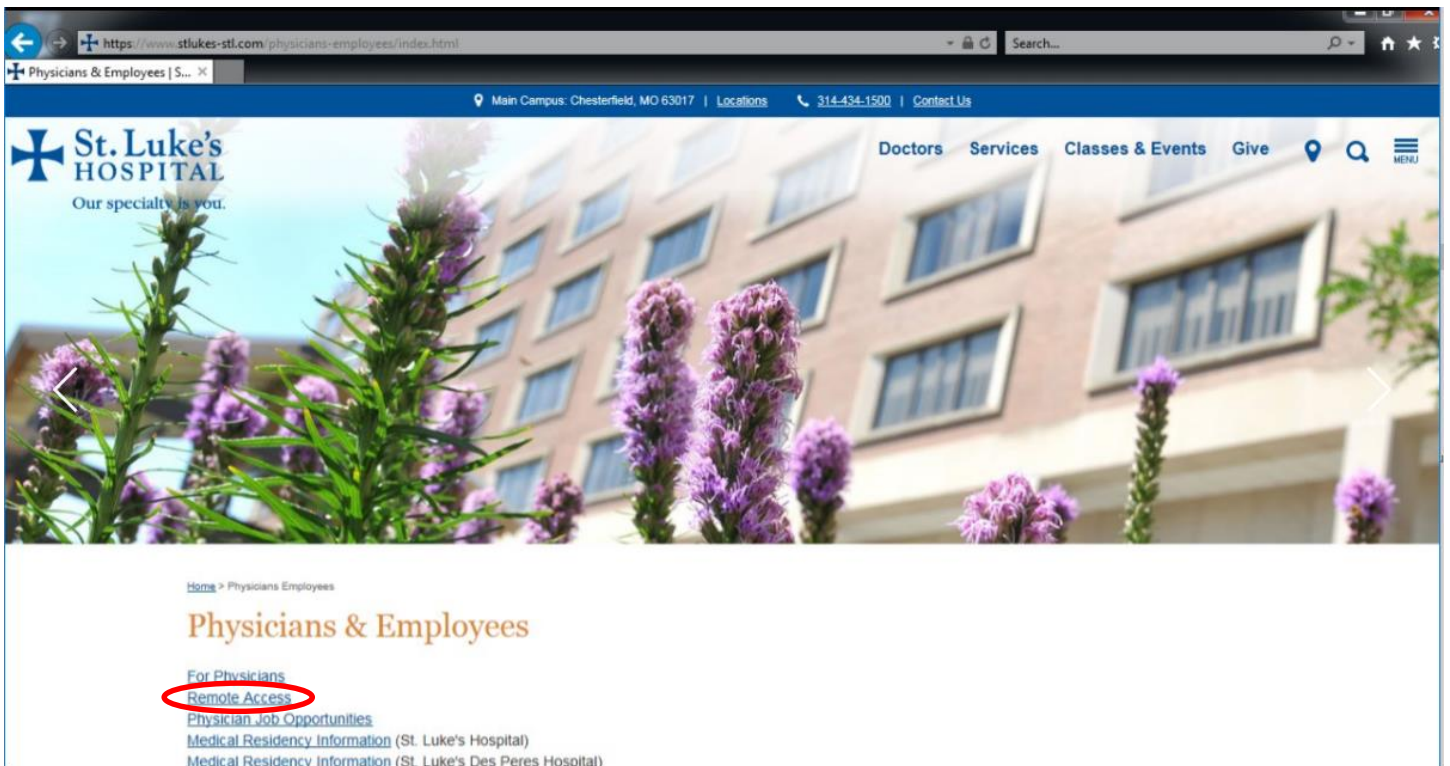
