

GeisingerConnect and Browser Settings

What's new?

Browser security continues to become more stringent and settings must be updated.

Impacts to Users:

1. If you have trouble viewing certain images in the EMRlink tab, it may be due to a **pop-up blocker**; updating a few browser settings only takes a few steps.
2. If you are a **credentialed provider** using the Firefox browser and have trouble opening the Epic Production-OS icon under Clinical Apps, updating your browser's **pop-up blocker and 'Add-ons' or 'Plug-ins'** only takes a few steps.
3. All Users: Confirm that your GeisingerConnect Shortcut/Bookmark/Favorite is set at the correct url for GeisingerConnect: <https://geisingerconnect.geisinger.org>.

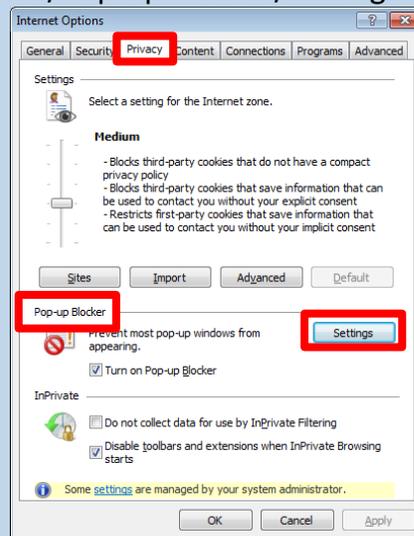
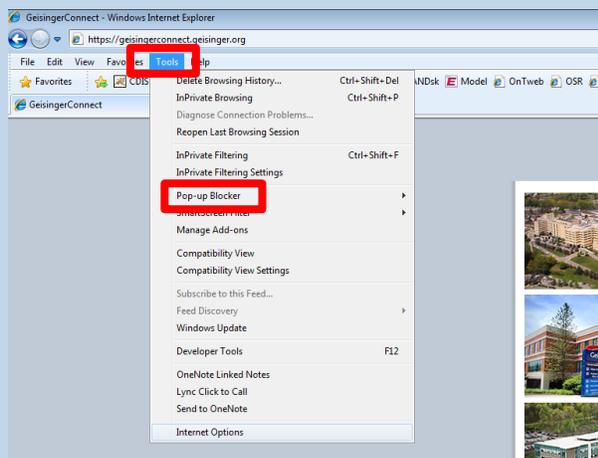
What You Need to Do:

1. Update your Pop-up Blocker Settings



Internet Explorer – Pop-up Blocker

Select Tools/Pop-up Blocker, then the Privacy tab/Pop-up Blocker/Settings:



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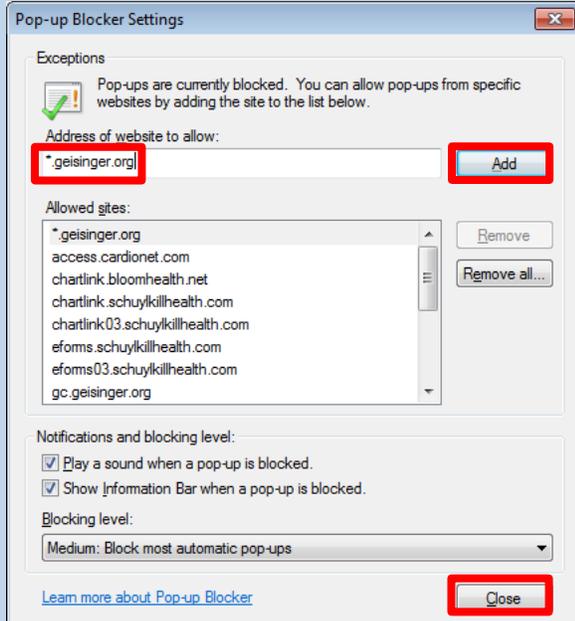
1. Update your Pop-up Blocker Settings (cont.)



Internet Explorer– Pop-up Blocker (cont.)

