

Henry Ford Private Practice Remote Access Instructions

This document assumes that you already have an HFHS Corp ID to access the Henry Ford Health System (HFHS) network. If you do not have a HFHS Corp ID, contact the HFHS IT Service Desk at 248-853-4848 or via email at helpdesk@hfhs.org.

Application Disclaimers

- **Application Installation Requirement:** To use the Henry Ford Private Practice Remote Access, your device will need to have the Citrix Receiver application installed. For Windows and Mac devices, it can be downloaded and installed from the Citrix Website: <https://www.citrix.com/products/receiver/>. For phones and tablets, the Citrix Receiver can be downloaded via the Google Play store for Android devices or the Apple iTunes store for iPhone/iPad devices.
- **Be advised:** If you connect to other businesses using Citrix, we recommend that you contact them and check with them to ensure that the Citrix receiver installation will not impact your access to their systems. The intent of this documentation is to assist in configuring your device to connect to the Henry Ford Private Practice Remote Access, and does not address compatibility with other remote access or Citrix solutions.

Supported Operating Systems and Web Browsers

- **HFHS Preferred Device Configurations:** Understanding that the user community may have other combinations of Operating Systems and web browsers, HFHS will attempt to assist users with issues they may have in establishing connectivity to the portal. HFHS recommends the following Operating System and Web Browser configurations to ensure a reliable and consistent user experience:

Operating System	Web Browser
Windows 10*	Internet Explorer 11
Windows 7	Internet Explorer 11
Mac OS X 10.10 (or higher)	Safari Web Browser
iOS 9 (or higher) for iPhone/iPad	Safari Web Browser
Android 6x (or higher) for Android Devices	Chrome Web Browser

Note - The Windows 10 default web browser **Edge is **not** supported for Citrix.*

Citrix receiver is supported by a variety of earlier versions of operating systems and web browsers, additional information on Citrix receiver versions can be found at this link [here](#).

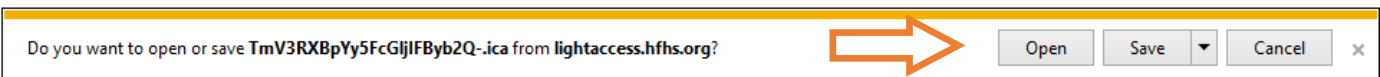
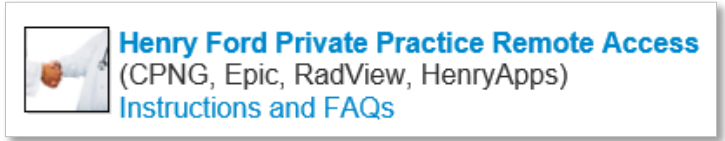
Also, Citrix provides an FAQ section that address many common questions and issues using Citrix receiver. The receiver FAQ can be found at this link [here](#).

Private Practice Remote Access Applications

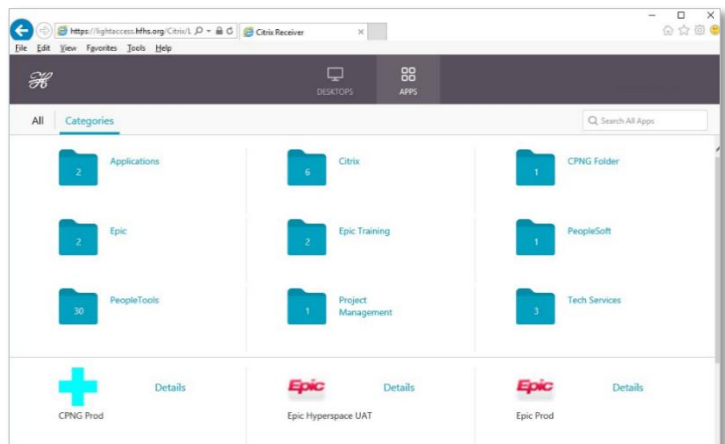
Having already installed the Citrix receiver, you should take the following steps to access Henry Ford Private Practice Remote Access applications:

- Launch your web browser and navigate to: <http://www.henryfordconnect.com/>
- Click the link for **Henry Ford Private Practice Remote Access**.
- Log into the Henry Apps Access (lightaccess) with your HFHS Corp ID and Password.

Note - you may receive prompts from your web browser (i.e. Internet Explorer, Chrome, Safari, etc.) to accept downloads or otherwise "trust" both **henryfordconnect.com or **lightaccess.hfhs.org**. If prompted you should accept the content or trust these websites. An example message follows:*



- Once logged in, you will see a landing page which should appear like the one to the right. Your options may be different depending on the applications you have access to.



- Browse for the application you are looking to launch. When you have found an application, click the **icon** for that application and it will launch on the screen:

- When you are finished, you can log off by clicking your name near the upper right corner of the window and choosing **log off**.

