

## Accessing SIU's EHR from your Device

You will use the Citrix Receiver when logging into the EHR applications on your personal device. However, you may experience some confusion when installing it. There are two ways to use the product – either as a standalone product, or as a web plug-in. SIUMED uses the web plug-in. This means that after you install the product, you should not open it directly. Instead, go to [apps.siumed.edu](https://apps.siumed.edu) via your web browser (not Firefox), and the product should start up when you click on one of the EHR icons in the Citrix portal. If it does not start up automatically, please check your plug-in settings to make sure that it is allowed to open associated files directly. Below is some helpful information for Mac users:

If you are a Mac user who has had trouble using Citrix Receiver to open applications on [apps.siumed.edu](https://apps.siumed.edu), please follow these instructions.

First, update to the newest version of the Citrix Receiver. <https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html>

Next, complete the steps below to fix the problem.

- Open Safari
- Go to [apps.siumed.edu](https://apps.siumed.edu) and log in
- Go to the Safari menu and choose Preferences
- Go to Security
- Click on Plug-In Settings
- Click on Citrix receiver plug in
- Set [apps.siumed.edu](https://apps.siumed.edu) to on
- Set when visiting other websites to on

After this, you should be able to click on the icons in [apps.siumed.edu](https://apps.siumed.edu) and have them open right up!

Any questions regarding Citrix access should be directed to Melissa Buchanan:  
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May 2018