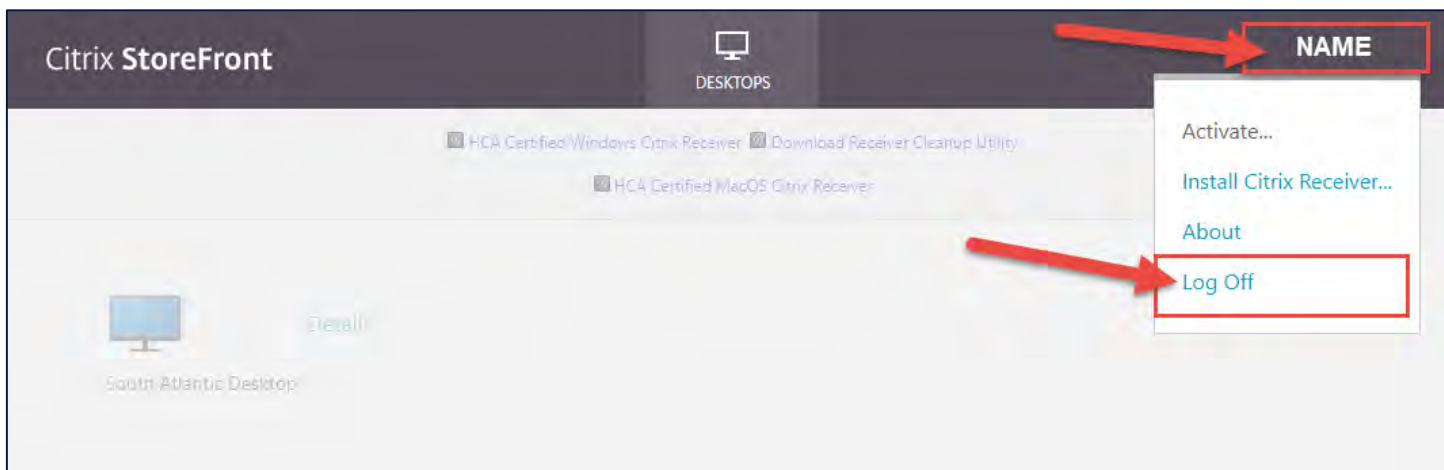
By updating this information, you will enable different authentication methods to log into select HCA Healthcare applications.

# Logging out of Portal Desktop

- Always click the red door on the toolbar to properly log off the desktop.



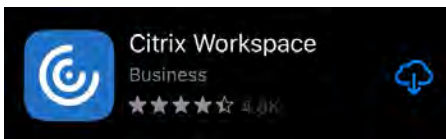
- If directed back to the Citrix Storefront and you have not automatically been logged off, click your name in the top right corner and choose **Log Off**.





# Connect on iPad

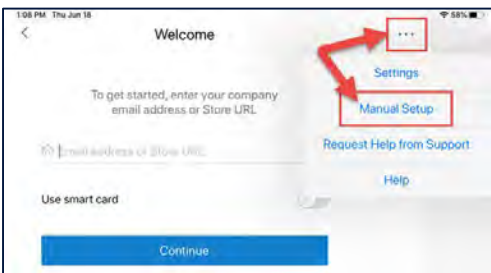
- 1 Install & launch **Citrix Workspace** from the **App Store**



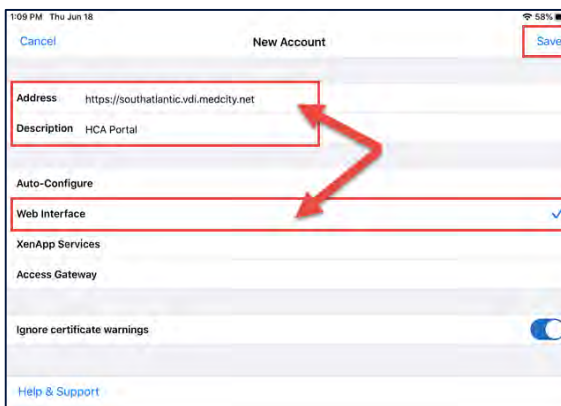
- 2 Tap **Get Started**



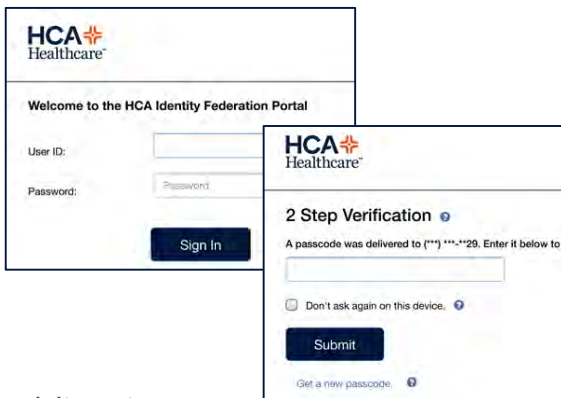
- 3 Tap the **ellipsis (...)** & tap **Manual Setup**



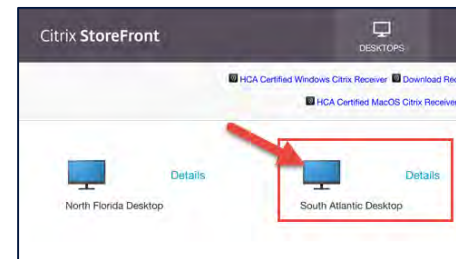
- 4 Enter the **remote access URL**, enter a name in the **Description** & tap **Web Interface** then tap **Save**.



