Clinical IS Job Aid

Topic:	**Cerner Remote Access - Upcoming Changes - Update**
Facility:	**IU Health**
Audience:	**Providers and Other Staff Accessing Cerner Remotely on Non-IU Health Equipment**

Effective Date
June 23, 2020

Contact
IU Health Help Desk
helpdesk@iuhealth.org
317-962-2828

What:	*Cerner Remote Access Workflow is moving from Cerner Home Remote to IUH Workspace.*
Why:	*To provide a more seamless working environment, the new workflow utilizes the same IU Health digital workspace (virtual desktop) whether onsite or remote.*

Remote Access Workflow Changing

Current Workflow: On June 23, 2020, **remote access to Cerner will no longer be available via Cerner Home Remote.** It is advised to begin using the **Future Workflow** as soon as possible to be best prepared for the change.

Future Workflow: The new **IUH Workspace** icon will be used for remote access to Cerner via the IU Health digital workspace (*also known as virtual desktop, or VDI*).
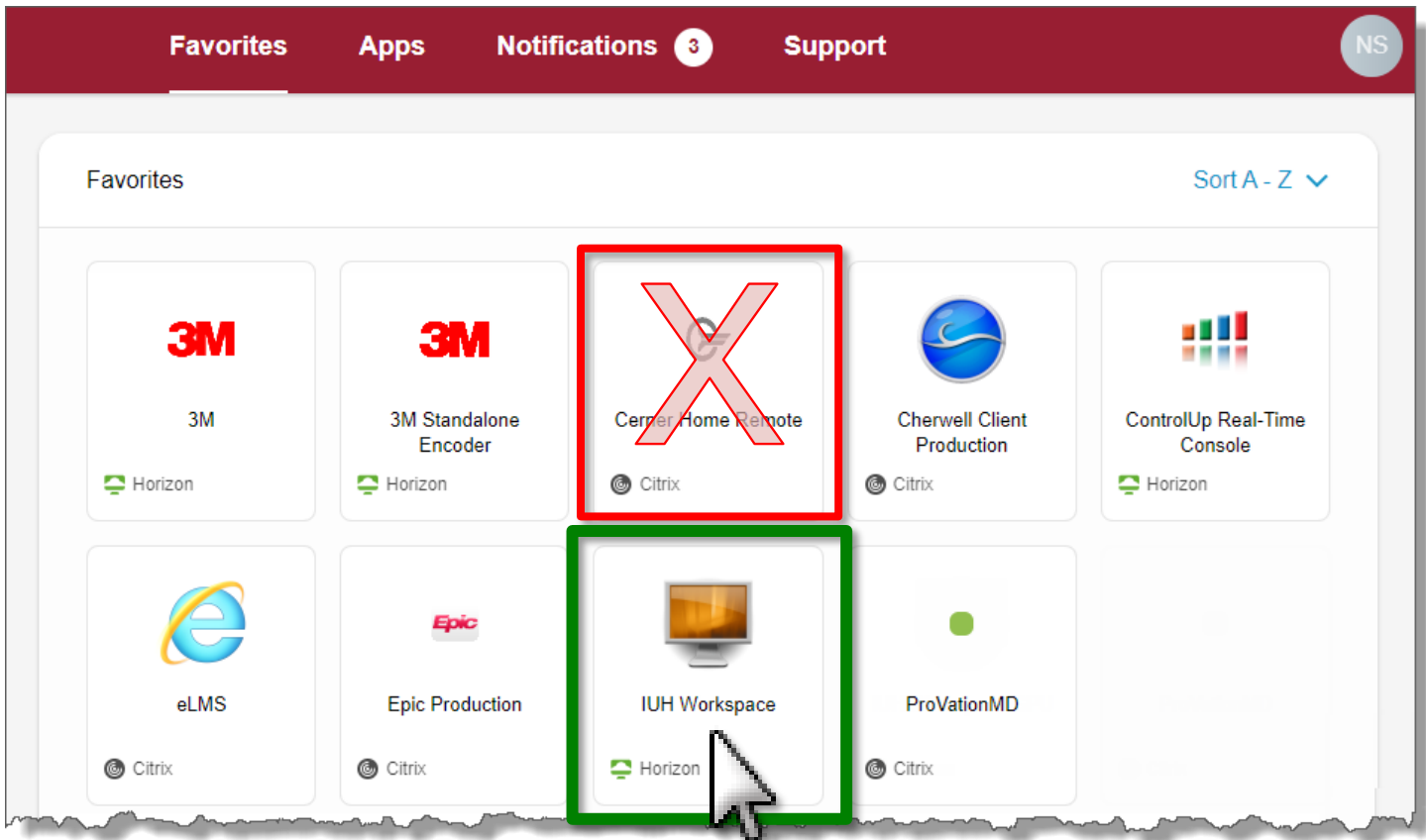
Step	Action
1	Login to Works Web at **https://works.iuhealth.org**.
2	Click the **IUH Workspace** button. *A loading screen and then the IUH digital workspace (virtual desktop) displays.*

