

Beacon Health System DOCS Page Troubleshooting

The preferred method of accessing DOCS page is to use a Beacon device, which Beacon Info Systems can fully support.

DOCS page resources are available from personally owned devices, however, Beacon Info Systems is only able to provide limited assistance for personal devices. Beyond basic troubleshooting steps, IS may recommend 3rd party groups who can provide support for personal equipment.

Starting June 2017, DOCS page will require 2 factor authentication with DUO Security. Login instructions for Duo are on page 6.

Most typical issues are: (see the troubleshooting section starting on page 3 for guidance on specific issues)

- Out of date internet browser
- Out of date version of Citrix
- Computer/tablet infected with virus/malware
- Poor Wi-Fi/internet connection

Please contact the Beacon Helpdesk at **574-647-7254** for questions and issues.

To access the DOCS Page

Internet Browser Preferred

- Microsoft Edge
- Google Chrome
- Mozilla Firefox (*least preferred*)

Safari –Apple (may have issues for some users, We suggest that Apple users download and use Google Chrome)

Please have pop up blocker disabled on the browser

Direct link = <https://docs.beaconhealthsystem.org>

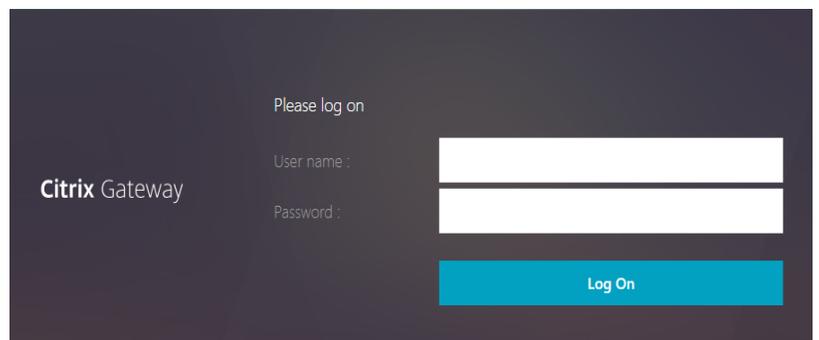
Or go to www.beaconhealthsystem.org

Then select, “For Medical Professionals” at the bottom of the web page

Then go to “Remote Access Links” and click on “Remote access / DOCS Page (Citrix sign-on)”

Remote Access Links

- Remote Access / DOCS Page (Citrix Sign On)
 - Remote Access Instructions
 - Troubleshooting Remote Access
 - Citrix Workspace configuration for Apple users



Please log on

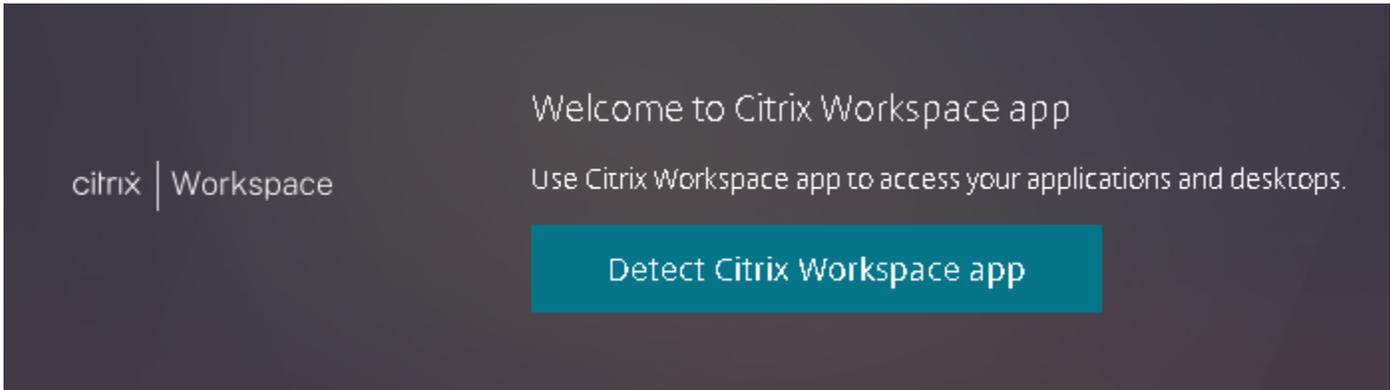
User name :

