



BILH Technical Checklist

Welcome to BILH. The information provided in this document will assist you in setting up your home/personal device(s) for remote access to the network, walk you through how to access the network remotely, and to ensure that your device(s) is/are set up for what you need from a technical standpoint.

Note: These steps are required in order to attend your virtual Epic Training from a personal/home computer, and must be completed prior to your scheduled training.

| | | |
|---|---|--|
| 1 | Check Your Hardware | <ol style="list-style-type: none"> 1. Desktop or laptop computer (phones and tablets not supported) 2. Functioning audio connection and microphone <p>Click here for Tip Sheet 1: Test Your Computer's Audio Prior to Training</p> |
| 2 | Check Your Software | <ol style="list-style-type: none"> 1. Most recent version of Citrix Workspace 2. Up-to-date version of Internet Explorer <p>Click here for Tip Sheet 2: Remote Access via Citrix Workspace</p> |
| 3 | Check your Network, Password and Google Applications | <ol style="list-style-type: none"> 1. On site/Lahey computer: automatically on a Lahey network. 2. From home/personal device: Connect remotely via connect.lahey.org <p>Click here for Tip Sheet 3: Accessing the BILH Network Remotely</p> <p>Note: If you have difficulty with your user name and/or password, please contact the Help Desk at 781-744-8888.</p> <ol style="list-style-type: none"> 3. Use Lahey G-Suite to access your email, calendar and drive for training info. |
| 4 | Check Your Training Environments & eLearnings | <ol style="list-style-type: none"> 1. Prior to class, you should receive an email from your trainer, which may contain links to eLearnings, training materials, and information about the training environment. <p>Note: If you have not received anything by 24 hours before training, please contact epictraining@lahey.org.</p> <ol style="list-style-type: none"> 2. Click on the links and attachments to make sure you can access them. 3. Confirm that you can log into the Training Playground. <p>Click here for Tip Sheet 4: Access the Epic Training Playground</p> |

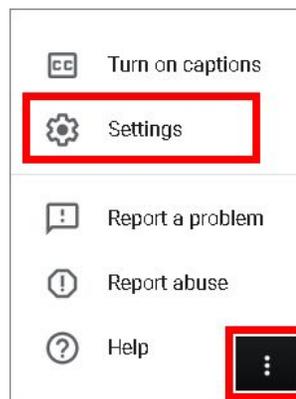
****If you need further technical support at any time, please contact the Help Desk at 781-744-8888, or email EpicHelpDesk@Lahey.org.**

Test Your Computer's Audio Prior to Training

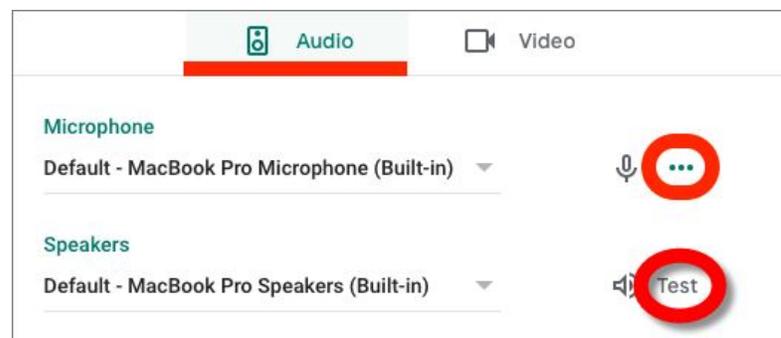
Before joining a Google Meet or other virtual platform for training, you will want to make sure that your audio connection is functioning properly. You can test this prior to training, by using the link to the Google Meet that has been sent to you.

Test it Out

1. Open the Google Meet by either clicking on the link that has been sent to you, or by going to your Google Calendar and opening from there.
2. In the lower right corner of the black Meet previewer, click the **three vertical dots**. Then select **Settings** from the list.



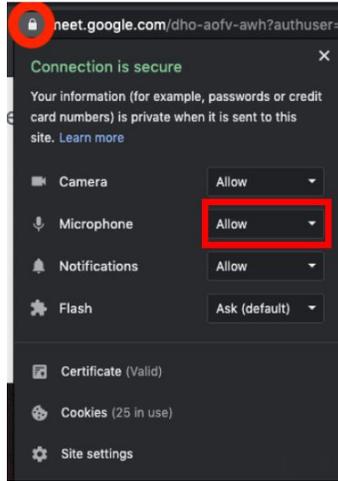
3. In the **Audio** tab, verify that a microphone is selected. Test the mic by speaking a few words. The horizontal dots on the right should pulse with visual feedback.
4. To test your speakers, click the **Test** button to the right. You should hear ringing through your speaker or headphones, indicating that your sound is working.



Troubleshooting

Speaker is working, but microphone is not working

1. Click on the **lock** all the way to the left of the web address bar at the top of your screen.
2. Make sure it says **Allow** next to **Microphone**.



Neither speaker nor microphone are working

1. Double check that your audio is not muted.
 - a. To unmute and control volume on a **Mac**, use the buttons on the top right of your **keyboard**.



- b. To unmute and control volume on a **PC**, click on the **speaker icon** on the bottom right of your **screen**. If you see a , that means you are muted. Click that icon to unmute.



Still not working

If you are still unable to successfully troubleshoot the problem, you may need to join the meeting using your phone for audio. You will still need the Google Meet open on your screen to follow the visual components of class.

Note: You may test this ahead of time if you'd like, but this will be most useful on the day of training.

1. When you click on the link to join the Google Meet, you will see that black screen in the middle that you saw before. To the right, you will see a link that says “**Join and use a phone for audio.**” Click that link.

Other options

 Join and use a phone for audio

2. Then click the “Dial In” tab, and use the phone number and PIN provided to access audio via your phone.

Join and use a phone for audio ✕

Call me **Dial in**

Use your phone to listen and speak to the video call. Your video joins here when your phone connects.

Country

United States ▼

On your phone, dial:
+1 240-705-8593

Enter this PIN when prompted:
508 262 208#

Remote Access via Citrix Workspace

Sometimes you will want to access content only available on the Lahey network from home. One way to access this content is to log in via connect.lahey.org; however, this connection can sometimes be unreliable and slow. Instead, we can use the Citrix Workspace desktop application to securely log into the hospital's network and access things like your email or patient records.

Note: For this section you will need your network username and password. You must have already reset your temporary password provided to you by talent@lahey.org.

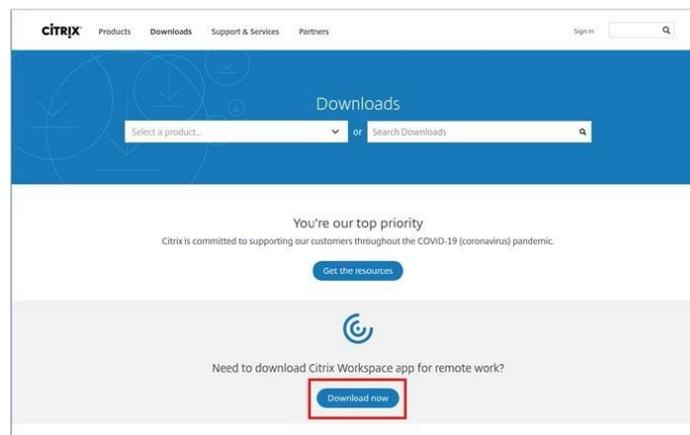
Installing Citrix Workspace

Before we can use Citrix Workspace to access Lahey's network you must install it on your computer.

Downloading Citrix Workspace

The first step in installation is to download the necessary files from Citrix's website.