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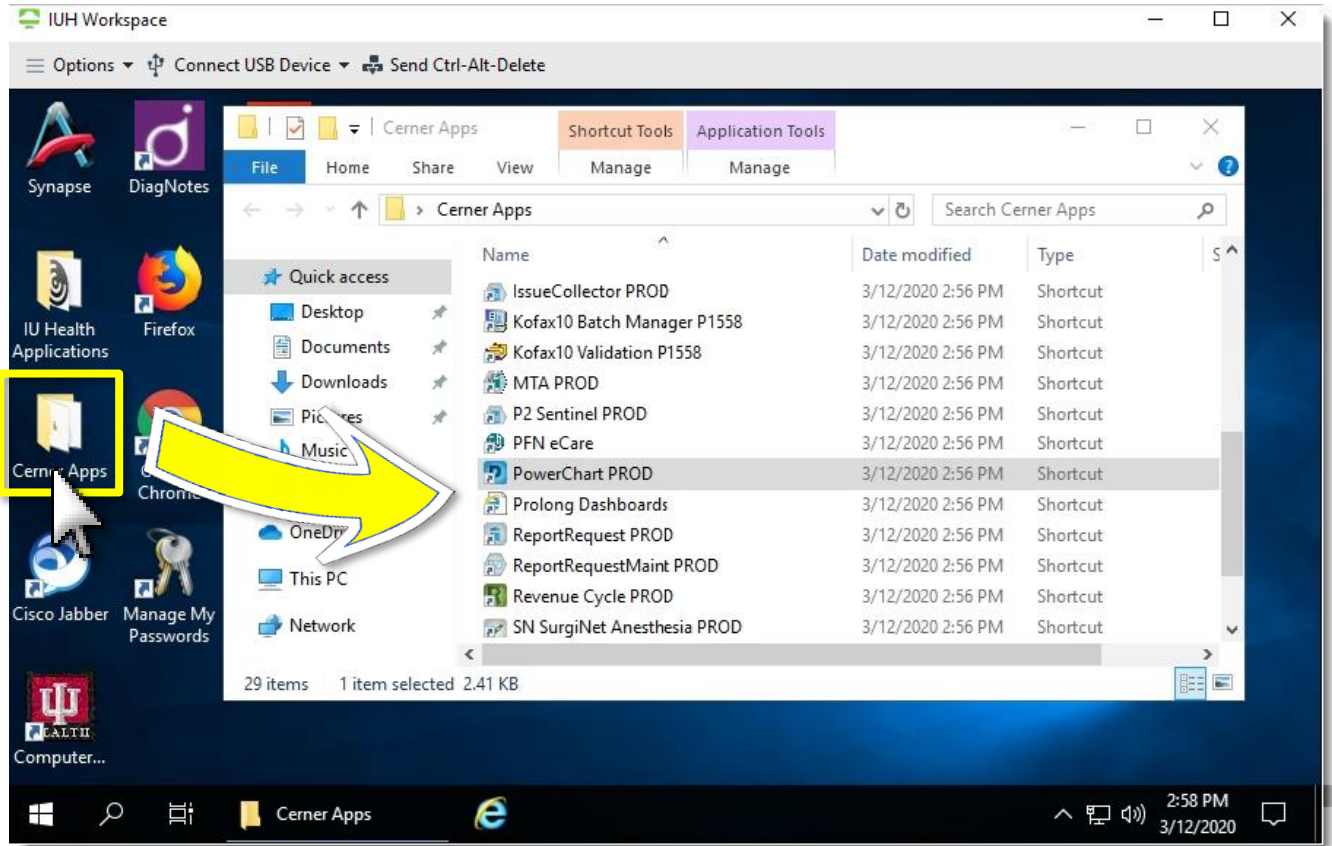*The Best Care, Designed for You – Utilizing Excellence in Clinical IS Education*