Password :

Log On

Download and install Citrix Workspace

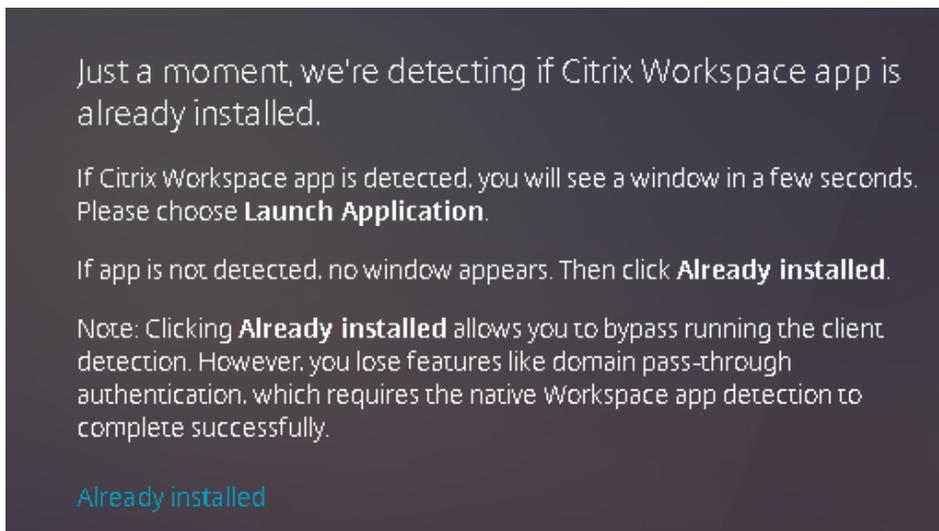
- This is **ONLY** applicable on non-Beacon (personally owned) devices. **Please do not update Citrix on a Beacon computer.** Beacon computers will have the correct Citrix client and updating may break access to other Beacon applications.
- The browser should run an auto detect for Citrix Workspace app after login.



Ensure the browser's pop up is enabled for this site.

Click on "Detect Citrix Workspace app" and follow the steps to download and install the Citrix Workspace version required for your OS.

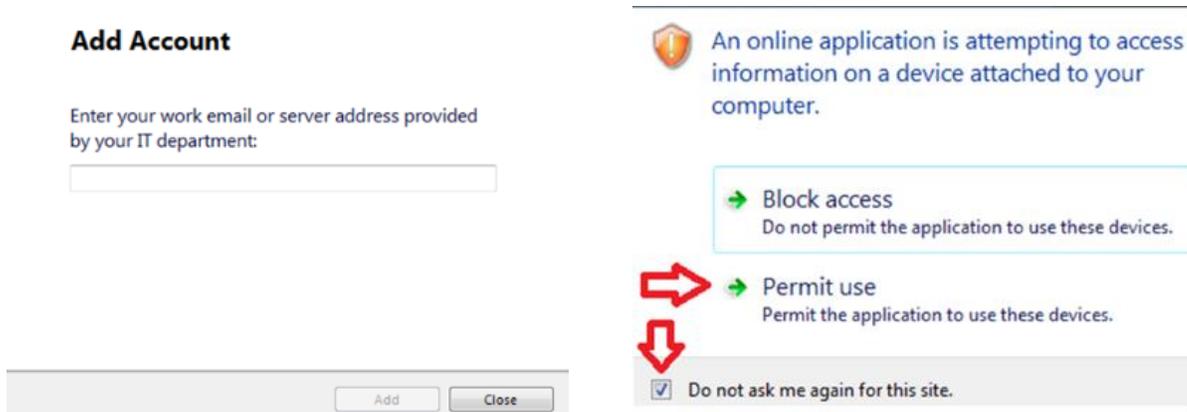
If Citrix Workspace app is already installed, click on "Already installed"



If auto detect does not auto launch, you will need to go to <https://www.citrix.com/products/> and download and install the Citrix Workspace app that is suitable for your computer's OS.