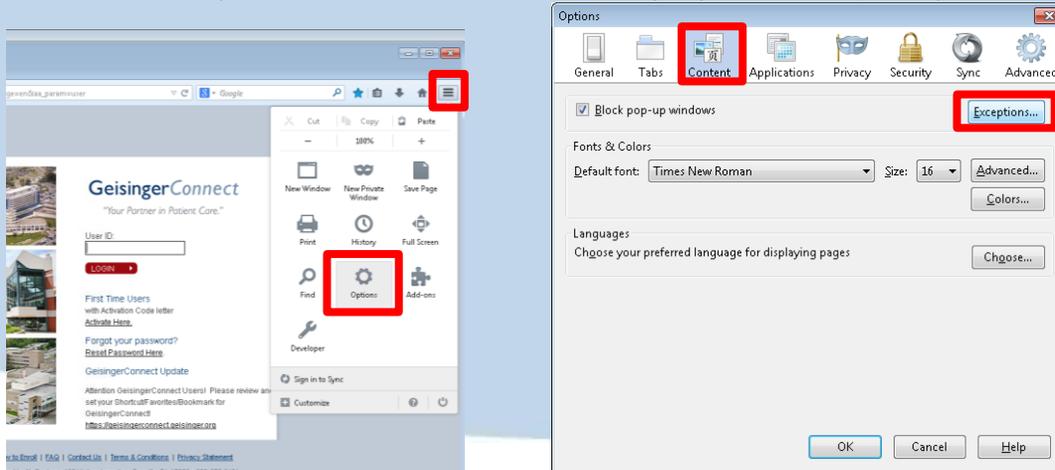
Add *.geisinger.org as 'Address of website to allow,' click 'Add,' then 'Close'

Note: Please close all instances (including tabs) of your browser and open a fresh instance once finished.



Firefox – Pop-up Blocker

Select Menu/Options, Content, then 'Block Pop-up windows'/Exceptions



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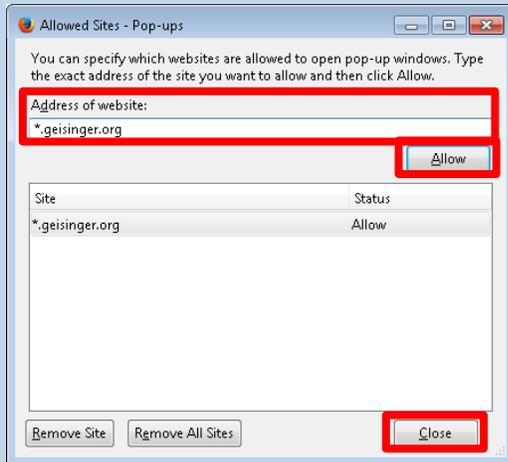
1. Update your Pop-up Blocker Settings (cont.)



Firefox– Pop-up Blocker (cont.)

Add *.geisinger.org as 'Address of website,' click 'Allow,' then 'Close'

Note: Please close all instances (including tabs) of your browser and open a fresh instance once finished.

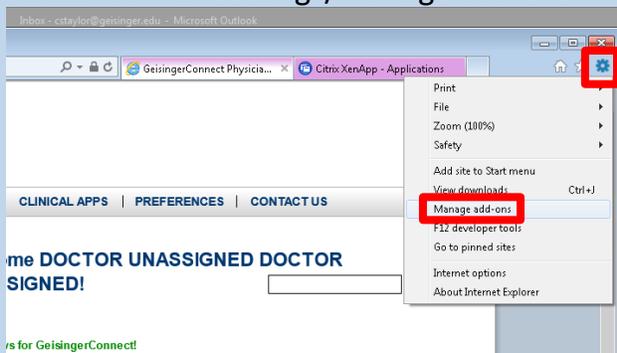


2. 'Clinical Apps' users only – Allow 'Citrix' Add-on



Internet Explorer – Enable 'Citrix' Add-on

Select icon for Settings/Manage add-ons



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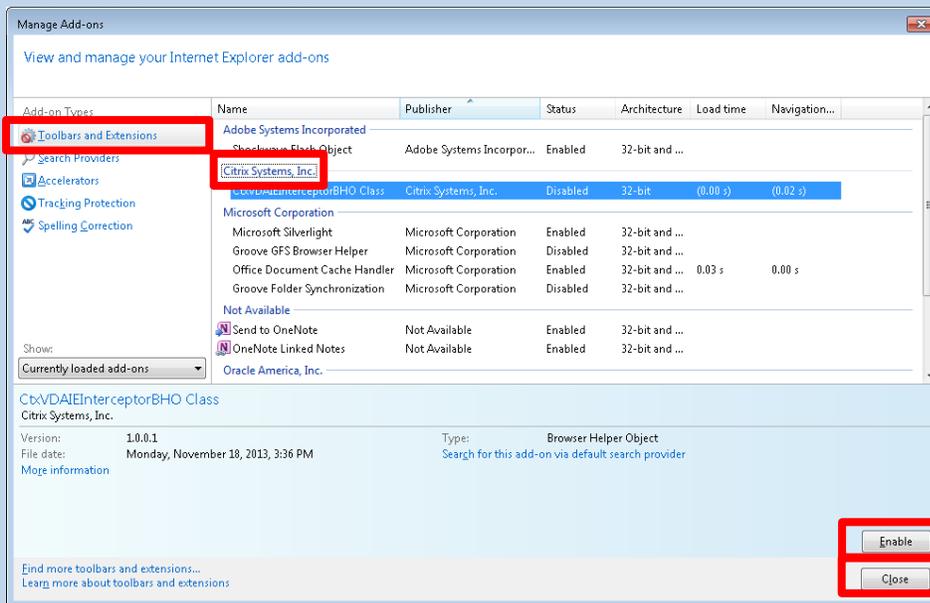
2. 'Clinical Apps' users only – Allow 'Citrix' Add-on (cont.)