Remote Access Workflow Changing (continued)

Step	Action
3	Click the **Cerner Apps** icon.

All following instructions provide the customer with more IUH Workspace details

Note: After following the instruction in this document, you will be able to remotely access the virtual desktop, pictured above containing Cerner Apps, IUH Applications Folder, Word Processing, Email, Network Drives, etc. Cerner apps like PowerChart are located in the Cerner Apps folder.

Requirements (Press Control + Click the links below):

Note: If you do not own the device, please provide these instructions to your system administrator/IT support person.

- Download and Install VMware Horizon View client - **Download**
  - ◆ Laptop / PC – Windows OS | How to to **Install**
  - ◆ Apple MacBook – MacOS | How to **Install**
  - ◆ Mobile devices – Apple iOS | How to **Install**, Android OS | How to **Install**
- Cisco DUO two-factor authentication
  - ◆ What is DUO? **How to enroll**

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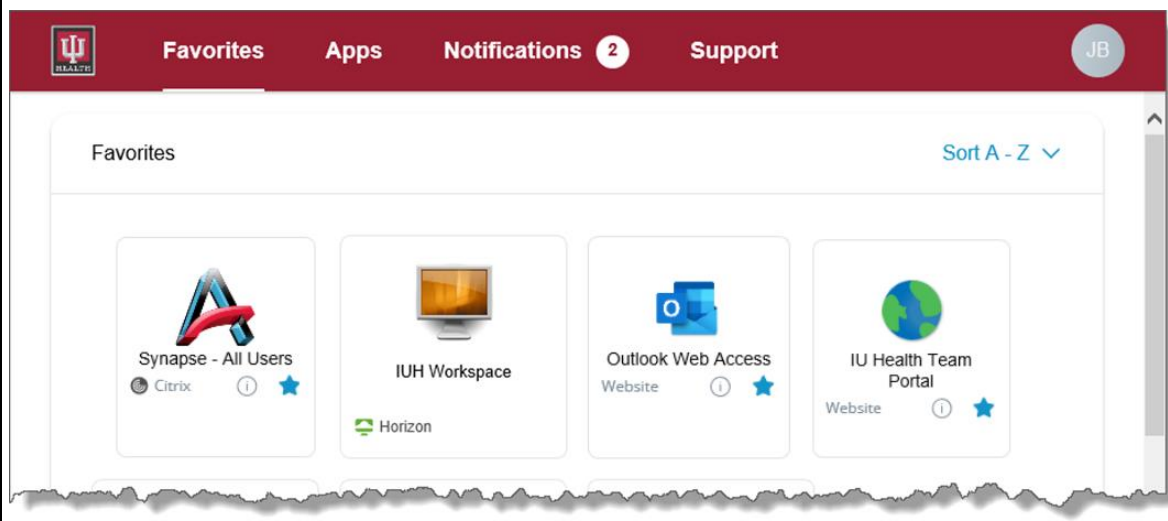
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Access Works Web Remotely

The only difference between accessing internally and remotely is you will be prompted by Duo (the multi-factor authentication used by IU Health) at the time of log in. This is similar to any other IU Health remote service.

