

## Remote Access to Epic EMR (off-campus) using your Mobile iOS Device

Remote access to Epic (i.e. from off-campus) using your iOS device (iPhone, iPad) requires a 3-step process.

1. (one time) Download Citrix Receiver from the app store.
2. (one time) Download and configure JUNOS PULSE from the app store, for secure remote access to MyCitrix and Epic UTMB EMR
3. (every time) Use Safari to access MyCitrix from the UTMB Homepage.

### Download Citrix Receiver (one-time step)

1. Download Citrix Receiver from the app store.

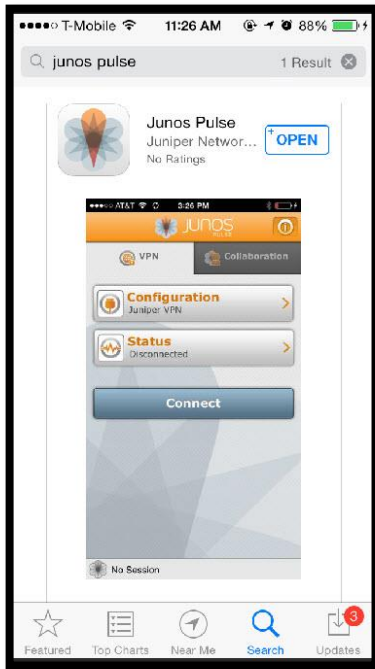


**You will know it is downloaded  
when you see this icon on your iOS.**



## Download and Configure JUNOS PULSE for Mobile VPN (one-time step)

iPads, iPhones, or tablets will use a Junos app downloaded from the app stores to securely access UTMB resources. [This information is from <http://www.utmb.edu/is/Assistance/Remote Access/Remote Access.aspx> ]



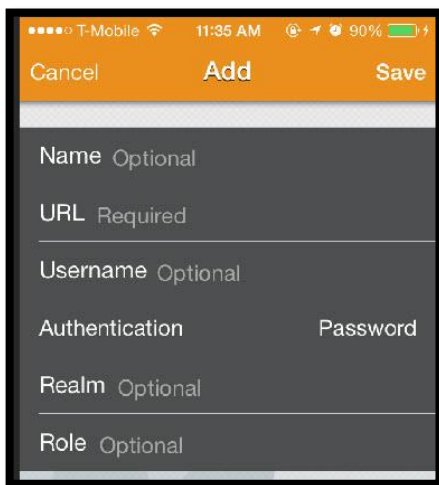
1. Download JUNOS Pulse from the app store. You will see this icon.



2. Open the JUNOS Pulse app from the icon to continue the setup.



3. Accept the end user license agreement when the app is first opened. You will have to scroll to the bottom of the screen.
4. Click "Enable" when prompted.



5. Click on the ">" icon to create a new VPN connection. This window to add a new configuration should pop up.



6. Enter the following information; do not change or enter information in the other fields:

- Name: **UTMB VPN**
- URL: **myvpn.utmb.edu**
- Username: **Not needed**

7. Click on "Save".

8. Close the Junos Pulse application if a VPN connection is not currently needed.



9. Open the Junos Pulse app and tap the Connect button below the connection labeled "UTMB VPN"

10. Enter your UTMB login credentials when prompted and tap the "Sign In" button.



11. The VPN connection icon will appear at the top of your iOS device when the VPN connection has successfully started



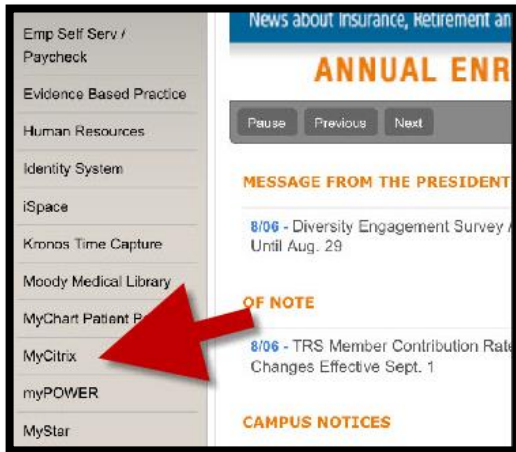
12. Tap the "Disconnect" button to disconnect from UTMB VPN.

