Effective January 23, 2024, the old external Cerner Citrix link https://apps.utmck.edu will no longer be active. To avoid any disruption, users are encouraged to remove this link from their browser.

The new external access link workspace, https://workspace.utmck.edu/, must be used when accessing Cerner Applications off campus and not connected to the UTMCK network. (MFA) Multifactor Authentication is required as this allows a secure connection and provides security measures when accessing Protected Health Information (PHI) outside our organization. This method will be similar on both PC and Mac/iPad platforms.

This guide includes steps and instructions to ensure users can connect effectively. This guide covers all devices, including Windows, MacBook, iPad/iPhone. In the Table of Contents, select your device type, and this will navigate to the preferred section.

Please contact the HeldDesk at helpdesk@utmck.edu or 865-305-4357 for additional assistance.
- For any Cerner application functionality needs, feel free to contact CernerTrainingTeam@utmck.edu.

To open Citrix Workspace, enter the link address: https://workspace.utmck.edu/. Microsoft Edge is the preferred browser. However, Google Chrome can be used.
- If the old apps.utmck.edu link is saved as a favorite must be removed from browser.

Users will use their UTMCK email address and password, then enter MFA verification as prompted.
- For example: JDoe@utmck.edu
- If users have a "U" username, then enter U20239999@utmck.edu

MFA is required for UTMCK for all users. If MFA has not been set up, follow the instructions here: UTMCK Outlook Email Configuration - UNIVTN Support - Cerner Wiki
- NOTE: If unable to sign into the new link with email, contact the helpdesk. Additional licensing may be required for vendor accounts or users who do not have a UTMCK email or if users do not have a Cerner account.
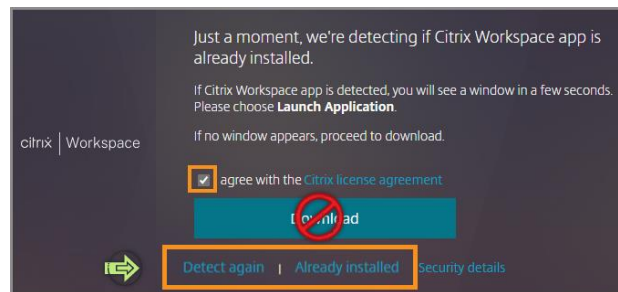
Devices

Windows

From browser, enter https://workspace.utmck.edu/. Once you're on the page, you might see a prompt asking you to detect your Citrix Workspace. This is to check if you need to install or reinstall the Citrix Workspace application on your computer.

- Select "Detect Citrix Workspace app."
- Next, select the prompt, "Always allow workspace.utmck.edu to open links."
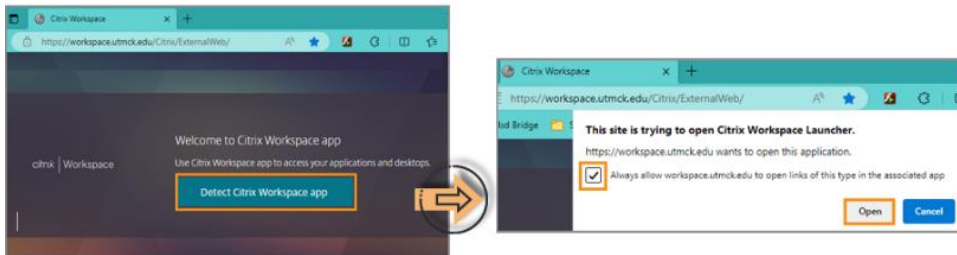
I have accessed Citrix before on my device

Users who HAVE ACCESSED Citrix on their personal or work device previously and are not automatically taken to the login page select only "Detect again" or "Already Installed"

NOTE: Do not select "Download," as this may download a different

I have never accessed Citrix before on my device.