Internet Explorer – Enable 'Citrix' Add-on (cont.)

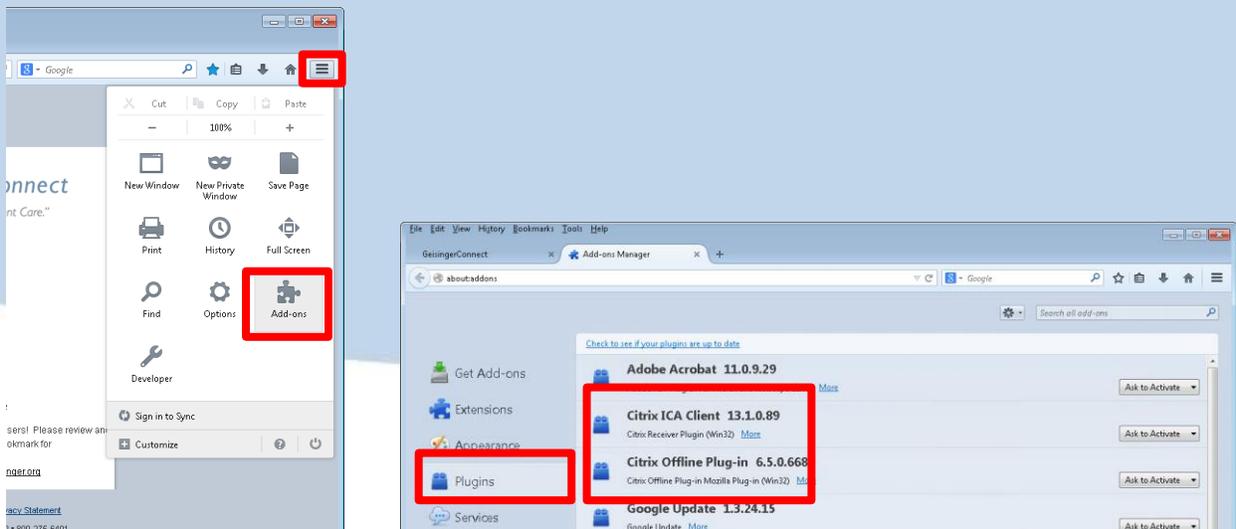
Select Toolbars and Extensions, look for and click 'Citrix Systems, Inc.', click 'Enable' (button will change to 'Disable'), click 'Close'

Note: Please close all instances (including tabs) of your browser and open a fresh instance once finished.



Firefox – Allow 'Citrix' Add-on

Select icon for Menu/Add-ons, then check Plugins, and look for all items with 'Citrix' in the name:



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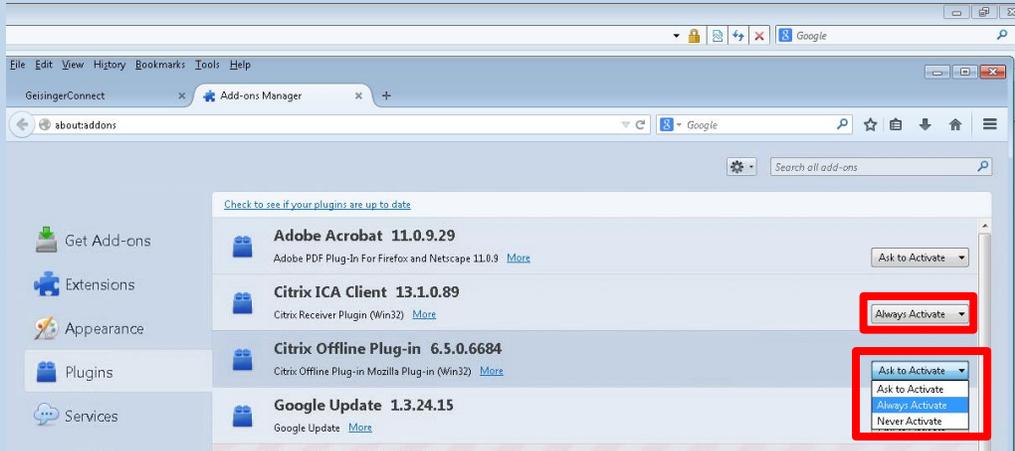
2. 'Clinical Apps' users only – Allow 'Citrix' Add-on (cont.)