13. Close the Junos Pulse application.

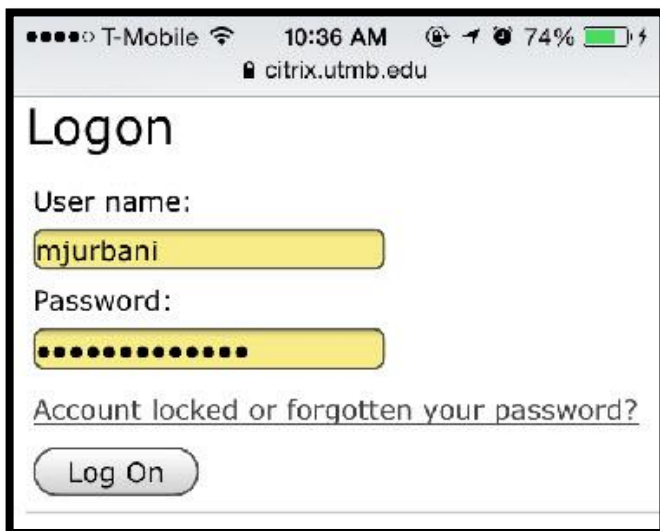
## MyCitrix from iUTMB (every time)

1. Using Safari, go to [www.utmb.edu/iUTMB](http://www.utmb.edu/iUTMB), then to MyCitrix on the left-side menu.

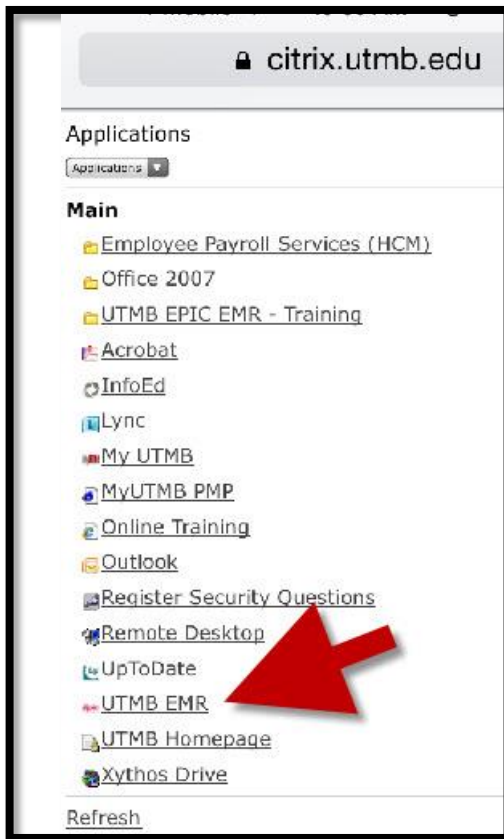
The first time you load MyCitrix, particularly using an iPhone rather than an iPad, it can take a while, so be patient. If it takes more than one or two minutes, try closing some apps.



2. Select MyCitrix from the iUTMB home page

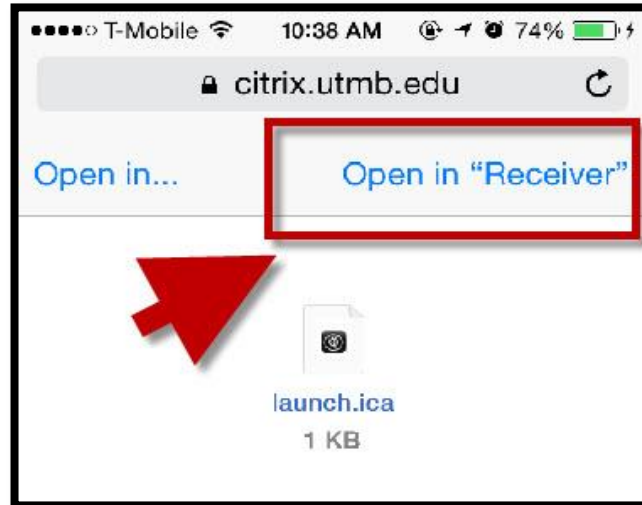


3. Login using your UTMB credentials



4. Select UTMB EMR EPIC to access Epic on your iOS mobile device

5. Open in "Receiver" to launch UTMB EMR (Epic).



6. Login to Epic as you normally would using your UTMB login credentials.



*Keyboard Help:* When logging in, the keyboard does not appear at the bottom like you are used to.

- On iPhone, there is a small foursquare at the bottom of the screen to assist with keyboarding
- On iPad, pull down from the top of the screen to find the keyboard icon.