Step	Action
1	Navigate to **https://works.iuhealth.org** in your internet browser. **Note:** It is recommended that you save this Web page as a Web browser favorite.
2	Enter your IU Health **username** and **password**.
3	Click the **Sign in** button. *Remote users are prompted for Duo authentication.*
4	Enter one of the following in the **text box**: a. **"1"** for a Duo Push, b. **"2"** for a Phone Call, or c. The **6-Digit Passcode** from the **DUO Mobile** app.
5	Click the **Sign In** button. **Note:** If you selected options **1** or **2**, respond to **DUO Mobile** on your mobile device to complete the login process. *The login process is complete and the Favorites page displays.*
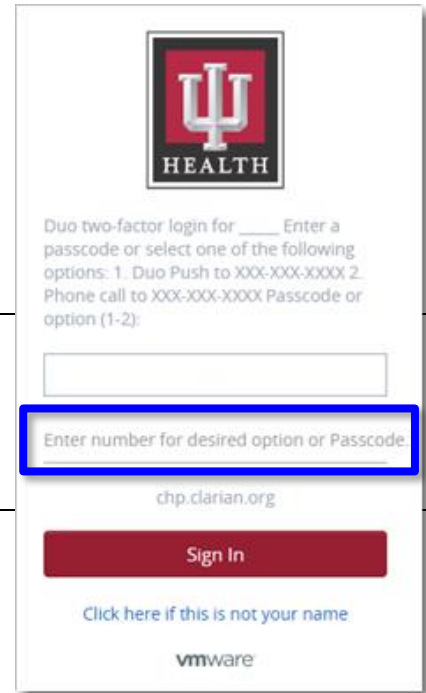
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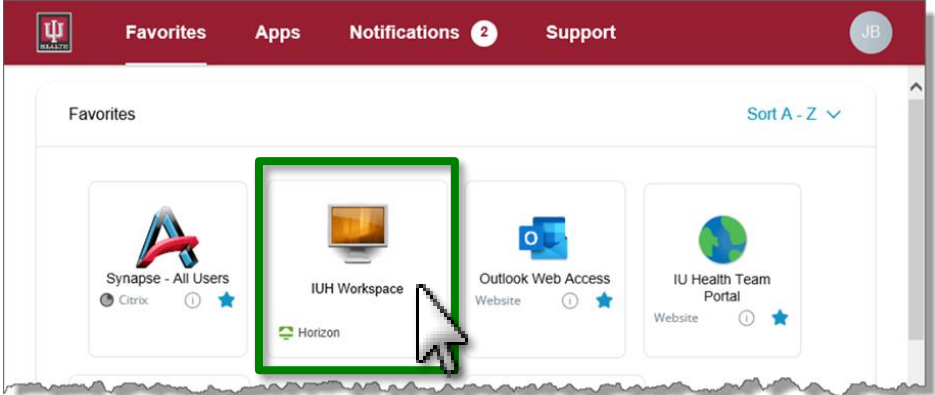
Launch IUH Workspace

Once you have logged into Works Web, follow the below procedures to launch IUH Workspace.

> **Note:** **IUH Workspace** or one of its alternatives (Ex. *IUH Workspace Netsmart*) launches a non-persistent Virtual Desktop from the IU Health datacenter. Non-persistent means that for most people, settings & documents will not save on this desktop once logged off. As such, please save any files to a network location like your H:\ drive, OneDrive, or SharePoint.
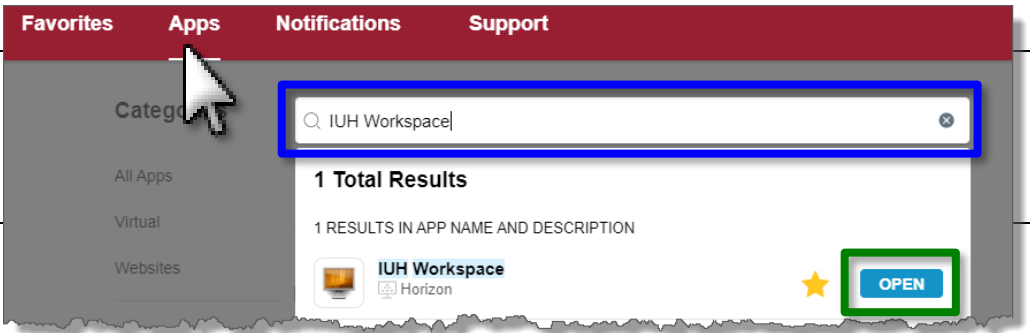>
> IUH Workspace is the same virtual desktop that is accessed by IGEL thin clients (also known as "badge tap") onsite.