Users that *HAVE NOT accessed Citrix* on their personal or work devices select "Agree with Citrix license, " then Download. Users will be navigated back to "Downloading Citrix Workspace App" window. Select "Continue."

Next, Select your account.

- If the users have been previously prompted for MFA, such as Microsoft Outlook, etc., they may not be prompted
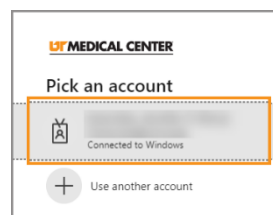
Mac/iPad/iPhone Users
For Mac/iPad/iPhone users, the Citrix Workspace application is preferred.
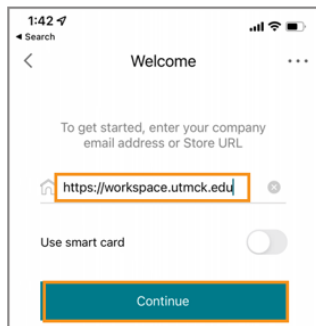Mac Users: To set up Citrix Workspace, a new user account will need to be added. Select the gear icon in the top right corner, then select "Preferences."
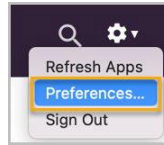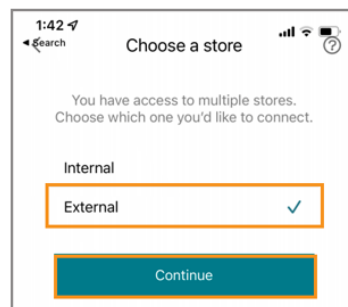
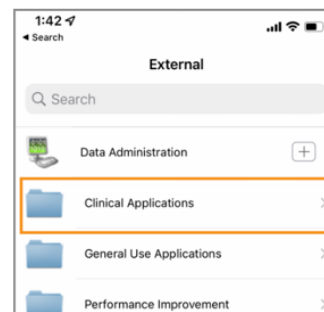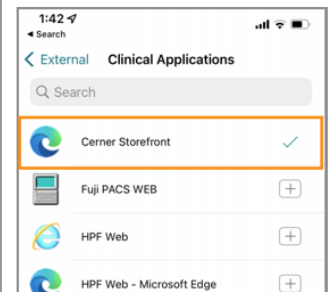Select "Accounts," then the "+" sign to add a new account:
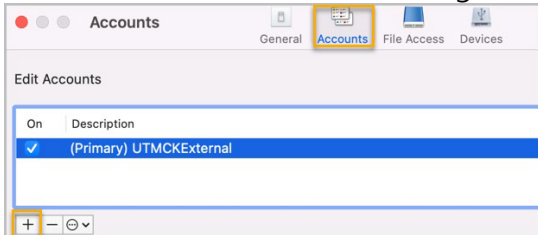
iPhone/iPad Users:

To set up the account, enter https://workspace.utmck.edu and then select "Continue"

When prompted, choose "**External**" (rather than "Internal")

Select Clinical Applications, then select Cerner Storefront

NOTE: The account setup process for Mac/iPhone/iPad users will only need to occur on the first login. Once set up, the user will not need to follow this process for additional logins. PC Users will not need to set up an account and will only log in directly with the weblink to use

