

## Critical note for providers who remote into ECW outside of St. Luke's

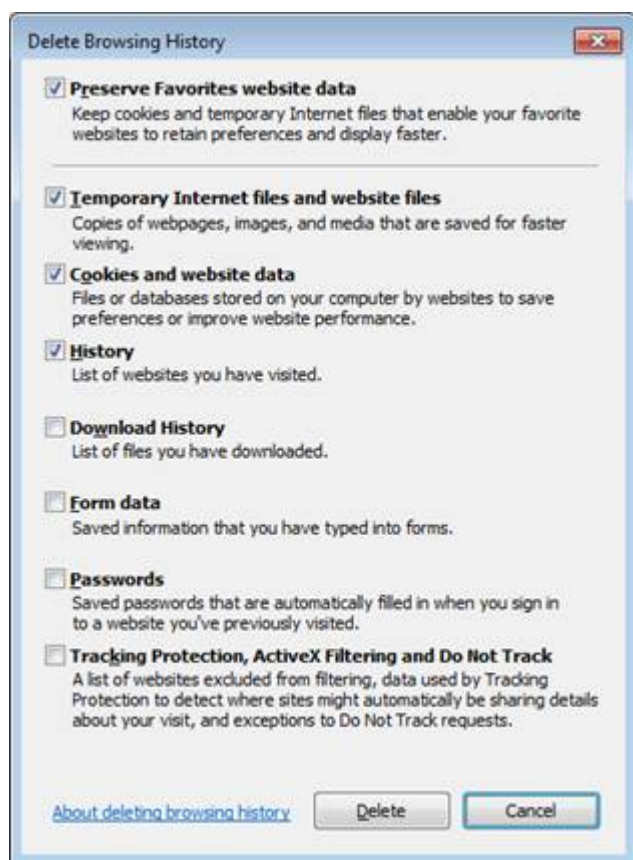
For compliance purposes we needed to update our remote access system (known as Citrix). If you are unable to login to ECW remotely through Citrix (you get a login screen, but no prompt for password) please clear your internet cache (see instructions below). Office managers, please make sure any provider in your practice that relies on remote access receives this message. Thank you.

# How to Clear your Cache

The shortcut keys **Ctrl+Shift+Delete** will work on any browser to bring up the **Delete Browsing History**. You just need to bring up the browser of choice first and then press the keys.

## In Internet Explorer

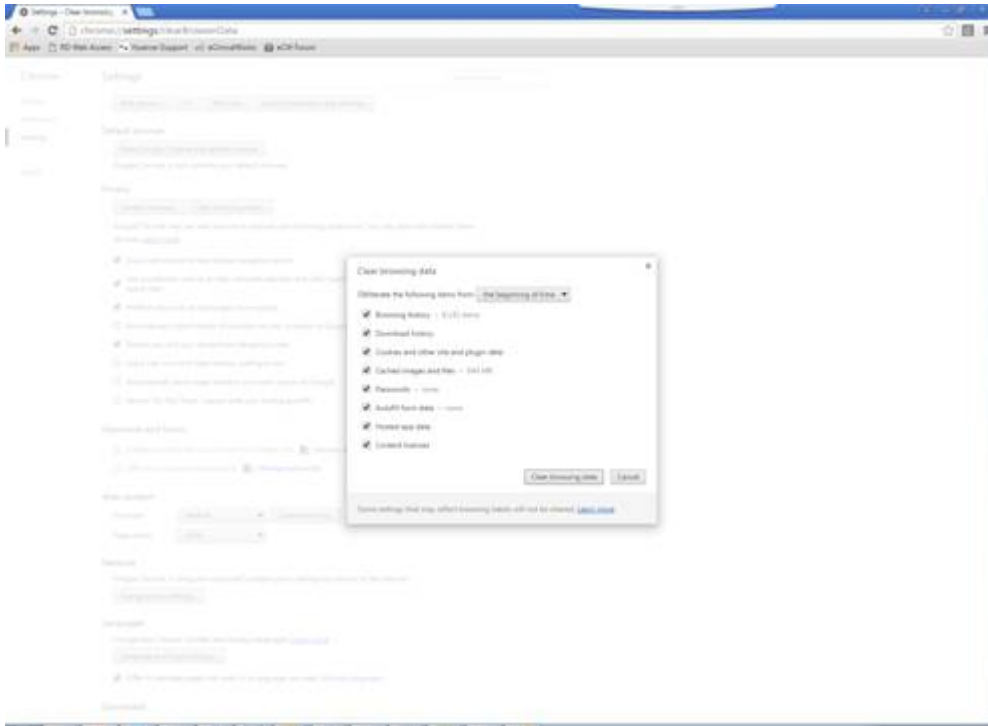
1. Bring up Internet Explorer by double clicking on the IE Icon on the desktop
2. Press **Ctrl+Shift+Delete** keys on your keyboard to bring up the "Clear browsing data" window



3. In Internet Explorer: Delete Temporary Internet Files and website files, cookies and website data as well as History
4. Click the **Delete** button

## In Chrome

1. Bring up Chrome by double clicking on the Google Chrome Icon on your desktop
2. Press **Ctrl+Shift+Delete** keys on your keyboard to bring up the "Clear browsing data" window



3. **Delete Browsing History, Download History, Cookies and other site and plugin data as well as Cached Images and Files. If all of the options are selected – that's fine, clear them all.**
4. Click **Delete**

## Instructions for a MAC

1. Open Safari
2. Go up to the top left, click Safari > Preferences > Privacy > Click the button "Remove All Website Data". After that is done, then try Citrix again. Both user id and password box should appear.