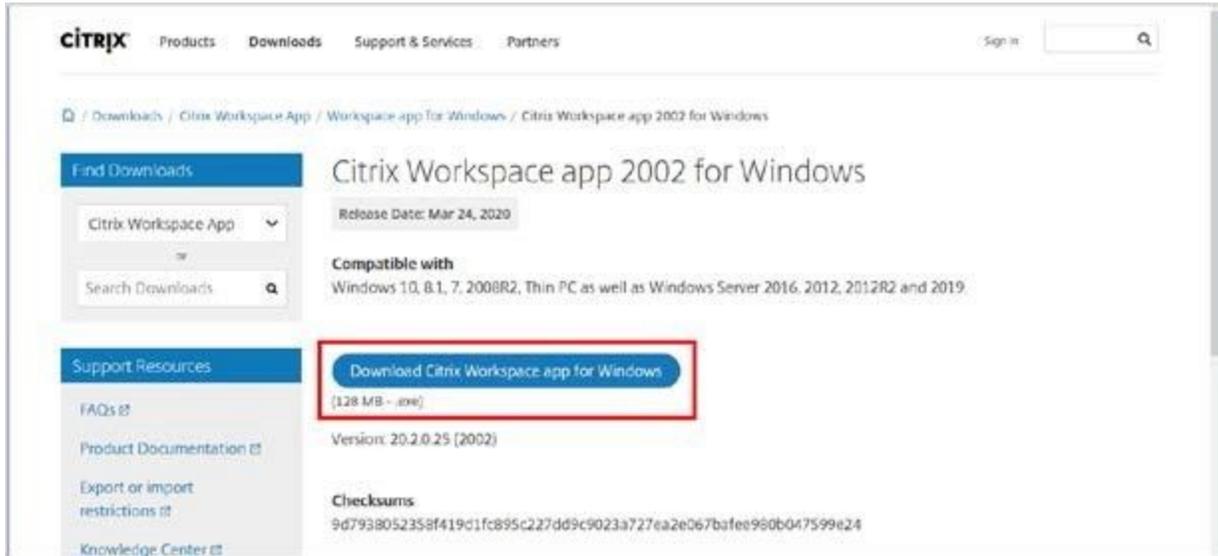
1. [Click on this link to go to the Citrix Workspace download page.](#)
2. Click on the **Download Now** button. You may need to scroll down to find the button depending on your screen size.



3. In the page that appears, click the button labelled **Download for Windows** or **Download for Mac** depending on which computer you are using.



4. In the page that appears, click the button labeled **Download Citrix Workspace app for Windows** or **Download Citrix Workspace app for Mac**. You will only see one of these buttons depending on which computer you are using.



Windows Installation

Once the file has been downloaded from the Citrix website, you will need to install it on your computer.

1. Open the installer you downloaded from the Citrix website. This file will be called **CitrixWorkspaceApp.exe**.
2. Follow the steps provided by the installer to finish the installation.

Note: You will need to **restart your computer** before you open Citrix Workspace for the first time.

Mac Installation

Once the file has been downloaded from the Citrix website, you will need to install it on your computer.

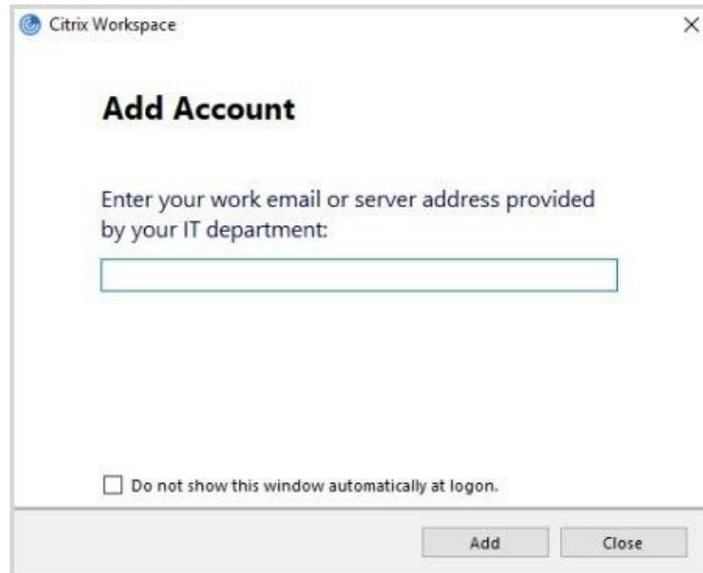
1. Open the installer you downloaded from the Citrix website. This file will be called **CitrixWorkspaceApp.exe**.
2. Follow the steps provided by the installer to finish the installation.

Note: You will need to **restart your computer** before you open Citrix Workspace for the first time.

Adding an Account When First Opening Citrix Workspace

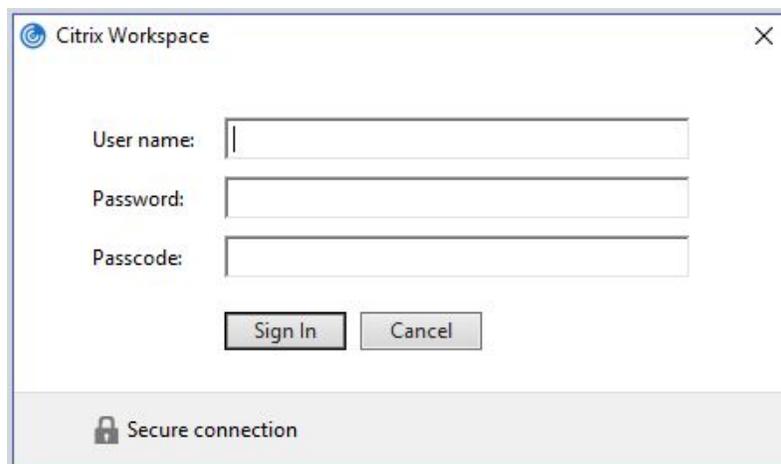
The first time you open Citrix Workspace after restarting your computer you will be prompted to sign in and add your account to the program.

1. Open **Citrix Workspace** if it is not open already.
2. In the screen that appears, click **Add Account**.
3. Enter “connect.lahey.org” into the field in the next window.



The screenshot shows a window titled "Citrix Workspace" with a close button in the top right corner. The main heading is "Add Account". Below the heading, there is a text prompt: "Enter your work email or server address provided by your IT department:". Underneath this prompt is a single-line text input field. At the bottom of the window, there is a checkbox labeled "Do not show this window automatically at logon." and two buttons: "Add" and "Close".

4. Log in with your username and password. Enter the passcode “Push” to receive the Duo push notification on your phone.



The screenshot shows a window titled "Citrix Workspace" with a close button in the top right corner. It contains three text input fields labeled "User name:", "Password:", and "Passcode:". Below these fields are two buttons: "Sign In" and "Cancel". At the bottom of the window, there is a status bar with a lock icon and the text "Secure connection".

Note: You should now see your Citrix apps just as you do when logging in through connect.lahey.org.

Accessing the BILH Network Remotely

Follow these instructions to access the BILH network from your home computer.

Complete the Duo Two-Factor Authentication Process

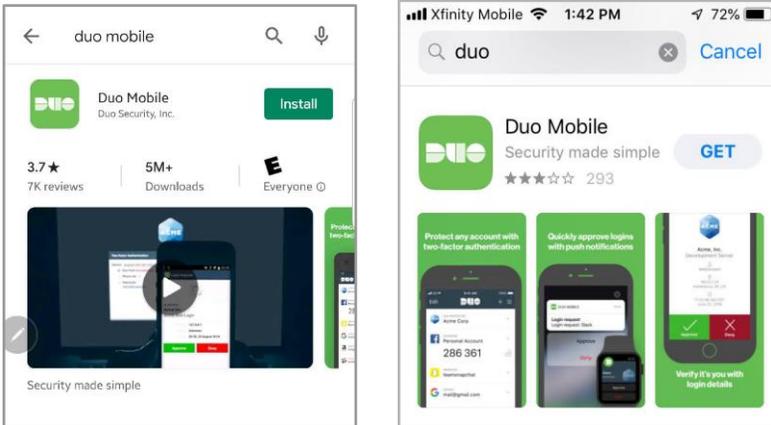
Security is paramount. Duo two-factor authentication (TFA) is an application that provides an important extra layer of security for patient and colleague information. You **must enroll in Duo to utilize all remote work solutions**; please follow these steps to enroll.

Note: If you have already enrolled in Duo, you may skip ahead to the section titled [Log on to the Network](#).