Firefox – Allow 'Citrix' Add-on (cont.)

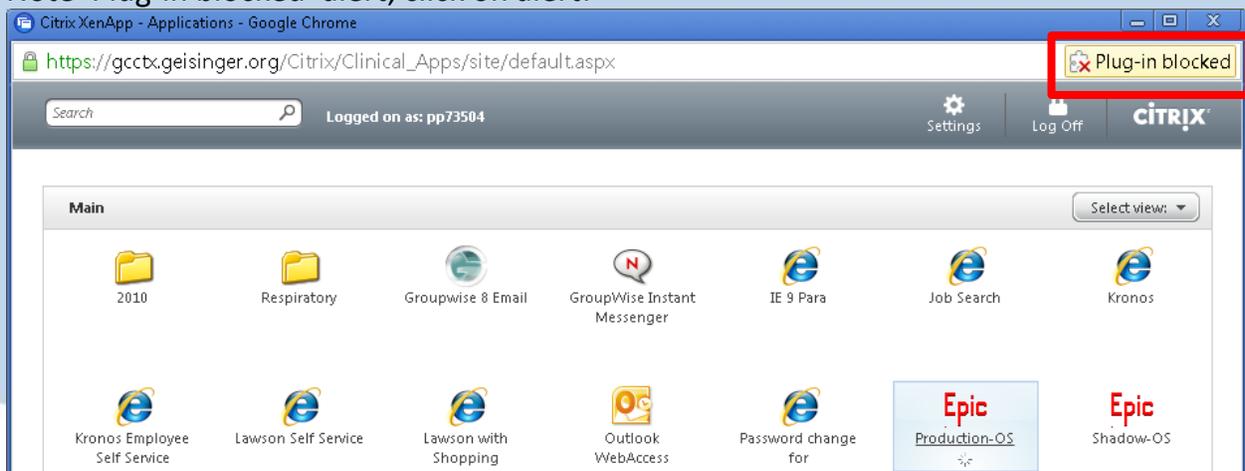
Select 'Always Activate' from the Drop Down for **ALL Citrix items**:

Note: Please close all instances (including tabs) of your browser and open a fresh instance once finished.



Google Chrome – Geisinger does NOT recommend the use of Google Chrome for GeisingerConnect. If you are alerted that a Plug-in was blocked:

Note 'Plug-in blocked' alert, click on alert:



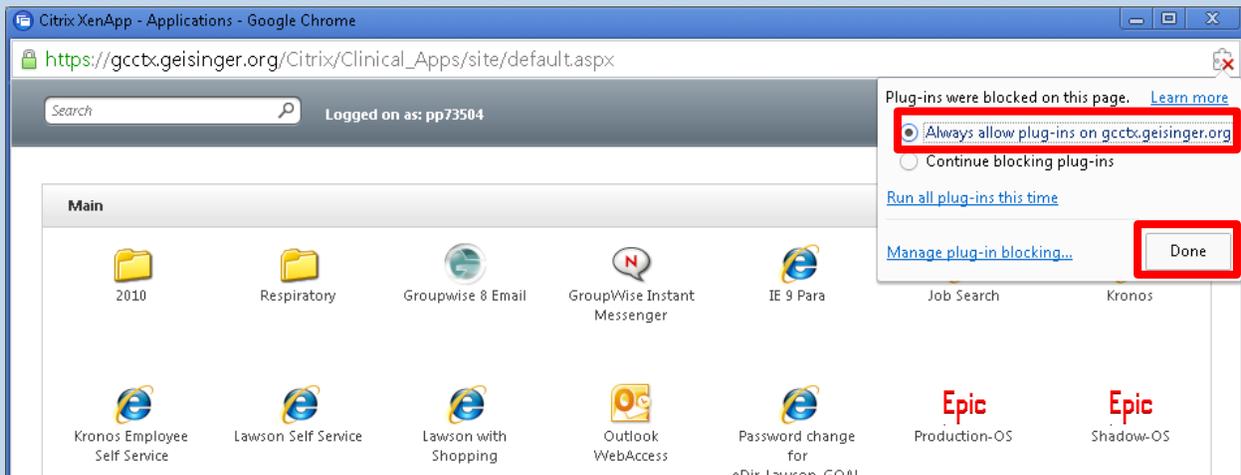
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2. 'Clinical Apps' users only – Allow 'Citrix' Add-on (cont.)