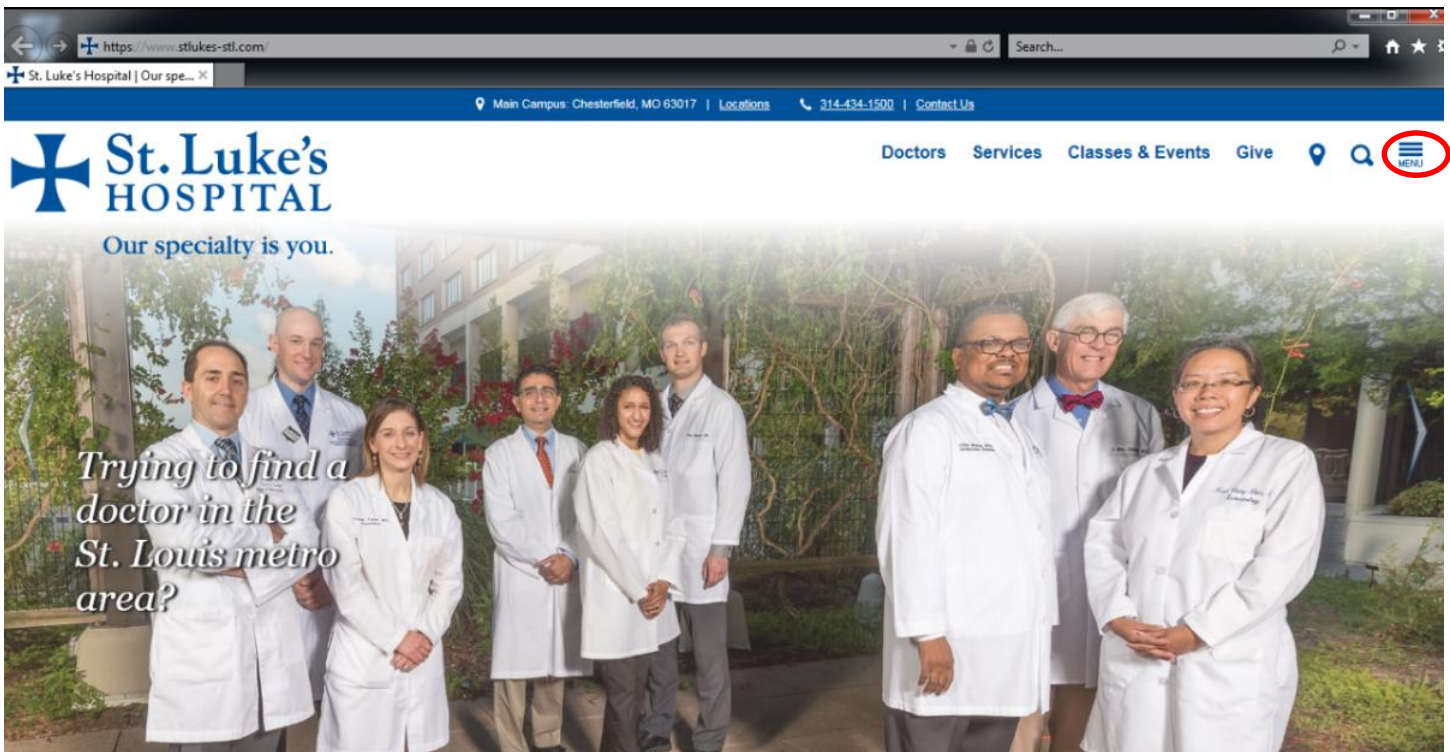


