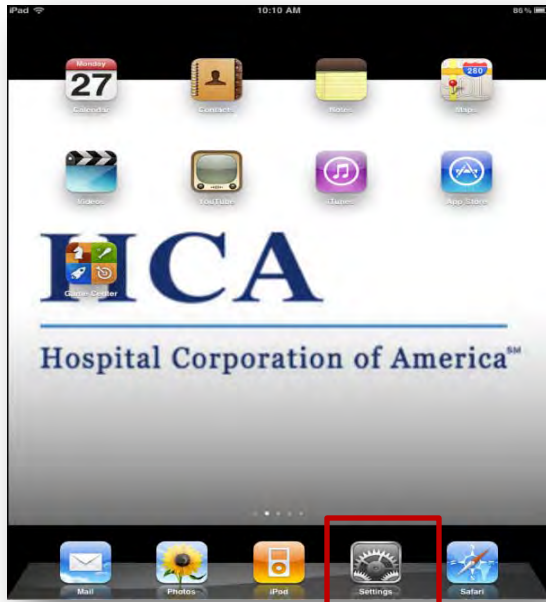
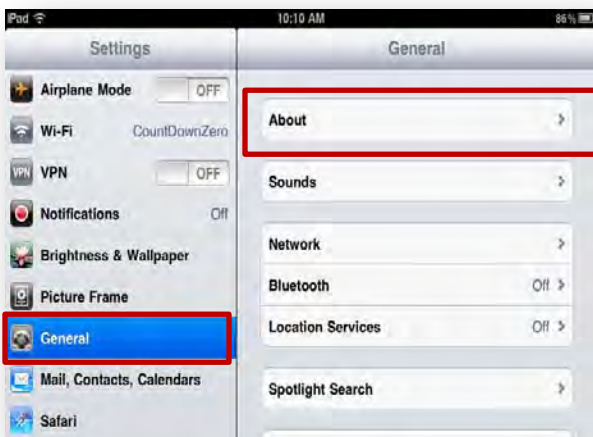


## Installation

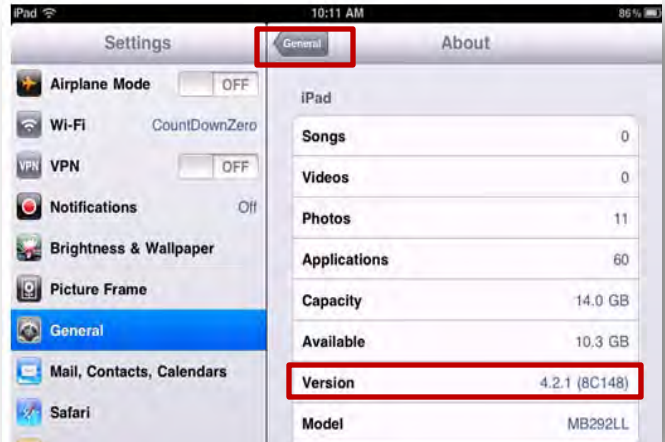
hCare access is also available on the iPad. The steps for installing vary from the Mac somewhat. This guide will walk you through the process step by step.



From the Homepage of the iPad select the “Settings” icon, indicated in the red box.

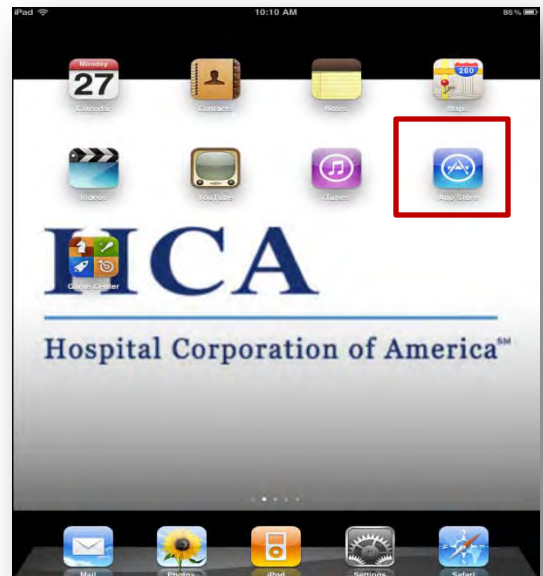


In the Settings column select “General” then under the General column on the right, select “About” as shown above.



From the General tab, check the version number to confirm your iOS (iPad Operating System) is 4.2.1 or higher. If the version a lower version, you would need to connect to iTunes and upgrade your iPad’s operating system.

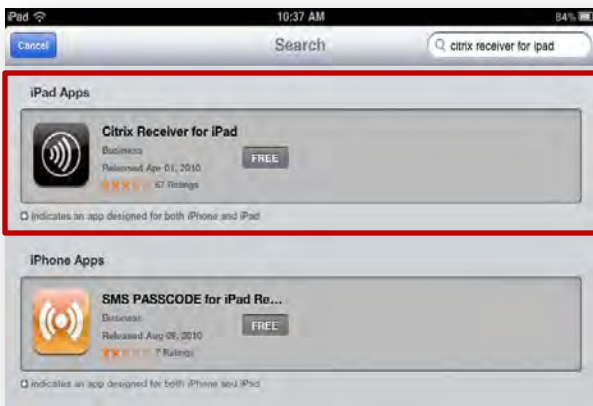
To continue, return to the Homepage.