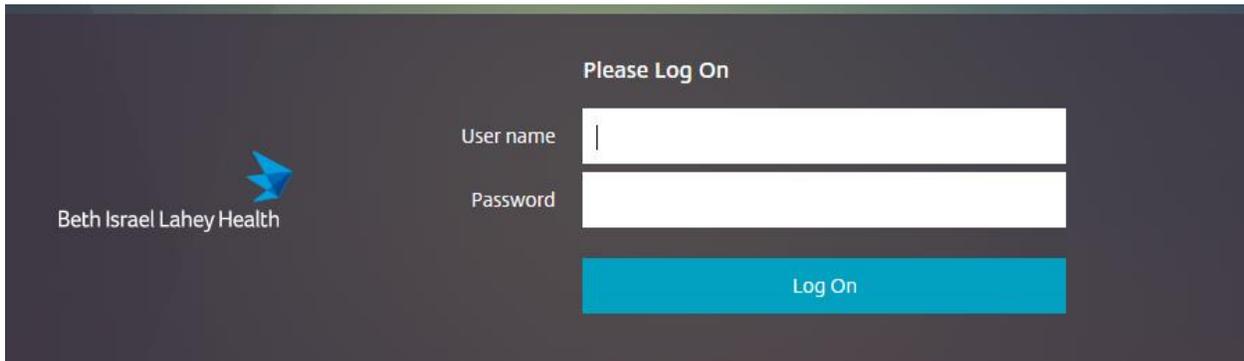
DUO Two-factor Authentication Procedure

- Download the Duo Mobile app on your mobile device

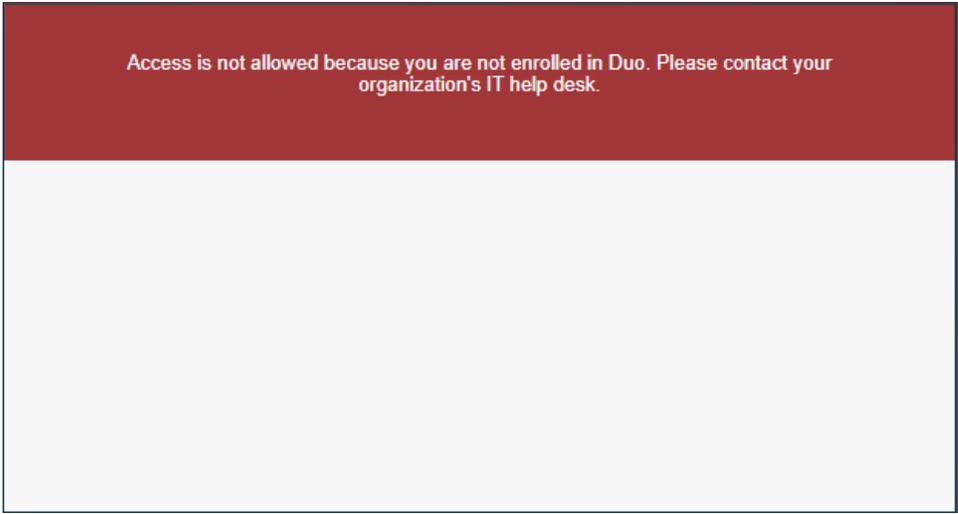
1. On your mobile device (cell phone), please install the DUO Mobile app from the App Store or the Google Play Store.



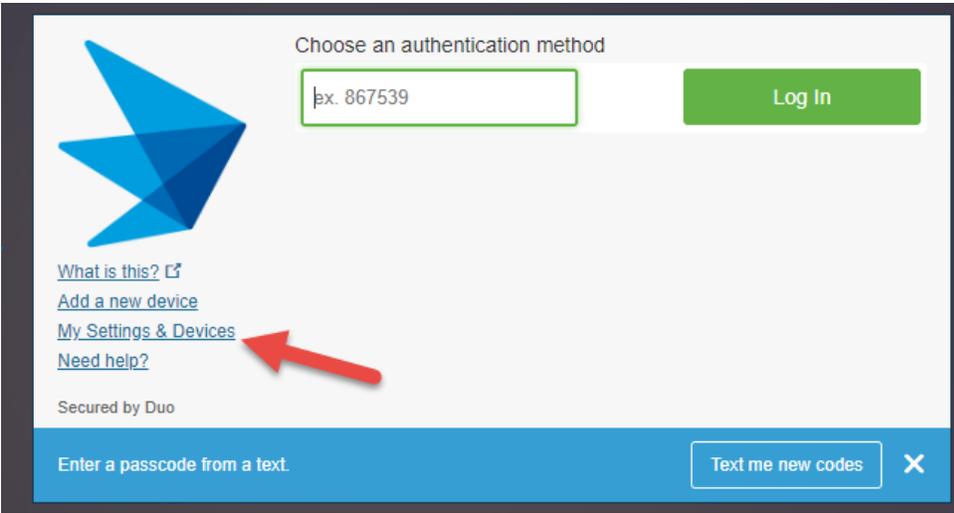
2. Navigate to <https://connect.lahey.org> through a browser (Internet Explorer or Edge is preferred) on a laptop or PC. At the login screen, enter your Lahey network credentials, Click “Log On”



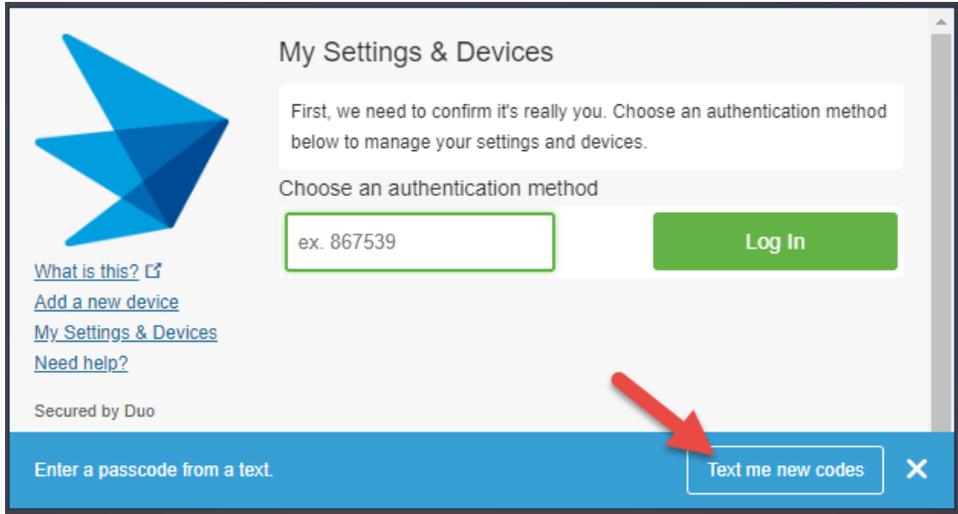
Note: If, after you login, you see the below message you will need to call the IT Service Desk to provide your Mobile device number in order to be pre-enrolled in the Duo console for two factor authentication.



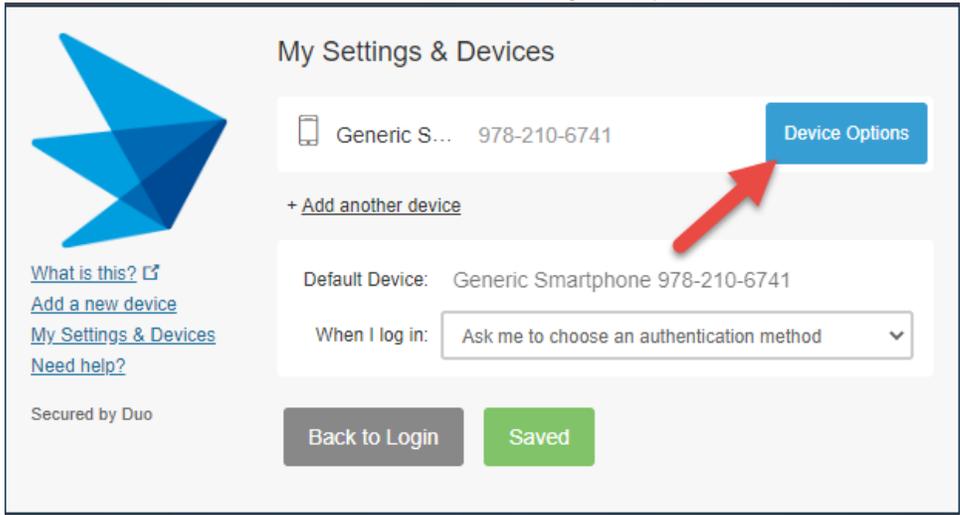
- 3. Because your device has already been enrolled in the Duo Admin console with the Service Desk you will see the following screen. You must choose *"My Settings & Devices"*,