INSTRUCTIONS:

Connect to www.stlukes-stl.com – this is St. Luke’s EXTERNAL website.

Click on Menu, and select Physician & Employees.

Click “Remote Access”.



Once you click on “Remote Access”, you will need to go to “Downloads” to download the appropriate Citrix client for your device IF YOU HAVE NOT ALREADY DONE SO. IF you have already downloaded the client, you can skip this step. [You do not need the Citrix client if you are only accessing WebMail.]

****NOTE - There are separate clients for Windows and Mac. (During the install, it may prompt for you to create an account, just hit cancel.) Once you download the Citrix Receiver, you'll need to reboot.**

Remote Access

[Remote Access Instructions for St. Luke's Applications](#) (PDF) 

Citrix

[Critical Note for Citrix Users](#) (PDF) 

[Citrix Access Gateway](#)

(If you are using Internet Explorer 11, stlukes-stl.com will need to be put in Compatibility View Settings (or you'll just receive a black screen with no login box). Open up Internet Explorer, go to Tools, Compatibility View Settings and under "Add this website", type in stlukes-stl.com, click Add and stlukes-stl.com should now appear in the "Websites you've added to Compatibility View".)

[Uninstall the Citrix Receiver](#) (PDF) 

[Citrix with Google Chrome](#) (PDF) 

Kronos

[Kronos Employee Self Scheduling](#)

Lawson

[Lawson Employee Self Service](#)

Lawson Helpline: 314-205-6740, M-F 7:30a-4p

Fetalink

[Fetalink - Quick Reference Guide](#) (PDF) 

CareLearning

[On-line Education - www.carelearning.com](#)

Your student ID: First 4 letters of your last name, first name initial and the last 4 digits of your St. Luke's employee ID#. (If your employee ID is only 3 digits, use only 3 digits)

WebPINS

[Physician WebPINS Access](#) (Password Required)

Nursing

[Nursing Schools](#) (User ID and Password Required)