Using Cerner Workspace
The new Citrix Workspace App will display in browser. Users must search for "Cerner Storefront" and make this a "Favorite".
- In the "Search" field, enter "Store," then select the "Cerner Storefront.".
- To make a "Favorite," click on the "star."
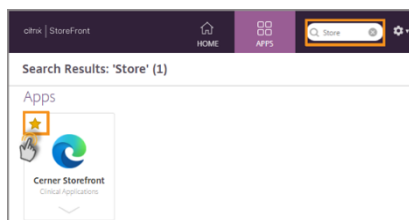
Mac/iPad/iPhone displays are similar to Laptop/PC views. Users need to open a Cerner application, they will need to select the "Cerner StoreFront" icon.
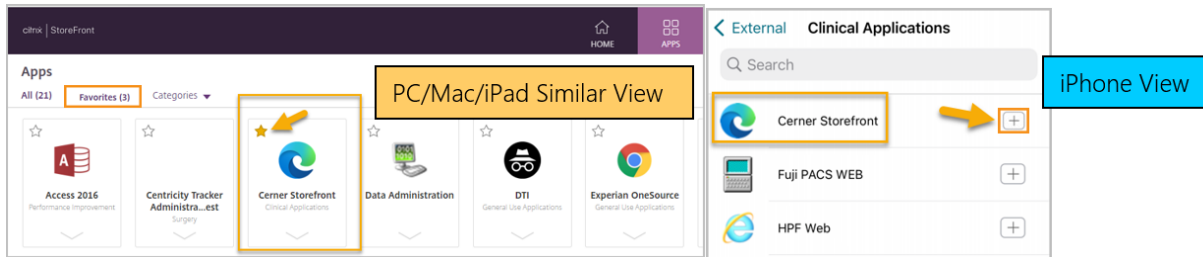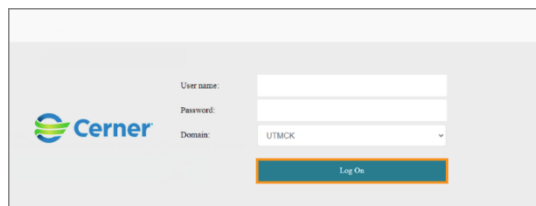

NOTE: Some PC devices may try and download a *.ica file.* Users can download the file ; however, going forward, it is recommended to right-click and choose "always start" instead of
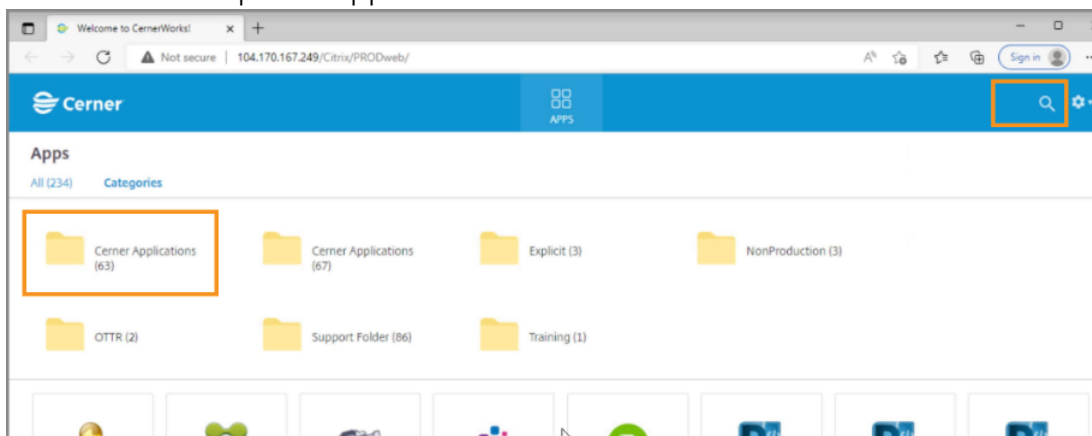

Most PC/Mac/iPad devices will display: "This site is trying to open Citrix Workspace Launcher."
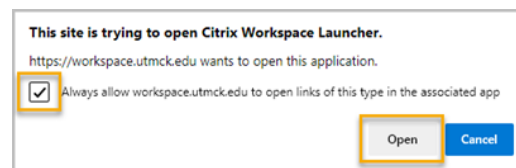

Enter UTMCK Cerner username and password

Once signed in, select the "Cerner Applications" folder or use the search feature (magnify glass icon) in the top right to search for a specific application.

The "Cerner Applications" folder will display PowerChart and FirstNet icons at the bottom. Use folders labeled per department to display additional Cerner applications.