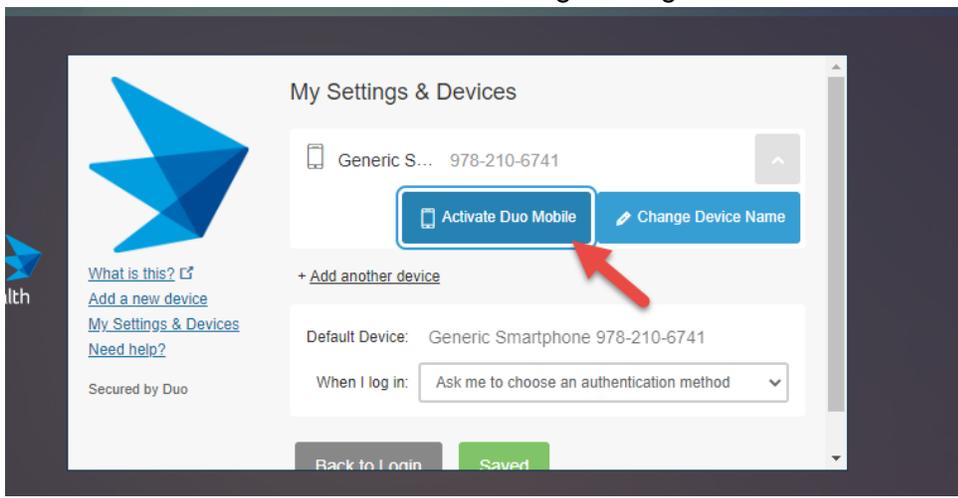
- 4. Choose *"Text me new codes"* at the bottom of the screen. A text will be sent to your device with a code to enter, enter that code, then click *"Log In"*



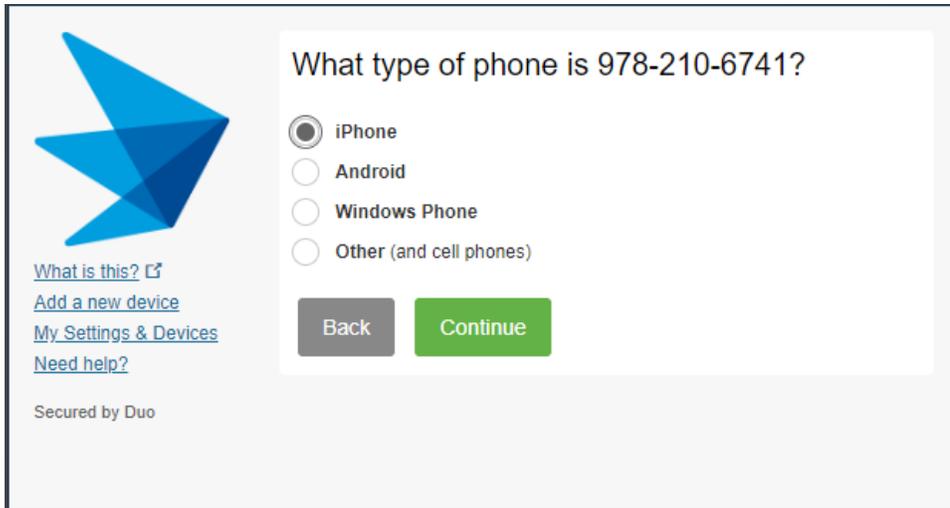
5. Choose "Device Options" to activate Duo login on your Mobile Device



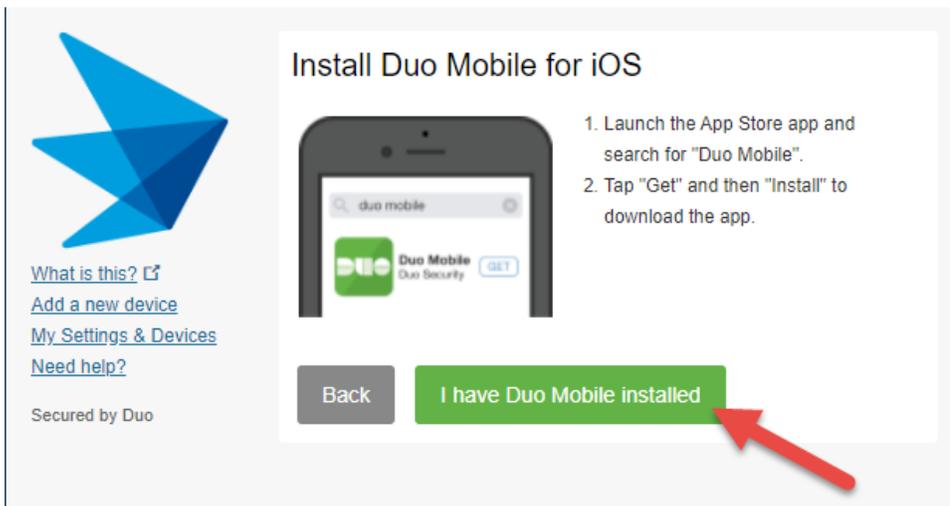
6. Choose "Activate Duo Mobile" and go through the screens



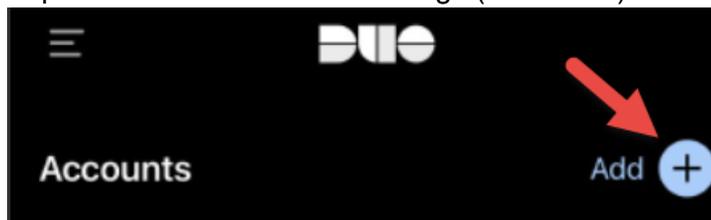
7. Select the type of mobile phone associated with the phone number displayed. Then click “Continue”.



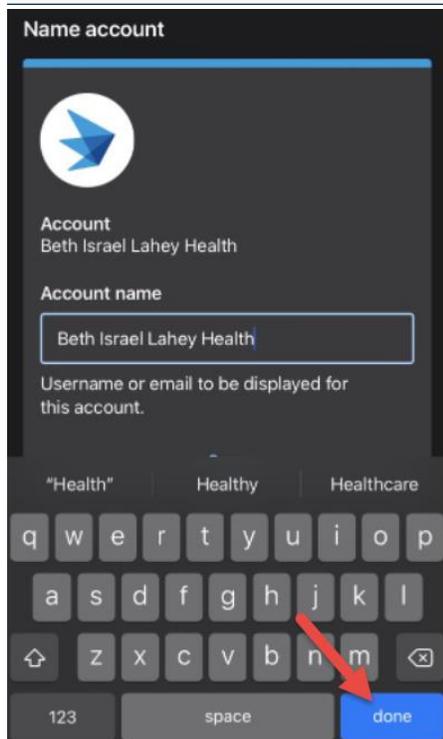
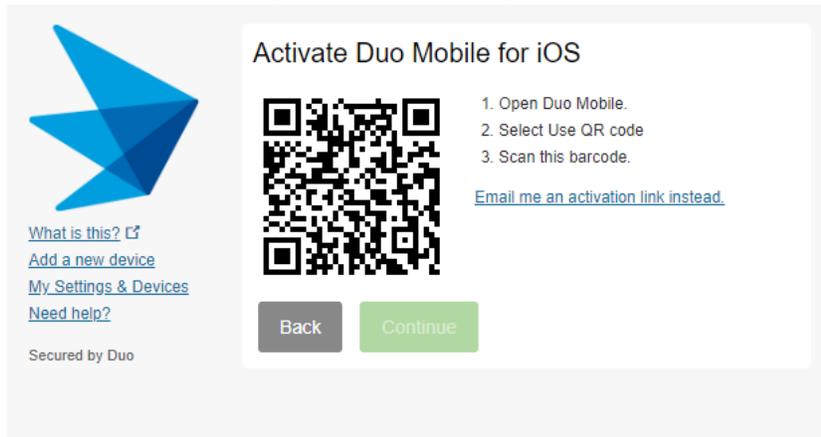
8. If Duo Mobile is installed (from step 1), then click “I have Duo Mobile installed” (or follow the steps displayed to the right to install the app from the App Store.)