Google Chrome – Geisinger does NOT recommend the use of Google Chrome for GeisingerConnect. If you are alerted that a Plug-in was blocked: Select 'Always allow plug-ins on <URL>,' (in the case below, the url is <gcctx.geisinger.org>), and click Done.

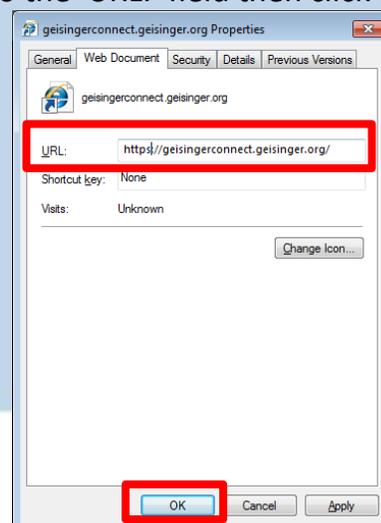
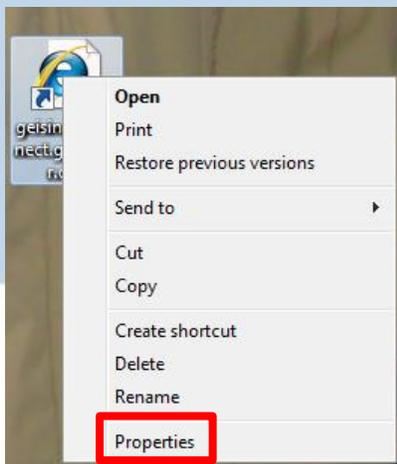
Note: Please close all instances (including tabs) of your browser and open a fresh instance once finished.



3. All Users: Update your desktop Shortcut

Desktop Shortcut, Windows OS

Right Click on the GeisingerConnect shortcut and select 'Properties', paste <https://geisingerconnect.geisinger.org> into the 'URL:' field then click OK:



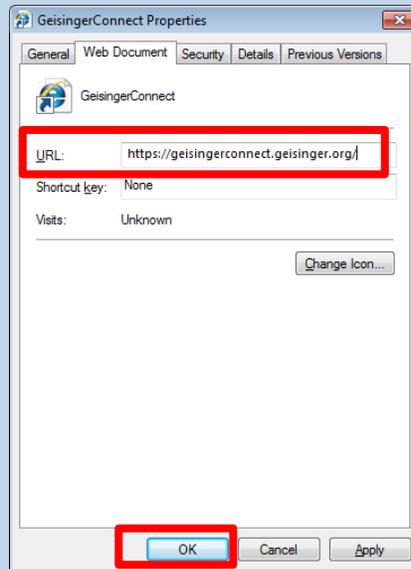
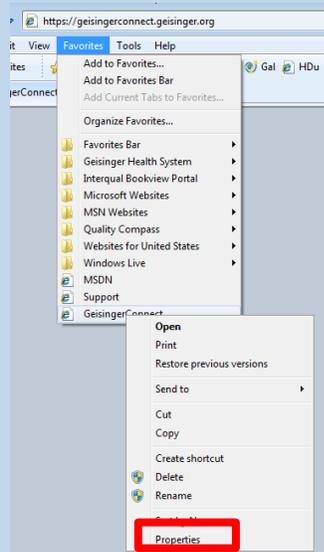
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3. All Users: Update your browser 'Bookmark' or 'Favorite'



Internet Explorer - Favorites

Right Click on the GeisingerConnect Favorite and select 'Properties', paste <https://geisingerconnect.geisinger.org> into the 'URL:' field then click OK:



Firefox - Bookmark

Right Click on the GeisingerConnect Bookmark and select 'Properties', paste <https://geisingerconnect.geisinger.org> into the 'Location:' field then click 'Save:'