- 5 Login with **3/4 ID & password**. Enter your 4-digit security code & tap **"Don't ask me again"**. You may need to select the destination for the code.

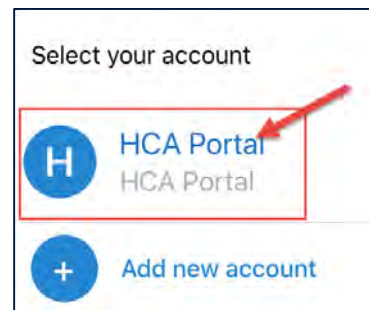


- 6 Tap **"SATL Desktop"**. The desktop will launch.



**NOTE:** The portal is optimized for desktop & laptop devices. While the majority of programs & functions are accessible on the iPad / iPhone, users may experience intermittent functionality or delays, particularly with regards to the tablet touchscreen access.

- 7 The next time you need to connect, open **Citrix Workspace** and select the HCA Portal connection.



**Remote URL:** <https://southatlantic.vdi.medcity.net>

**PSG Providers:** eClinicalWorks does not function properly in the iPad environment & it is not recommended to use this setup for accessing that software.

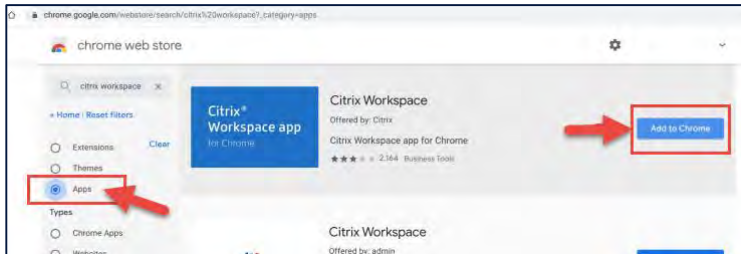


**South Atlantic Division**

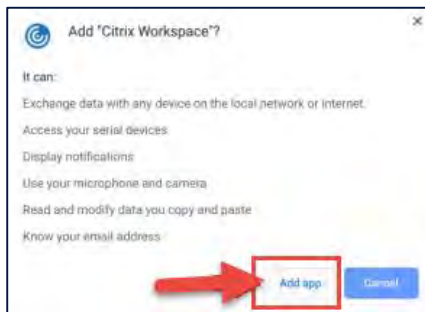
# Connect on Chromebook

*Make sure the latest Chromebook OS version is installed.*

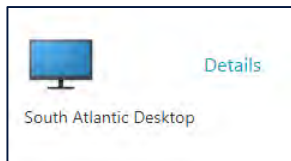
1. Open Chrome & browse to <https://chrome.google.com/webstore>
2. Search for Citrix Workspace, and select Apps



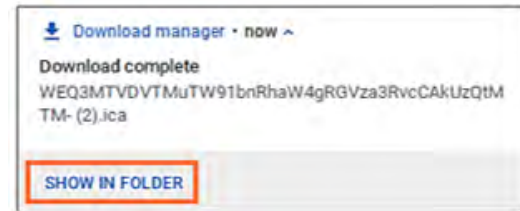
3. Click **Add to Chrome** by the Workspace app that says **Offered by: Citrix**. When prompted, click **Add App**.



4. Open a web browser, visit <https://southatlantic.vdi.medcity.net> & login. At the Storefront, click on South Atlantic Desktop



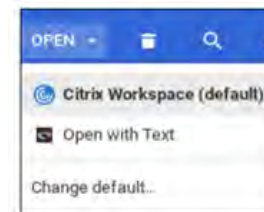
5. A download notification will appear in the lower right corner. Click **SHOW IN FOLDER**



6. Select the file, click on the **OPEN** menu and select **Open with Citrix Workspace**. The desktop will launch.



You can click on **Open with Citrix Workspace** and choose **Change default ...**, however, you will still need to repeat steps 5-6 each time you want to launch the desktop.



# Common Errors

ERROR	SOLUTION
Page Expired - The page you are trying to access is no longer available	The "redirected" website has been saved or bookmarked. Refer to the <b>Bookmarks/Shortcuts</b> tab for the proper way to save or bookmark the site.
1030 Error	Incompatible version of Citrix installed— refer to the <b>Install Citrix</b> section for correct versions
Missing the desktop icon	Contact the Service Desk at 888-252-3397
Handshake error on a Mac	Uninstall Citrix and install a compatible version – refer to the Install Citrix section for correct versions.
Session Access Issue	You are running a version of Windows and Internet Explorer that is incompatible with Citrix. You will need to use Chrome to open the website and favorite the website in the Chrome browser. Chrome must be installed on the PC for this workaround to be successful.
Cannot find South Atlantic specific Meditech or PatientKeeper icons	Make sure you have selected <b>South Atlantic Desktop</b> at the Citrix Storefront after login (not North Florida Desktop).
Cannot find a program in your toolbar that you need	Choose <b>Launchpad &gt; Citrix - SATL</b> or the South Atlantic Citrix icon on the desktop. If program is not available, call the Service Desk
Cannot find Meditech for Waycross or Savannah EPIC	Click the Citrix Storefront icon on desktop or Meditech-WAYX from the Launchpad.



**Questions? Need Assistance?**

**888-252-3397**

**Call the Service Desk Anytime,  
Anywhere!**

- **Password resets & Account Unlocks**
- **Device Support**
- **Urgent After Hours Issues**
- **General inquiries**

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