- The application(s) selected will open in the Citrix application as usual.
- Users can use the "Search" field to enter specific applications if preferred.
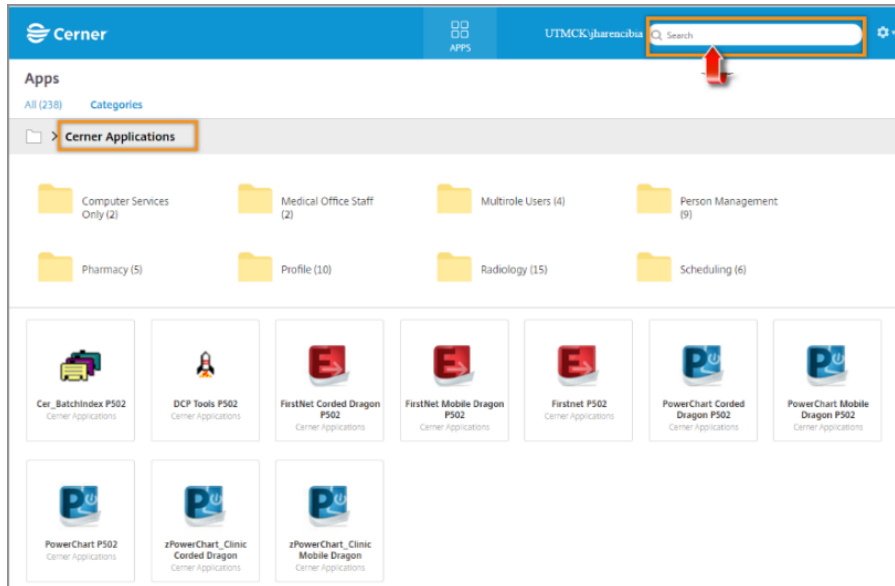
- NOTE: Dragon Mobile is the preferred means of using Dragon dictation while off-site. If a physical Dragon mic is needed and is not working as planned, please contact the help desk.

To log off of Citrix Workspace, select the gear icon in upper right corner, then select "Log off.
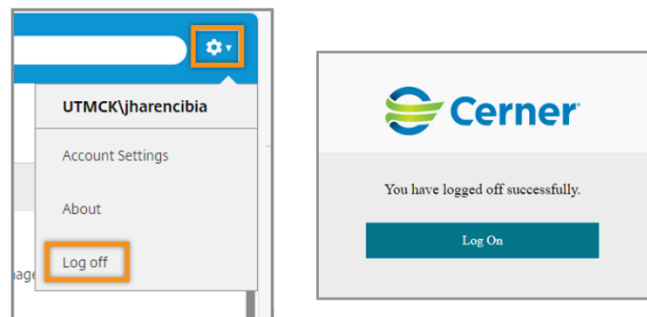
Removing "apps.utmck.edu" From Devices

Users that have retired URL saved as bookmarked favorites or saved to the home screen will need to remove them from devices.

