REMOTE ACCESS VIA CHSLI EXTRANET
JOB AID FOR MICROSOFT WINDOWS

PURPOSE:

The purpose of this job aid is to provide general system requirements and guidelines to remotely access the CHSLI Extranet.

OVERVIEW:

Select Staff personnel will have the ability to access the CHS environment via the CHSLI Extranet. To access the CHSLI Extranet, you must have a user name (your CHSLI user name e.g. jsmith01) and a pass code. The pass code is generated by a “token”, pictured below:

A token generates, through an algorithm, a new pass code every 60 seconds, thereby creating a different pass code to be used with each login occurrence. Physicians must submit a written request to the designated Medical Staff Affairs Office to obtain a token.

Once a token has been assigned, follow the steps below to access the CHSLI Extranet.

Advisory Note:

As with any installation of new or updated system functionality, IT strongly recommends that a full system backup be performed prior to the installation. Certain application sets may require the download and install of special components. These special components may create conflicts with existing software running on your system and an uninstall may be required in these rare situations.
SYSTEM REQUIREMENTS:

- Microsoft Windows XP, Windows 7, Windows 8 or Windows 8.1
  - Internet Explorer 7, 8, 9, 10 or 11 *(in compatibility mode)
  - Mozilla Firefox
  - Google Chrome is not recommended
- User account with Administrative rights
- The CHSLI Extranet will not function properly if ‘Pop-Up Blockers’ are enabled. Please ensure that any ‘Pop-Up Blockers’ are disabled when accessing: https://extranet.chsli.net

CHSLI Extranet Supported Client Platforms as of 11/1/2014.
- Qualified - has been systematically tested.
- Compatible - has not been systematically tested for the specific release but, based on testing in previous releases, the functionality is expected to work.

Microsoft Windows 8:

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Browsers/Java</th>
<th>Qualified</th>
<th>Compatible</th>
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<tr>
<td>Windows*</td>
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<tr>
<td>Windows 8.1 Professional / Enterprise, 64-bit</td>
<td>Internet Explorer 11, Firefox 24 ESR, Google Chrome, Oracle JRE 7</td>
<td>X</td>
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<tr>
<td>Windows 8 Enterprise, 64-bit</td>
<td>Internet Explorer 10, Firefox 24 ESR, Google Chrome, Oracle JRE 7</td>
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<tr>
<td>Windows 8 Enterprise, 32-bit</td>
<td>Internet Explorer 10, Firefox 3.0 and later, including Firefox 10, Oracle JRE 6 and later</td>
<td>X</td>
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<tr>
<td>Windows 8 basic edition / Professional, 32-bit or 64-bit</td>
<td>Internet Explorer 10, Firefox 3.0 and later, including Firefox 10, Oracle JRE 6 and later</td>
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Microsoft Windows XP, Vista and 7:

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<tr>
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<tr>
<td>Windows 7 Enterprise SP1, 64-bit</td>
<td>Internet Explorer 11,10, 9</td>
<td>X</td>
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<td>Firefox 24 ESR</td>
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<td></td>
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<td>Oracle JRE 6 and later</td>
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<tr>
<td>Windows Vista Enterprise / Ultimate / Business / Home-Basic / Home-Premium, 32-bit or 64-bit</td>
<td>Internet Explorer 11,10, 9</td>
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<tr>
<td>Windows XP SP3 Home / Professional, 32-bit</td>
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MICROSOFT WINDOWS SETUP:

The CHSLI Extranet supports Windows XP, Windows 7 and Windows 8 (8.1). These instructions will cover a typical Windows 7/8 installation using Internet Explorer 8, 9, 10 or 11.

*PLEASE NOTE: IF YOU ARE RUNNING INTERNET EXPLORER 11, YOU MUST ADD CHSLI.NET TO THE IE COMPATIBILITY VIEW SETTINGS:

In Internet Explorer, go to Tools → Compatibility View settings:

Enter chsli.net, click Add and Close:
CHSLI Extranet Login Page: https://extranet.chsli.net

Welcome to the
Catholic Health Services of Long Island Extranet

- **Username**: Your CHSLI login (ex: jsmith01)
- **Token**: The digits displayed on the RSA Token (changes every 60 sec.)
- **Network Password**: Your CHSLI password

On Internet Explorer 8 devices you will see a message bar on the top asking to run the 'Juniper ActiveX Client', click on the bar to install:
On Internet Explorer 9, 10 or 11 devices, you will see a message bar on the bottom asking to run the ‘Juniper ActiveX Client’, click Install:

You will see an Internet Explorer – Security Warning, click Install/Run:
On Internet Explorer 8 devices, you will see a Setup Control – Warning, click **Always**:

The Setup: Secure Application Manager will run:

On Internet Explorer 9, 10 or 11 devices, the Setup: Secure Application Manager will run immediately. When the install is complete, you will see the Secure Application Manager running in the taskbar:
The CHSLI Extranet Main Menu will be displayed showing all applications to which you have been granted access. Click on Epic:

You will be prompted to install the Citrix client, check the box and install:
On Internet Explorer 8 devices, you will receive a File Download – Security Warning, click Run:

![File Download - Security Warning](image)

And an Internet Explorer – Security Warning, click Run again:

![Internet Explorer - Security Warning](image)

On Internet Explorer 9, 10 or 11, you will be prompted on the bottom of the screen, click Run:

![Do you want to run or save this file?](image)
The Citrix client installation will run:

![Citrix Client Installation](image1)

On Internet Explorer 8, when the Citrix client install is complete, you will see a prompt on top, click on it to allow the add-on to run:

![Internet Explorer Prompt](image2)

To access your applications, enter the credentials required, and then proceed accordingly.
You will see an Internet Explorer – Security Warning, click Run:

![Internet Explorer Security Warning]

This ActiveX control was previously added to your computer when you installed another program, or when Windows was installed. You should only run it if you trust the publisher and the website requesting it. What’s the risk?

On Internet Explorer 9, 10 or 11 devices, when the Citrix install is complete you may see a prompt on the bottom, click Allow:

![Citrix Prompt]

To access your applications, enter the credentials required, and then proceed accordingly.
If this is the first time you are accessing the CHSLI Extranet, you may see a Log On window, enter your CHSLI User name and Password to Log On:
(The next time you access the CHSLI Extranet, it should login automatically)

Click on 'Epic Production' to launch the application:
If this is the first time you are accessing the CHSLI Extranet, you will see a Citrix Receiver – Security Warning, check the box ‘Do not ask me again for this site’ and click ‘Permit use’:

The Epic logon window will appear, login with your CHSLI credentials:

**THIS COMPLETES THE CHSLI EXTRANET SETUP FOR WINDOWS.**