



JHSMH Web Interface

Citrix Instructions for Windows



How to Access the JHSMH Web Applications Remote Login

1. Go to the following website to access the JHSMH Citrix Remote Portal:
<https://citrix.jhsmh.org>

*Prior to logging in for the first time, you will see the following information that you may need to install before proceeding.

Jewish Hospital & St. Mary's HealthCare
Combining our strength. Honoring our heritage

JHSMH Web Interface

Log in

User name:

Password:

Advanced Options >>>

Welcome

Please log in

To log in, enter the credentials required, and then click Log In.

If you do not know your log in information, please contact your help desk or system administrator.

JHSMH Message Center

The Message Center displays any information or error messages that may occur.

Please watch this space for any important announcements. If you require assistance, please contact our help desk.

JHSMH Helpdesk Phone Number: 1-502-587-4216

PLEASE NOTE: You must install the Citrix Client to use the remote portal. To install, click on one of the following:

[Citrix Receiver Web Client for Windows](#)
[Citrix Receiver Full Client for Windows](#)
[Citrix Receiver for Mac](#)

2. Please select the option of **Citrix Receiver Full Client for Windows** and select “**Run**” to install the application. It should take 1-2 minutes. *PLEASE NOTE: The application icons will not work until you have installed the Citrix Client.

3. Once the application has been installed, you may log into **Citrix** using your normal JHSMH logon, and your icons will appear in the applications window.

Reminder: If you have changed your initial password for logging in at the hospital within the last year, your password for the applications such as MD Valet and Sovera will be your old/original password.

Help Desk: If you do not remember your previous password, please contact the **JHSMH Help Desk** via phone numbers (502) 587-4729, (502) 587-4216, or via Email to jhsmhservicedesk@jhsmh.org, and open a ticket to the Ambulatory Services group.

Citrix Instructions for Mac



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