E-mail

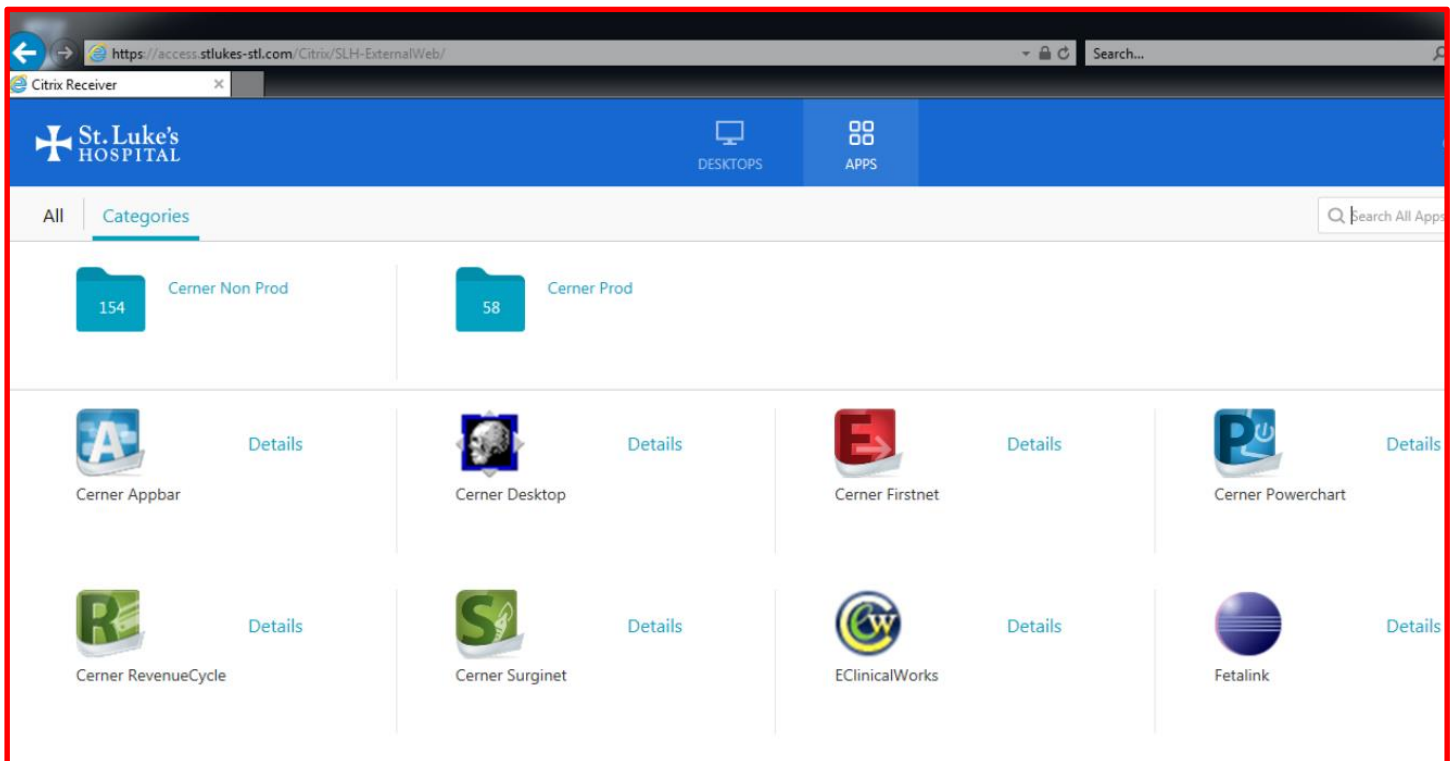
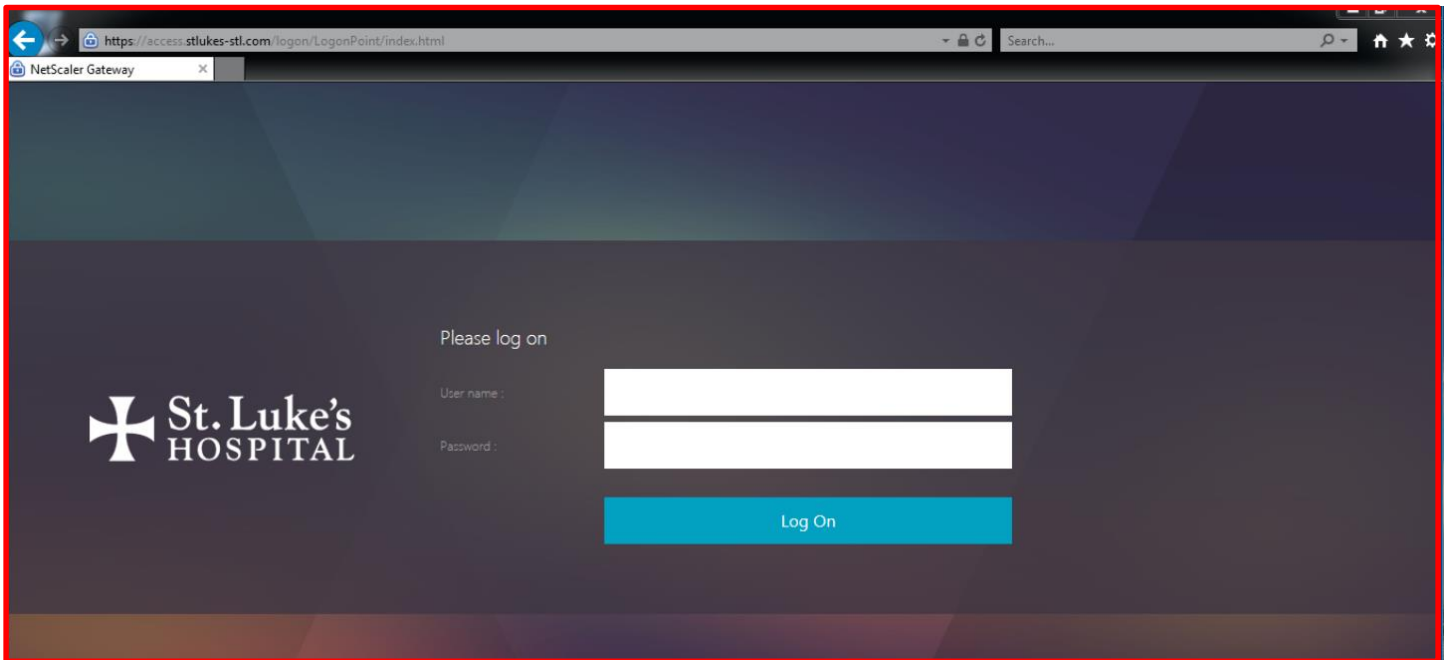
(Add "slh" before your user name)

[Web Enabled E-mail](#) (Password Required)

Downloads

[Remote Access Downloads](#)

After you've rebooted, go back to Remote Access, click on the "Citrix Access Gateway". A purple screen will come up; log in using your network/Cerner/Lawson userid and password. At the next screen, you should see all of the icons YOU have access to. (Below is just an example.)