Troubleshooting

1. Citrix Receiver prompting to 'add account' or 'enter server address'
 - Reason – User downloaded the newest version of Citrix Receiver from Citrix.com
 - **For Beacon computers** – Contact Helpdesk (574-647-7254)
 - **For personal (non-Beacon) computers** – click 'Close'. You will be able to use the DOCS page normally. Check "Do not ask me again for this site" and choose "Permit use".



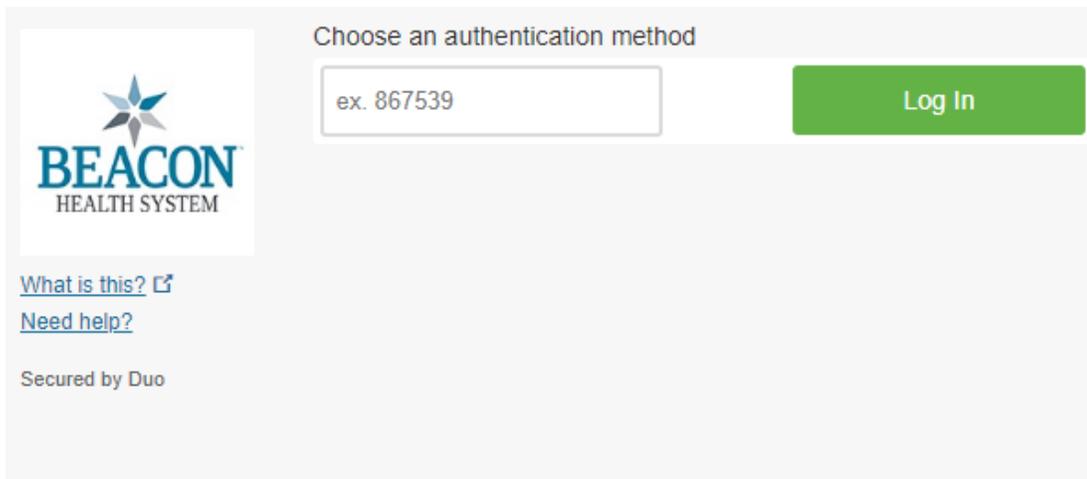
2. DOCS page Citrix XenApp SSL error 61..
 - *"Cannot connect to the citrix XenApp server. SSL error 61: you have not chosen to trust 'Symantec class 3 secure server CA-G4', the issuer of the server's security certificate."*
 - **Beacon computers** – Contact Helpdesk (574-647-7254)
 - **Non Beacon computers** – download and install the latest Citrix Workspace app
 - o See above section "Download and install Citrix" (page 3)
3. DOCS Page Missing Password Field at Login Screen
 - Use up to date web browsers (Edge or Chrome preferred)
 - Clear browser cache/saved passwords/temp files

Please contact the Beacon Helpdesk at **574-647-7254** for questions and issues.

Starting June 2017, DOCS page will require 2 factor authentication with DUO Security.

After users log in through the initial green Citrix Receiver login page, users will see the 2nd authentication page.

If users already have a DUO account setup on their smartphones, users will just open the DUO mobile app and enter a new code.



Choose an authentication method

ex. 867539

Log In

[What is this?](#) 

[Need help?](#)

Secured by Duo

Providers who have not setup with DUO Security or if need assistance can call Beacon Helpdesk **574-647-7254** to setup.