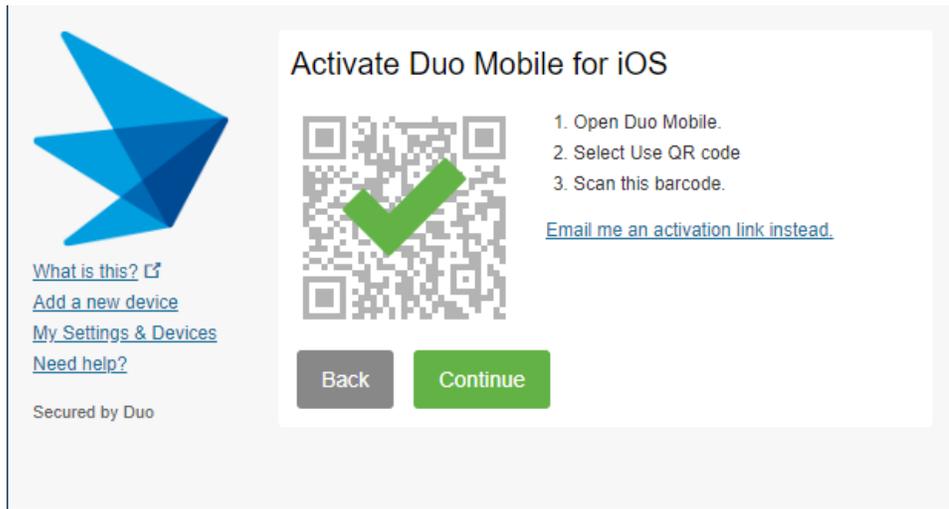
9. Next, to scan the code displayed on your pc or laptop, with your mobile device’s camera;
- Open the Duo Mobile app on your mobile phone
 - Tap the “Add +” under the Duo logo (see below)



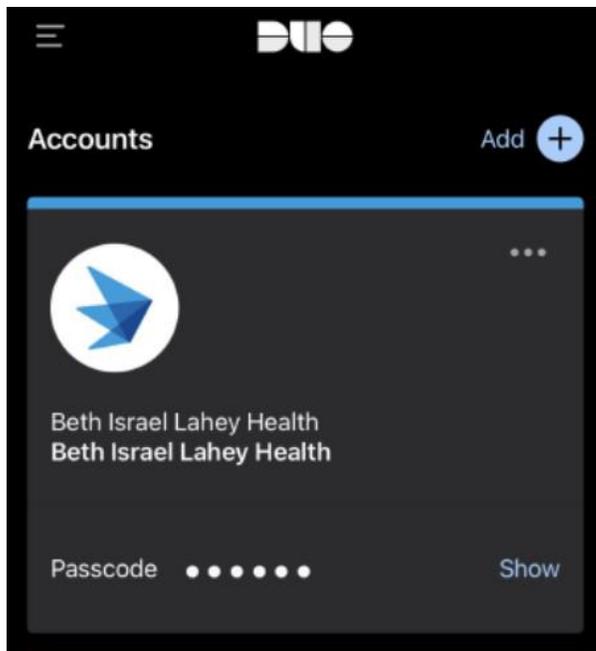
- c. Scan the barcode on your computer screen with your mobile phone's camera
(*Note: This is the only time DUO uses your phone's camera*)



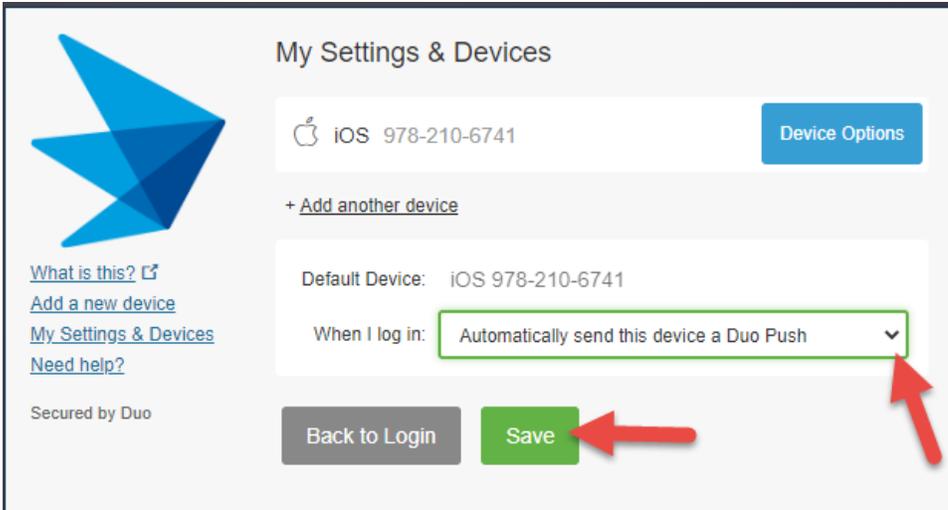
10. Once the barcode has been scanned, a green checkmark will appear. Click “Continue” to complete enrollment.



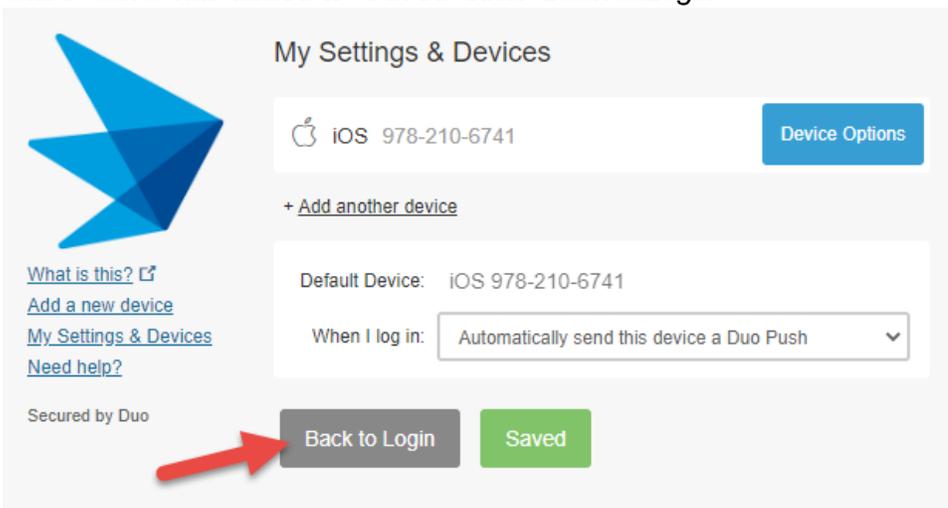
When you now open your Duo Mobile application, you should see this:



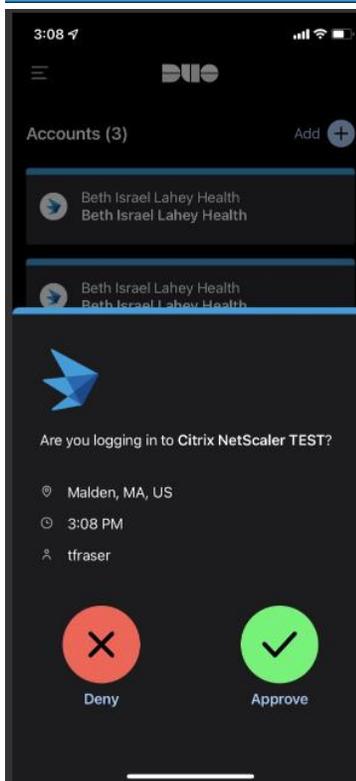
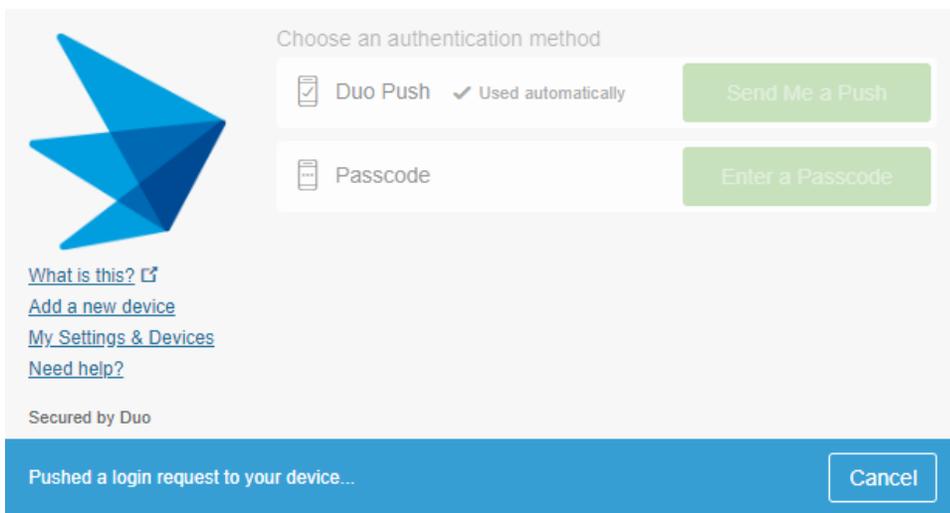
11. **Configure your device:** Be sure to select “Automatically send this device a DUO Push” and click “Save”