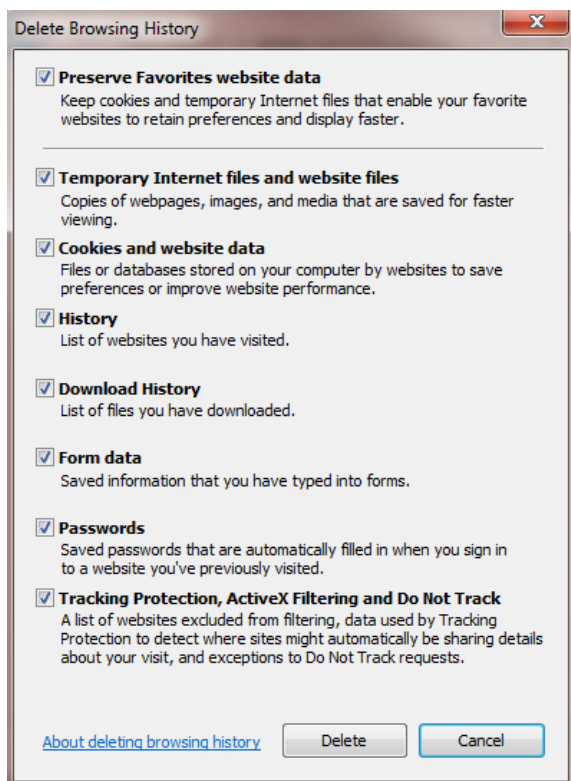
Tips/tricks:

If you have rights to remote to your pc at work, you will need the Host Name of your pc. If your pc is encrypted (and gets rebooted overnight), you won't be able to remote to it until you or someone else logs into that encryption screen. [REMINDER: Never give YOUR user id and password to anyone.]

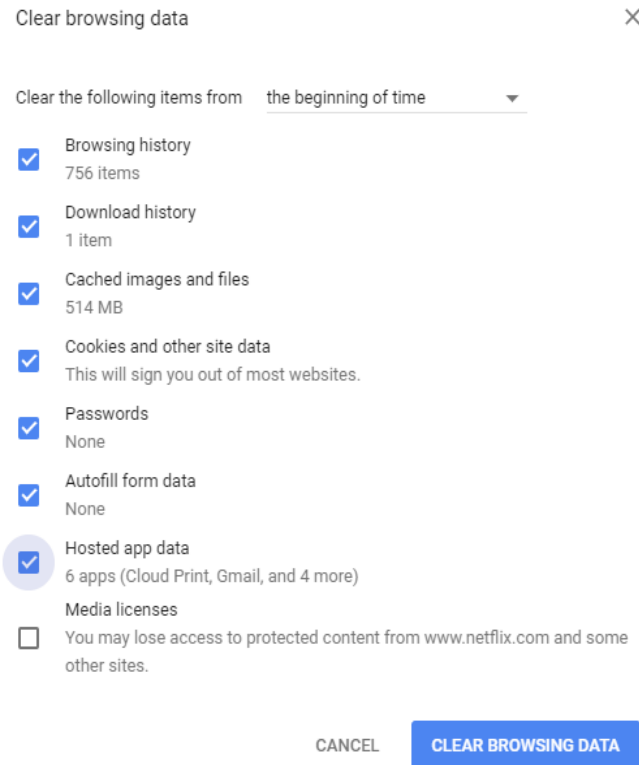
If you click on an application and it looks like a file is being downloaded, you may need to add "stlukes.com" to Trusted Sites. [For Windows devices - click on Start, Control Panel, Internet Options, and Security tab. Click on "Trusted Sites", type in stlukes.com and click Add. Hit Close and then Ok to exit.]

Sometimes, you may need to clear browser history. [You can always Google how to do this.] Open up the internet, hold CTRL + Shift + DEL on your keyboard.

Internet Explorer



Google Chrome



To remove Citrix Receiver:

Windows pc - click on Start -> Control Panel -> Programs & Features -> Citrix Receiver (and then click Uninstall)
Mac – click on Finder -> Citrix Receiver -> Move to Trash