Access IUH Workspace using 1 of 2 options:

Option 1

Step	Action
1	Click the **IUH Workspace** on the Favorites page. *IUH Workspace launches in the VMware Horizon Client.* **Note:** In options 1 and 2, if IUH Workspace does not launch, please ensure that the VMware Horizon Client is installed on your device (see requirements on page 2).

Option 2

Step	Action
1	Click the **Apps** tab.
2	**Search** for "**IUH Workspace**."
3	**Optional:** Click the Favorites button (⭐) star icon. *IUH Workspace will now display on the Favorites page (Option 1, above).*
4	Click the **Open** button. *IUH Workspace launches in the VMware Horizon Client.*

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Frequently Asked Questions

Q: **If I've never used an IUH desktop before, can I still launch IUH Workspace?**

A: Yes, if you have an IUH account & access Works Web, you should also have IUH Workspace access (NOTE: In some special circumstances you may have an IUH Workspace alternative that is also prefixed by "IUH Workspace"). If you are not an on-site badge tap user, your workspace will likely contain only the default applications (ex. Cerner Apps, IUH Applications Folder, Word Processing, Email, Web Browsers, etc.)

Q: **I use Badge Tap at work, what can I expect from IUH Workspace?**

A: You can roam your badged-out desktop session home with you by launching IUH Workspace from Works Web (**https://works.iuhealth.org**). Your desktop session will appear the same way it did when you left work, assuming you access IUH Workspace within 18 hours. From home, disconnect from your IUH Workspace session by closing the IUH Workspace window or from the Horizon Client toolbar by going to Options > Disconnect. Your desktop will then follow you back to work the next day, again, bringing you back to where you left off from home.

Q: **What types of devices can launch IUH Workspace?**

A: Windows, MacOS, iOS, iPadOS, and Android devices can access IUH Workspace from Works Web (**https://works.iuhealth.org**) so long as VMware Horizon Client is installed. VMware Horizon Client is available via **https://vmware.com/go/viewclients** or mobile App Stores (Apple App Store, Google Play Store). You are also prompted for download upon first launch of IUH Workspace. Install guides can be found on the Team Portal by searching "Horizon"

Q: **Can I access IUH Workspace from my personal device?**

A: Yes, as long as that device has VMware Horizon Client installed (you will be prompted to install upon the first launch).

Q: **On a mobile device, do I need to click the VMware Horizon Client app to launch IUH Workspace?**

A: No, once VMware Horizon Client is installed, the prerequisites are met. Launch Horizon apps & desktops (IUH Workspace included) from Works Web at **https://works.iuhealth.org**, the same way you would from a Windows or Mac device.

Q: **On a mobile device, if my device is enrolled in the IUH mobile device management solution (Workspace ONE), can I use the "Workspace" app instead of Works Web (https://works.iuhealth.org)?**

A: Yes, though **https://works.iuhealth.com** is available regardless of whether or not your device is enrolled in Workspace ONE.

Q: **Once connected to IUH Workspace, can I print to my local printer?**

A: Yes, local printers are redirected into IUH Workspace using ThinPrint. This happens automatically and your local printers will appear within your IUH Workspace session.

Q: **Why are my desktop preferences or application preferences reverting back to default or "not sticking?"**

A: This is expected behavior for most users of digital workspace. If your team requires specific preferences to persist, or "stick," from session-to-session please call the service desk at 317-962-2828.

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