PC/Laptop
- Microsoft Edge:
  - From browser, select the ellipsis and select "Favorites." From the "Favorites" dropdown, select the ellipsis, then "Open favorites page." Once Favorites opens, enter "apps.utmck" in the search field and the saved page will display. Select the "X" to delete.
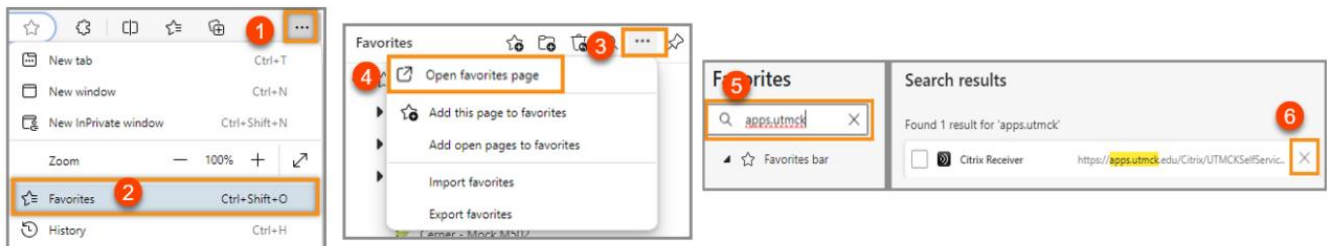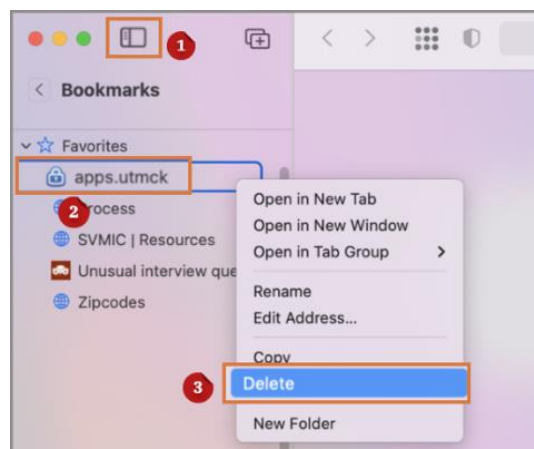
- Google Chrome:
  - Select "All Bookmarks" from the browser, then "Open Side Panel to see All Bookmarks." In search field, enter "apps.utmck" and the saved page will display. Select the "Delete."
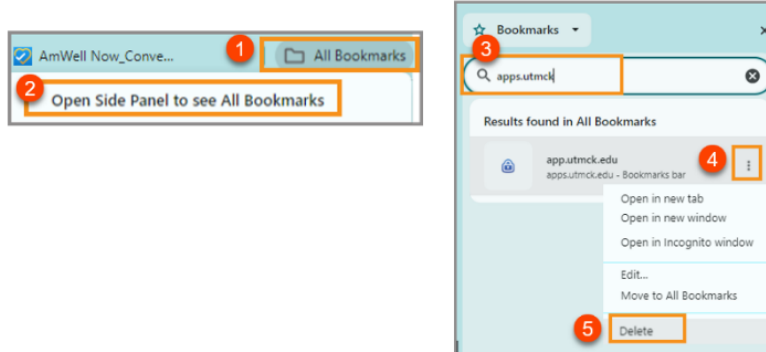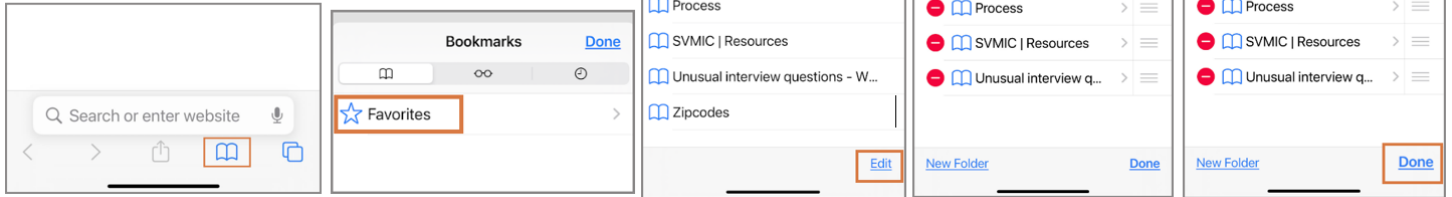
MacBook
Open Safari browser. Select the Sidebar button in the toolbar, then Control-click. Select Delete.

iPhone / iPad
Open Safari browser from device.

Select the Bookmark icon, then Favorites.

Select Edit. Select Bookmarked link, then Delete. Select Done.

If URL is saved to the home screen, press and hold the app, then select Delete Bookmark.