

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- Out of date version of Citrix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

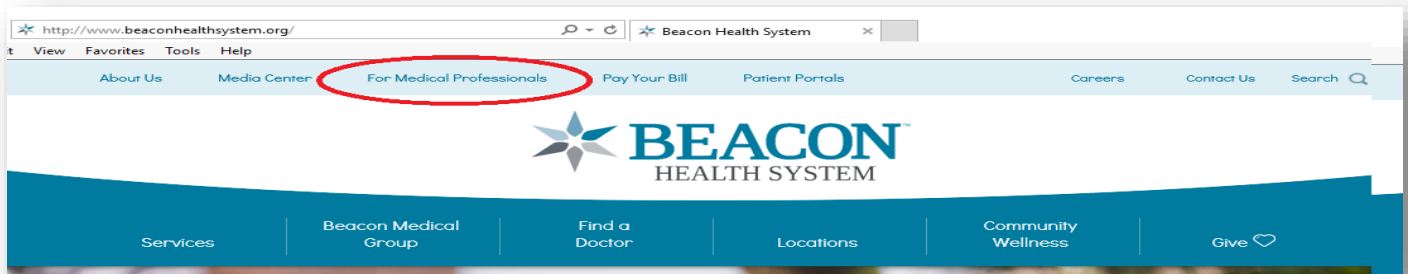
Internet Browser Preferred

- Microsoft Edge \ Internet Explorer (*most preferred*)
- Google Chrome
- Mozilla Firefox (*least preferred*)
- Safari –Apple (may have issues for some users, We suggest that Apple users download and use Google Chrome)

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

Or go to www.beaconhealthsystem.org

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



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

Transport Services

Remote Access Links

Memorial Family Medicine
Residency Program

Medical Staff & Physician Office
Resources

FOR MEDICAL PROFESSIONALS

The Medical Staff of Beacon Health System includes over 1,000 physicians and allied health providers representing all medical specialties as well as many subspecialties.

Contact:

Elkhart General Hospital Medical Staff Office

REMOTE ACCESS LINKS

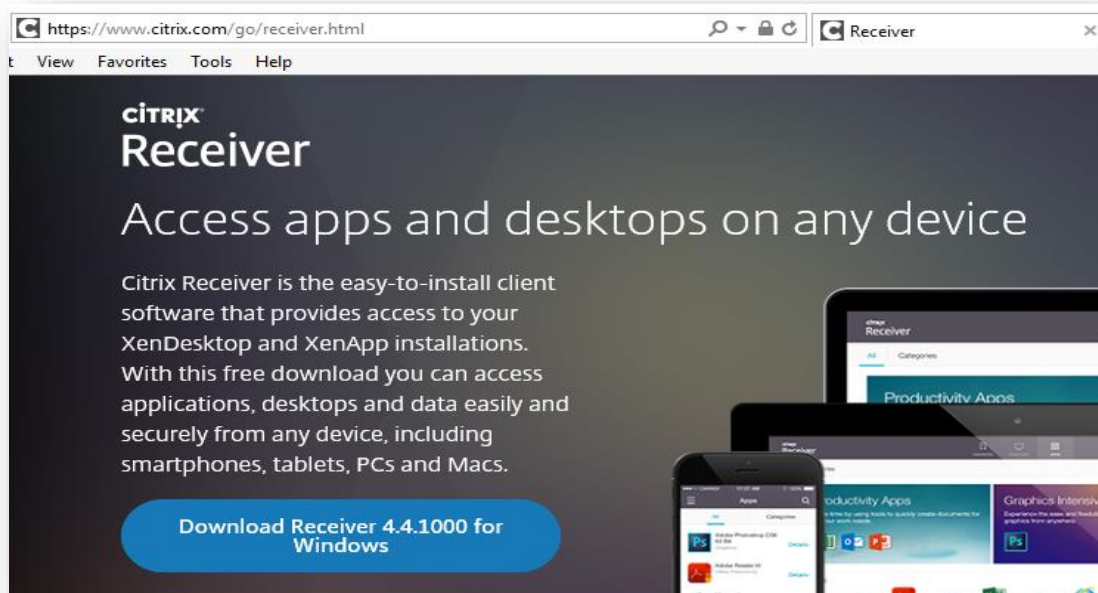
- Self-service password reset portal
- Remote access (Citrix sign-on)
- MHIN login
- MPage Reach
- STARweb
- Forms for remote access
- MPage Reach training guide
- STARweb training guide

The screenshot shows a web browser window with the address bar containing <https://docs.beaconhealthsystem.org> and a tab titled "Citrix Access Gateway". The main content area has a dark green background with the "Citrix Receiver" logo on the left. On the right, under the heading "Please log on", there are two input fields: "User name:" and "Password:". Below these fields is a "Log On" button.