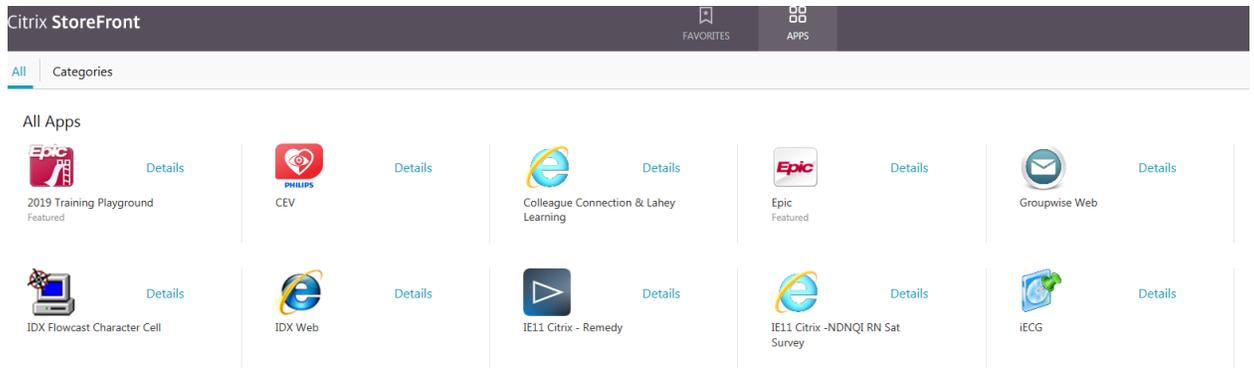
Once "Save" has turned to "Saved" click "*Back to Login*"



12. Because the settings have been updated to "Automatically send a Duo Push" the Duo screen will gray out notifying you that a push was sent to your mobile device, check your mobile device, you will now receive a Duo push that you will need to "Approve" by selecting the green "Approve" button



13. Once complete your Citrix Desktop will appear as shown below

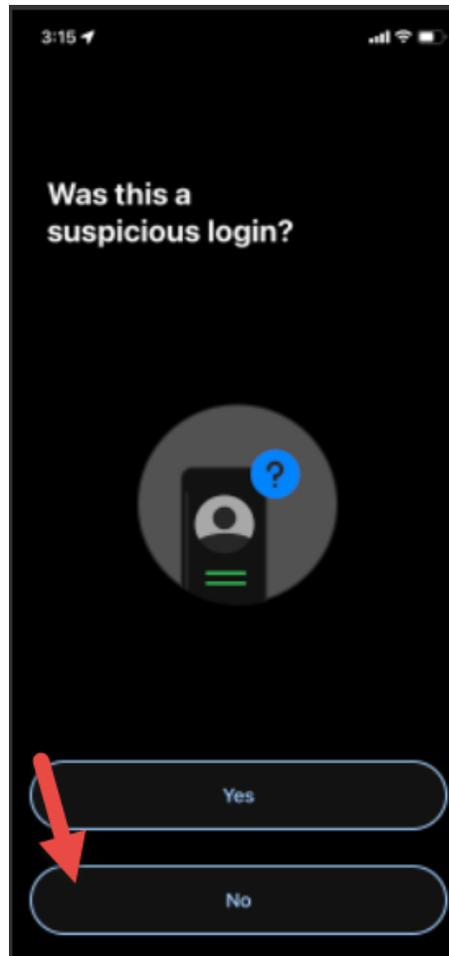
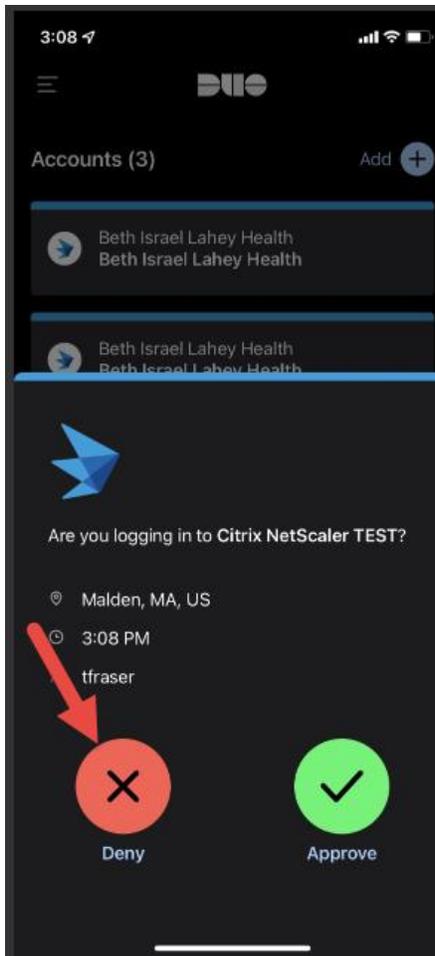


Congratulations! Your device is ready to receive Duo authentication requests.

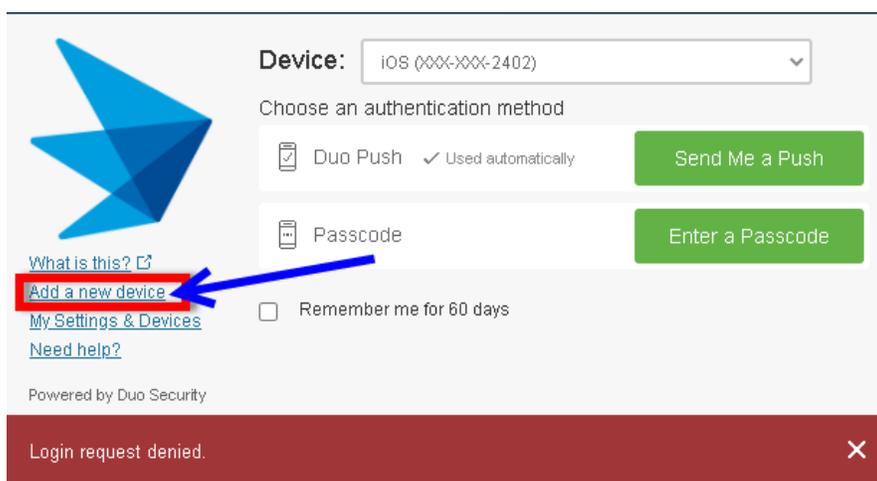
Adding a second Device for Duo:

Log into connect.lahey.org.

If you automatically get a Duo push notification to your phone, hit the “deny” option on the Duo notification on your phone. Next, select “No”.



The screen on your pc or laptop will look like this:



Select **“Add a new device”** and proceed through the enrollment outlined above, steps 1-10.

Questions? Please contact the [IT@Lahey Help Desk](#)

Access the Epic Training Playground

You can practice documenting your clinical workflows in Epic by using the Epic Training Playground (TPL). The Playground is available from your desktop, via Citrix, and on your Lahey Intranet site (MassNet, NIC or WinNet).

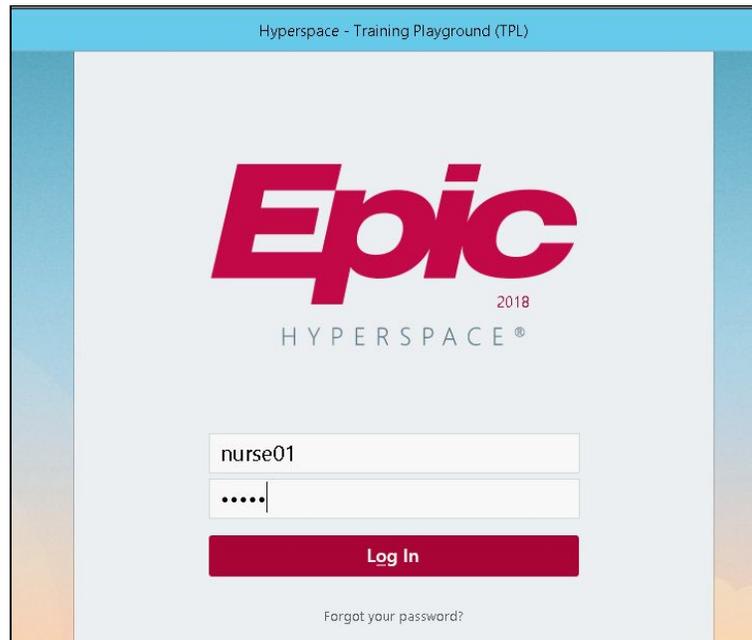
Note: You will not use your MR1(network) login (the login you use to access live Epic when you are working) in the Epic Training Playground; instead you will use specially designed training logins to access the Playground and the patients that have been built for you to practice your Epic workflows. Please see attached list at the end of this tip sheet.

