

# Home Access Setup Instructions

---

Centricity will install a plug-in the first time you access it from your personal computer. Please follow the instructions below for your operating system and if you need assistance, please call the GLBHC Help Desk at one of the provided numbers below. This is best done on a day you are out of the office and have time to contact support.

GLBHC Information Technology Help Desk (8am - 5pm Mon-Fri)

**989-759-6433**

IT on call Number (After hours support)

**989-280-8089**

Outside Homepage for GLBHC

<http://greatlakesbayhealthcenters.org/ha>

IT Remote Help Site (will be used if IT needs to remotely help you)



## GLBHC WEB SERVICES

Centricity

Email Service

Workforce Connections

IT

Remote Help

Windows Receiver

Mac Receiver

Receiver Clean-Up Utility

Help Desk

**989-759-6433** – Available during normal business hours.

**989-280-8089** – After hours support number. Feel free to contact this number at any time.

The individual on call will either have a resolution for you right away or put you in contact with the proper support representative.

# Mac OS/Safari

---

## Add a trusted site to Safari

- Open Safari
- Navigate to <https://greatlakesbayhealthcenters.org/ha>
- Click **Bookmarks**
- Select **Add Bookmark**
- Choose *Top Sites*
- Click **Add**

## Next, Install Mac Receiver



GLBHC WEB SERVICES

Centricity

Email Service

Workforce Connections

IT

Remote Help

Windows Receiver

Mac Receiver

Receiver Clean-Up Utility

Help Desk

**989-759-6433** – Available during normal business hours.

**989-280-8089** – After hours support number. Feel free to contact this number at any time.

The individual on call will either have a resolution for you right away or put you in contact with the proper support representative.

Go to <https://greatlakesbayhealthcenters.org/ha> , and then open Centricity.



GLBHC WEB SERVICES

Centricity

Email Service

Workforce Connections



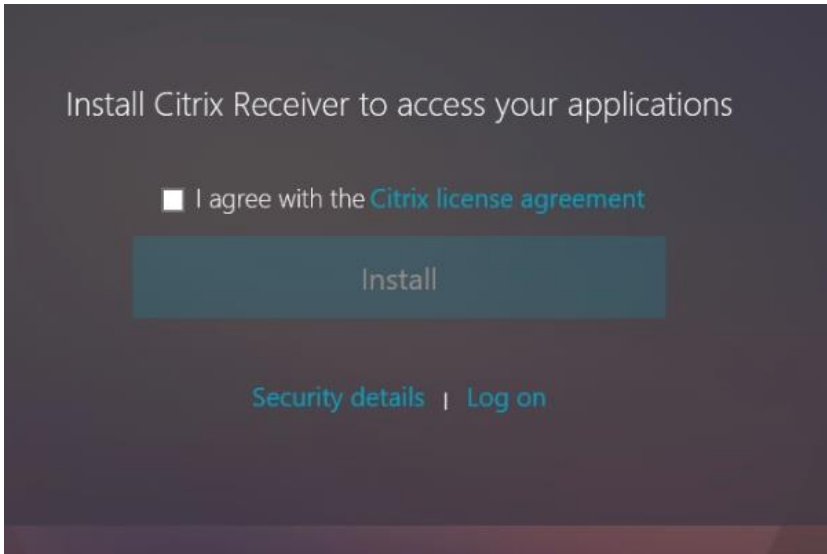
1. Enter Username
  2. Password (Same as Centricity password)
  3. RSA Key fob number \ RSA software token number
  4. Click Log On
  5. IF you are being prompted to install a receiver, follow the instructions below.
- Continue on to Centricity as you normally would internally.

The screenshot shows a dark grey login interface. On the left, it says "NetScaler with Unified Gateway". On the right, under the heading "Please log on", there are three input fields: "User name", "Password", and "RSA Passcode". Below these fields is a blue "Log On" button.

If you are still having trouble accessing <https://greatlakesbayhealthcenters.org/ha> ~ try the next step ...

## Prompting to install Citrix Receiver

After logging in you see the screen below, it is best to install the Citrix receiver for best performance of the system.



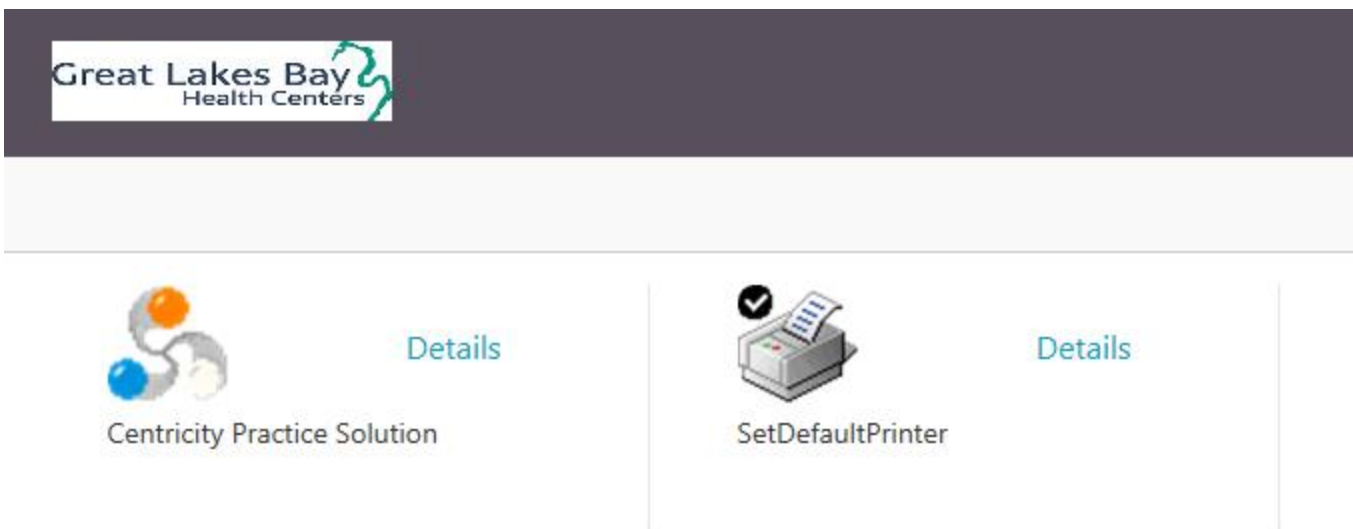
Click the box to agree to the Citrix license agreement

Click install

You will be prompted to run or save, select run.

Once the installer begins, keep clicking next to accept default settings.

Once the installation is complete, you should be redirected and see the link to launch Centricity.



## **Mac OS**

The process is done via Keychain Access found in your Applications>Utilities folder.

Here's what keychain access help has to offer:

*if someone sends you a certificate, you can add it to your keychain by dragging it onto Keychain Access, or by using the Import menu in Keychain Access.*

Go back to Keychain Access. Go to the certificate in the list (you can enter the name in the spotlight panel to get you there quickly). Double click to open the panel. Click on the triangle next to **Trust**. You'll see drop-down menus. Change to "always trust". Close the panel, and then restart the device.