Download and install Citrix Receiver

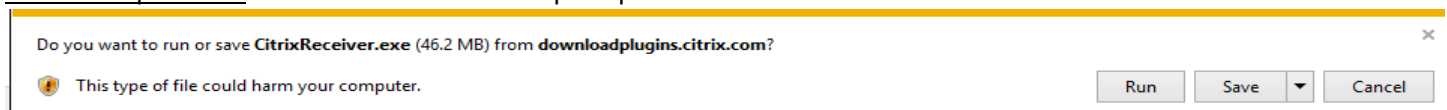
- This is **ONLY** applicable on non-Beacon (personally owned) devices. **Please do not update Citrix on a Beacon computer.** Beacon computers will have the correct Citrix client and updating may break access to other Beacon applications.
- At the browser address bar, type **Receiver.citrix.com** to auto detect which version of Citrix Receiver for your device. Make sure to have administrator rights on your non-Beacon computer for this install.

Example (Windows 10 using Internet Explorer 11)



Look for pop up bar.

Internet Explorer 11: Click Run and follow the prompts for install

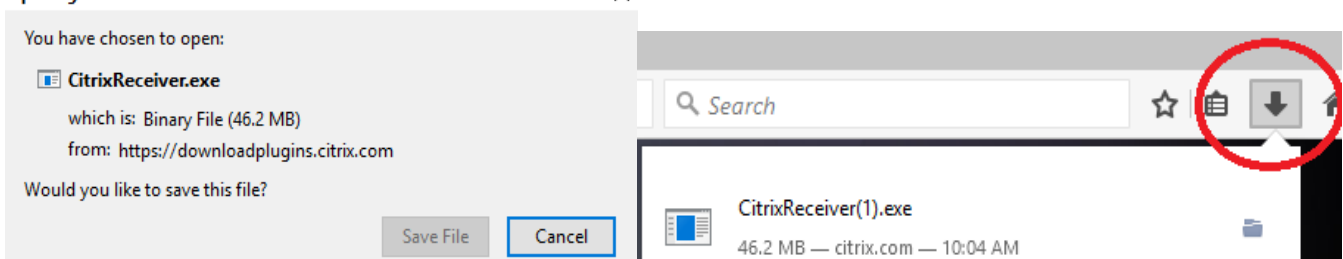


Chrome: Click on CitrixReceiver.exe and follow the prompts for install



Firefox: Click Save File. Then the  and CitrixReceiver.exe and follow the prompts for install.

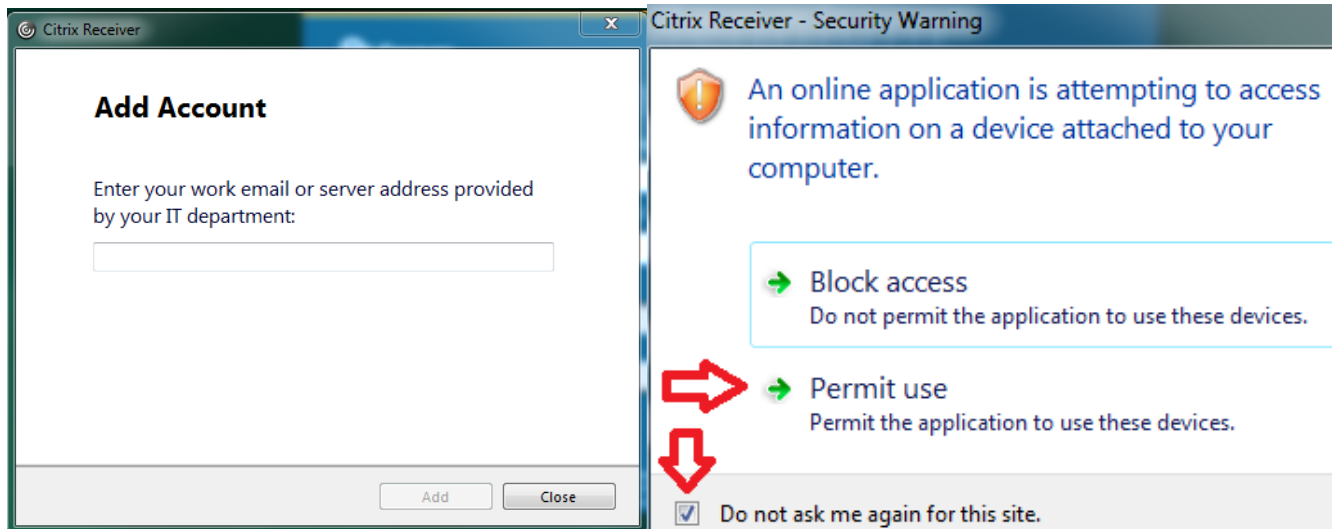
Opening CitrixReceiver.exe



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.
 - o See above section "Download and install Citrix" (page 3)
 - o