Access the Epic Training Playground From Your Desktop

1. Click on the Epic Training Playground icon on your desktop.

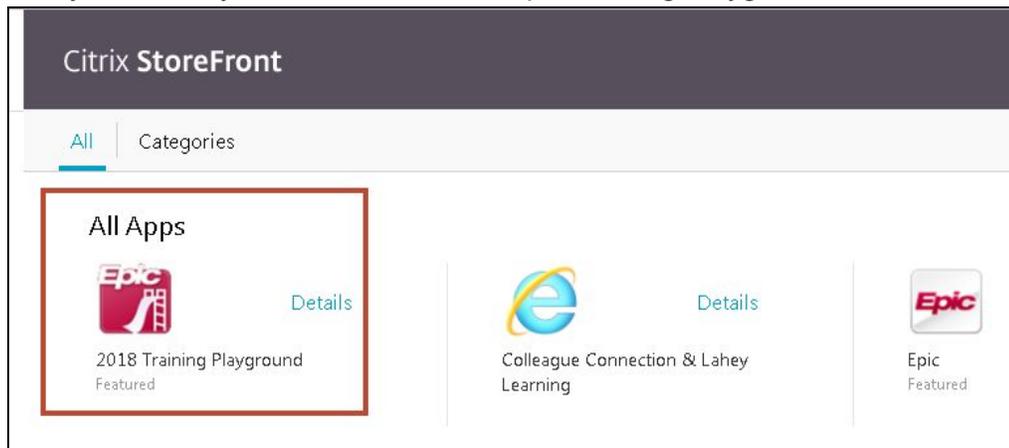


2. Log into the Training Playground using one of the training logins that matches your job role and training password. Note that you do not need to type the training login or password in all capital letters.

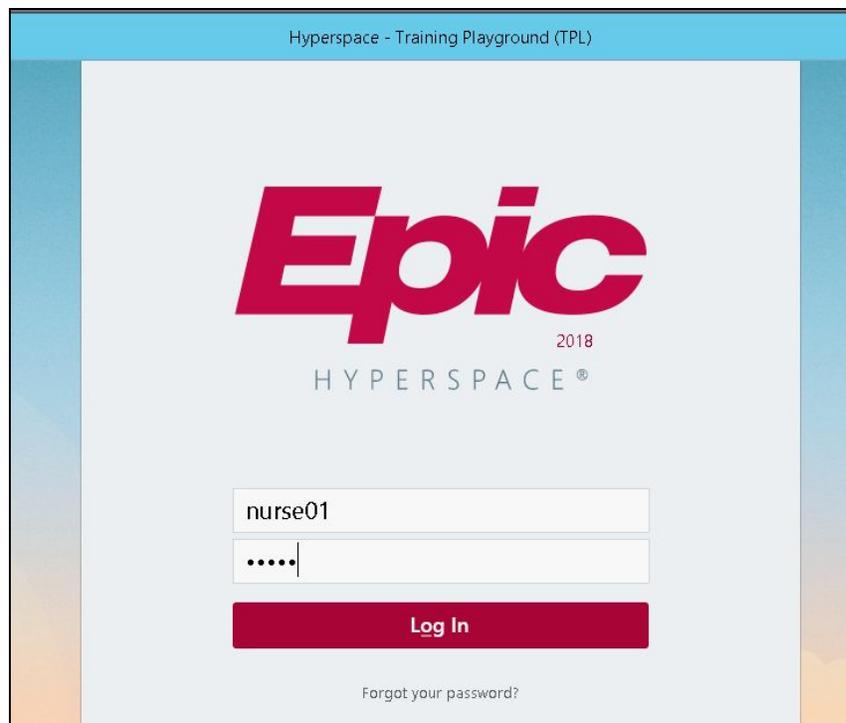


Access the Epic Training Playground From Citrix

1. Log into Citrix as you normally would to access the Epic Training Playground.



2. Log into the Training Playground using one of the training logins that matches your job role and training password.



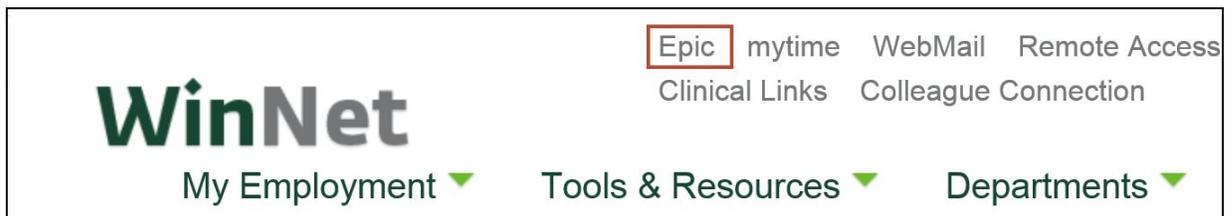
Access the Epic Training Playground From MassNet, NIC or WinNet

1. Log into the Epic Training page on your Intranet site by clicking onto the main Epic page.

A) From MassNet or NIC, click on the “Make Today Epic” icon to launch the page:



B) From WinNet, click on the word **Epic** across the top of the the screen to launch the page:



2. Wave your mouse on the Training button and choose the Training Playground option. Click on the Epic Training Playground icon to log in and begin practicing your workflows.



Training Playground Logins

Note: If you are not sure which heading/application applies to you and your role, please reach out to epictraining@lahey.org.

| ADT | | |
|--------------------------------|---------------------|----------|
| Role | Login Range | Password |
| Admissions Supervisor | ADTADSP | model |
| Auth/Cert | ADTAUTH | model |
| Bed Planner | ADTBEDPL | model |
| EVS Manager | ADTEVSMGR | model |
| HOD Schegistrar | HODDESK | model |
| Housekeeper | ADTEVS | model |
| Patient Access | ADTPA | train |
| Transport Manager | ADTTRNMGR | model |
| Unit Clerk | IPUC | model |
| Ambulatory | | |
| Anticoag Nurse | Anti00-Anti09 | train |
| Behavioral Health Clinician | BHC00-BHC19 | train |
| Clinic Nurse/Medical Assistant | Nurse00-Nurse59 | train |
| Clinic Manager | MGR00-MGR14 | train |
| OT | OT00-OT19 | train |
| PT | PT00-PT19 | train |
| SLP | SLP00-SLP19 | train |
| Medical Secretary | Medsec00-Medsec09 | train |
| OB Provider | OB00-OB09 | train |
| OB nurse/medical assistant | OBNURSE00-OBNURSE19 | train |
| Ambulatory Provider | IM00-IM19 | train |
| Anesthesia | | |

| | | |
|---------------------------------|-------------------|-------|
| Anesthesia MD | TRN14490-TRN14513 | train |
| CRNA | TRN14610-TRN14633 | train |
| ASAP | | |
| ED Provider | TRN10025-TRN10058 | train |
| ED Nurse | TRN10154-TRN10187 | train |
| ED Tech | TRN10265-TRN10299 | train |
| ED Clerk | TRN10385-TRN10419 | train |
| Beacon - Oncology | | |
| Oncology Physician | TRN11010-TRN11019 | train |
| Outpatient Infusion Nurse | TRN11130-TRN11139 | train |
| Inpatient Infusion Nurse | TRN75280-TRN75289 | train |
| Oncology Pharmacist | TRN13121-TRN13155 | train |
| Non-Onc OP Infusion Nurse | OPINF00-OPINF09 | train |
| Research Coordinator | TRN75160-TRN75169 | train |
| Beaker - Laboratory | | |
| Cytotechnologists | TRN76730-TRN76734 | train |
| Histotechnologists | TRN76850-TRN76854 | train |
| Medical Technologists | TRN13610-TRN13614 | train |
| Path Tech and Path Asst | TRN76970-TRN76974 | train |
| Pathologists | TRN76610-TRN76614 | train |
| Phlebotomists | TRN73970-TRN73974 | train |
| Clinic Nurse/MA/Phleb | TRN13490-TRN13494 | train |
| Transcriptionists (secretaries) | TRN76490-TRN76494 | train |
| Billing - Hospital | | |
| HB Biller | hbbiller | train |
| Insurance Follow-Up | hbins | train |
| Patient Access | adtpa | train |
| Payment Poster | sbopaypos | train |