3. DOCS Page Missing Password Field at Login Screen

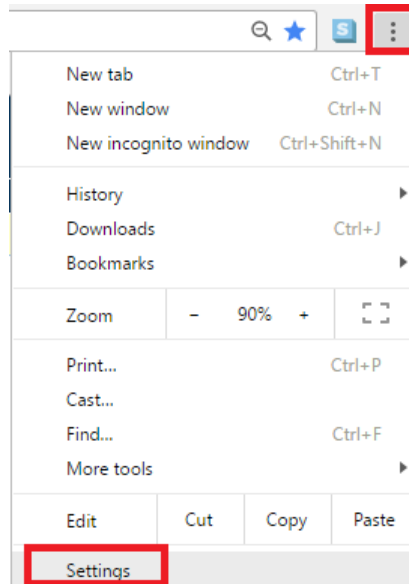
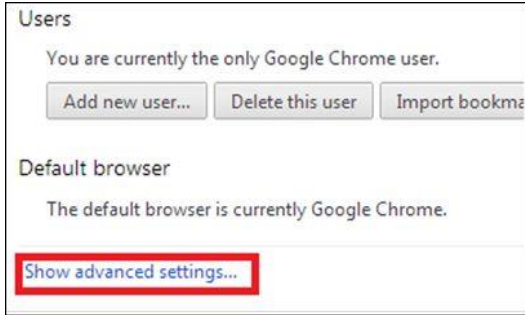
- Use IE11
Clear IE cache/saved passwords/temp files
Add to compatibility mode and uncheck uncheck the "Display intranet sites in Compatibility View"

4. Google Chrome troubleshooting...Not Opening 'Launch.ica' file and starting applications.

- **Beacon computers** – Contact Helpdesk (574-647-7254)
- **Non Beacon computers** – verify the following settings in Google Chrome...

1. Open **Settings** in **Google Chrome**. → →

2. Click **Show advanced settings...**

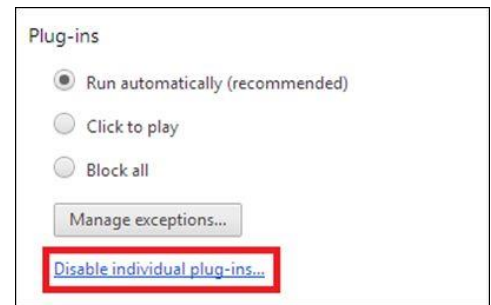


3. Under **Privacy**, click **Content settings...**



4. Under **Plug-ins**, click **Disable individual plug-ins...** → → →

5. Click **Disable** for **Citrix ICA Client**.



Note: If **Disable** option is not available, confirm that the latest version of Citrix Receiver is installed for your operating system.

In addition to this, enable **Google Chrome** to automatically launch the ICA files. When the **launch.ica** file downloads in **Google Chrome**, click the drop-down list for the file in the download bar and select **Always Open Files of This Type**.

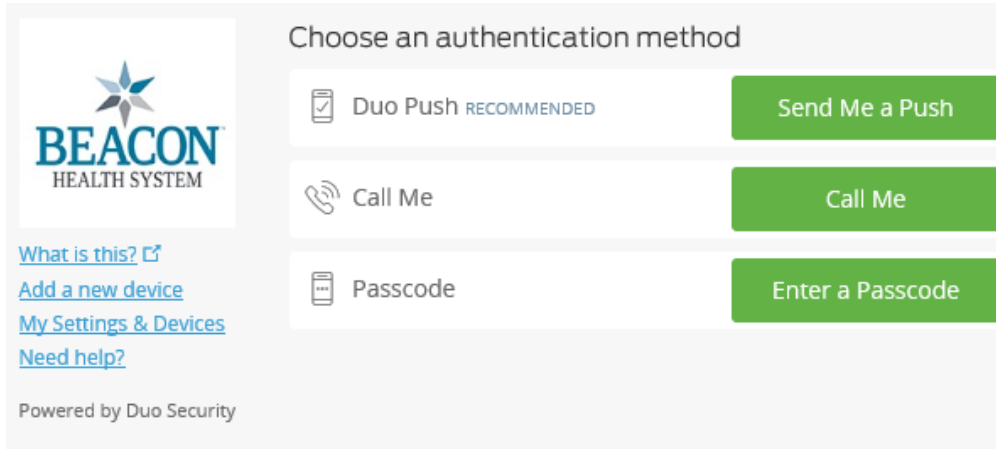


Please contact the Beacon Helpdesk at **574-647-7254** for questions and issues.

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 choose “Send Me a Push” and users will receive a message from the DUO mobile app to confirm.



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