| | | |
|---|---------------------|-------|
| Refund Specialist | sbocs | train |
| Research Biller | rshbiller | train |
| Revenue Integrity | sbochg | train |
| SBO Customer Service | sbocs | train |
| SBO Self-Pay Follow-Up | sbocs | train |
| Billing - Home Health | | |
| Home Health Biller | hhb | train |
| Billing - Professional | | |
| Anesthesia Charge Entry | pbcoder | train |
| Cash Office | pbcash | train |
| Charge Entry | pbcoder | train |
| Charge Review | pbcoder | train |
| Claims and Claim Edits | pbca | train |
| Credit Analyst | pbcredit | train |
| Insurance Follow-up | pbinsfol | train |
| Payment Poster | pbpaypos | train |
| PB Coder | pbcoder | train |
| Remittance and Error Processing | pbpaypos | train |
| SBO Guarantor Payment Posting | sbopaypos | train |
| SBO training | sbocs | train |
| Professional Billing Login for Community Connect Practices | | |
| Billing admin | pbccbill | train |
| Bones - Orthopaedics | | |
| Ortho Provider | ortho00-ortho19 | train |
| Ortho Nurse | orthorn00-orthorn59 | train |
| Cadence - Scheduling and Registration | | |
| Clinic Manager | TRN18600-TRN18658 | train |

| | | |
|---|-------------------|-------|
| Nurse/Medical Assistant | FAMRN | model |
| Referrals | TRN22120-TRN22178 | train |
| Schegistrar | TRN18000-TRN18058 | train |
| Template Builder | TRN18480-TRN18528 | train |
| ClinDoc - Inpatient (Non-Providers) | | |
| Behavioral Health ECT RN | TRN90063-TRN90083 | train |
| Behavioral Health EPS | TRN28370-TRN28391 | train |
| Behavioral Health MHC | TRN21850-TRN21891 | train |
| Behavioral Health NA | TRN20157-TRN20174 | train |
| Behavioral Health Nurse Manager | TRN27010-TRN27026 | train |
| Behavioral Health PHP | TRN28360-TRN28366 | train |
| Behavioral Health RN | TRN90000-TRN90040 | train |
| Behavioral Health Secretary | TRN20148-TRN20164 | train |
| Behavioral Health Social Worker | TRN27049-TRN27064 | train |
| Behavioral Health View Only | TRN21939-TRN21947 | train |
| Critical Care RN | TRN19130-TRN19183 | train |
| Dialysis RN | TRN28840-TRN28870 | train |
| Inpatient Case Manager | TRN29080-TRN29110 | train |
| Inpatient Nurse Manager | TRN27010-TRN27040 | train |
| Inpatient Nursing Assistant/Patient Care Tech | TRN20090-TRN20140 | train |
| Inpatient RN | TRN19130-TRN19183 | train |
| Inpatient Social Worker | TRN21761-TRN21791 | train |
| IV RN | TRN19130-TRN19159 | train |
| Medical Day Care | TRN19130-TRN19183 | train |
| Nursing Faculty | TRN19130-TRN19183 | train |
| Occupational Therapist | TRN19610-TRN19640 | train |

| | | |
|---------------------------|-------------------|-------|
| Physical Therapist | TRN19490-TRN19520 | train |
| Quality | TRN28960-TRN28990 | train |
| Respiratory Supervisor | TRN21490-TRN21520 | train |
| Respiratory Therapist | TRN19370-TRN19400 | train |
| Speech Therapist | TRN19730-TRN19760 | train |
| Spiritual Care | TRN28611-TRN28626 | train |
| Unit Coordinator | TRN19850-TRN19910 | train |
| View Only | TRN21925-TRN21938 | train |
| Wound Care RN | TRN73161-TRN73191 | train |
| Cupid - Cardiology | | |
| Invasive Cardiologist | TRN16870-TRN16879 | train |
| Invasive Documenter | TRN16610-TRN16619 | train |
| Invasive Manager | TRN41540-TRN41549 | train |
| Invasive Registry | TRN16010-TRN16619 | train |
| Invasive RN | TRN16730-TRN16739 | train |
| Invasive Scheduler | TRN16370-TRN16379 | train |
| Invasive Secretary | TRN41490-TRN41499 | train |
| Invasive Technologist | TRN41510-TRN41519 | train |
| Non-Invasive Cardiologist | TRN16850-TRN16859 | train |
| Non-Invasive Manager | TRN41381-TRN41390 | train |
| Non-Invasive RN | TRN41130-TRN41139 | train |
| Non-Invasive Scheduler | TRN16250-TRN16259 | train |
| Non-Invasive Tech | TRN16490-TRN16499 | train |
| HIM | | |
| CDI Specialist | TRN17250-TRN17269 | train |
| Coder | TRN17610-TRN17629 | train |
| Deficiency Analyst | TRN17490-TRN17509 | train |
| File Room Clerk | TRN17010-TRN17029 | train |

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| HIM Manager/Supervisor | TRN13846-TRN13865 | train |
| Physician | TRN26010-TRN26029 | train |
| ROI Clerk | TRN17130-TRN17149 | train |
| Transcriptionist | TRN72880-TRN72899 | train |
| Home Health | | |
| Aide | TRN50171-TRN50180 | train |
| Dietician | TRN50099-TRN50108 | train |
| Intake | TRN50010-TRN50019 | train |
| Medical Social Worker | TRN50218-TRN50227 | train |
| Nurse | TRN50150-TRN50168 | train |
| Occupational Therapists | TRN50076-TRN50081 | train |
| Physician Therapists | TRN50181-TRN50190 | train |
| Scheduler | TRN50023-TRN50032 | train |
| Speech Language Pathologist | TRN50082-TRN50091 | train |
| Identity | | |
| Data Integrity Manager | TRN49130-TRN49149 | train |
| Data Integrity Specialist | TRN49010-TRN49029 | train |
| Physician | TRN26010-TRN26029 | train |
| Kaleidoscope - Ophthalmology | | |
| Imaging Tech | KTECH21-KTECH40 | train |
| Ophthalmologist | KMD01-KMD20 | train |
| Ophthalmology Tech | KTECH01-KTECH20 | train |
| OpTime | | |
| Charge RN | TRN73610-TRN73633 | train |
| Endo RN | TRN70490-TRN70513 | train |
| Intraop RN | TRN14130-TRN14153 | train |
| OR Biller | TRN73490-TRN73513 | train |

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| OR Scheduler | TRN14370-TRN14393 | train |
| PACU RN | TRN14250-TRN25393 | train |
| PAT RN | TRN70370-TRN70393 | train |
| Preference Card Builder | TRN25370-TRN25393 | train |
| Preop/Phase II RN | TRN14010-TRN14033 | train |
| Orders - Inpatient Providers | | |
| Hospitalist | TRN19010-TRN19034 | train |
| Surgeon | TRN35010-TRN35041 | train |
| Neonatologist | NICU00-NICU10 | train |
| Obstetrician | TRN27761-TRN27782 | train |
| Pediatrician | PED00-PED10 | train |
| Resident/Fellow | TRN24370-TRN24379 | train |
| BH Psychiatrist | BEHPSYCH00-BEHPSYCH09 | train |
| Medical Student | TRN24610-TRN24619 | train |
| Pulmonary Tech | TRN73370-TRN73374 | train |
| Neurodiagnostic Tech | TRN77090-TRN77094 | train |
| Nutritionist | TRN27850-TRN27854 | train |
| Phoenix - Transplant | | |
| Transplant Coordinator | TRANC00-TRANC20 | train |
| Transplant Nurse | TRANRN00-TRANRN09 | train |
| Transplant Provider | TRAN00-TRAN20 | train |
| Radiant - Radiology | | |
| Diagnostic Radiologist | TRN1520-TRN15260 | train |
| Diagnostic Technologist | TRN15161-TRN15171 | train |
| File Room | TRN15610-TRN15620 | train |
| Front Desk | TRN15018-TRN15028 | train |
| IR Radiologist | TRN41060-TRN41070 | train |

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| IR Technologist | TRN15494-TRN15498 | train |
| Mammo Coordinator | TRN15684-TRN15694 | train |
| Mammo Radiologist | TRN16404-TRN16410 | train |
| Mammo Technologist | TRN24010-TRN24025 | train |
| Radiology Manager | TRN15894-TRN15904 | train |
| Radiology Nurse | TRN41320-TRN41334 | train |
| Research | | |
| Research Coordinator | intrc01-intrc10 | train |
| Stork - Obstetrics | | |
| LC | TRN77981-TRN77999 | train |
| LDRN | TRN20704-TRN20728 | train |
| SCN RN | TRN77901-TRN77954 | train |
| UC/NA/CA | TRN20849-TRN20853 | train |
| Willow - Pharmacy | | |
| Pharmacist | TRN13121-TRN13155 | train |
| Pharmacy Tech | TRN13001-TRN13035 | train |
| Pharmacy Manager | rxmgt | train |