Select the “App Store” icon.



In the iTunes App Store, type **“Citrix Receiver for iPad”** in the Search box and click **enter**. *This application can also be downloaded in iTunes on your computer and then synced to your iPad.*



From the list of iPad Apps, select **Citrix Receiver for iPad**.



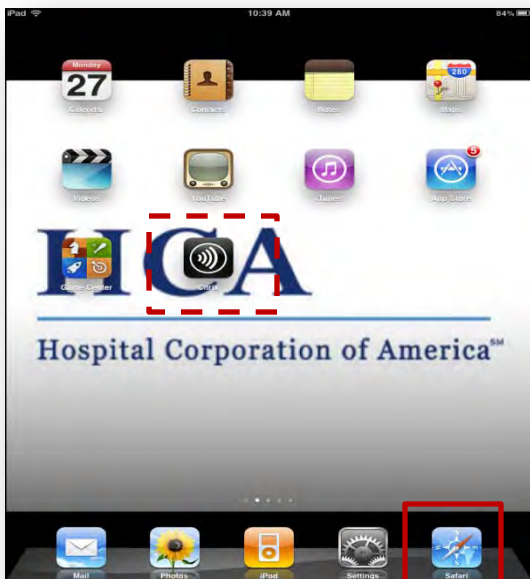
The Citrix Receiver for the iPad will open, click **“FREE”** under the icon.



Click the green button **“INSTALL APP”** to install the application on your device.



Type your Apple iTunes password and select **Ok**. *This would be the credentials you used when you first setup your Apple iTunes account.*



Notice that the Citrix application's icon is now on the Homepage of your iPad. Click the **"Safari"** icon to bring up a browser window.



Open browser and access the hCare web address <https://tristar.ns.mediccity.net> Also you can **bookmark** the link using the icon circled in red.



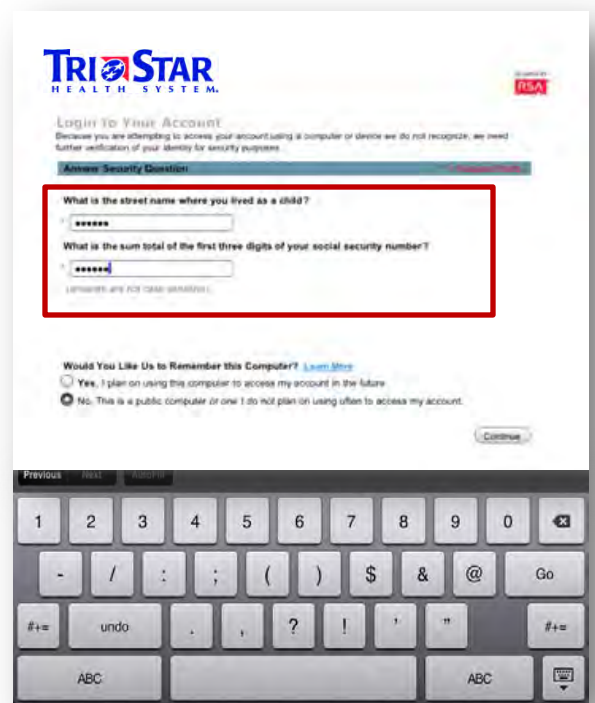
Using the keyboard, enter your **"3-4 ID and network password"** and click **"Log On"**.



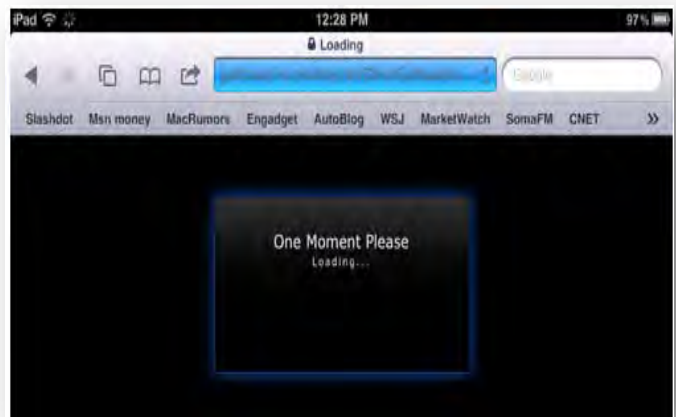
After entering your 3/4 User ID and Password, you will be directed to the Authentication page.



Assuming you have logged on to the hCare access client before on a previous machine and completed enrollment. hCare access will present two of your identifying questions so the system can authenticate that it is you logging in.



Using the keyboard, answer the qualifying questions and press "Continue".

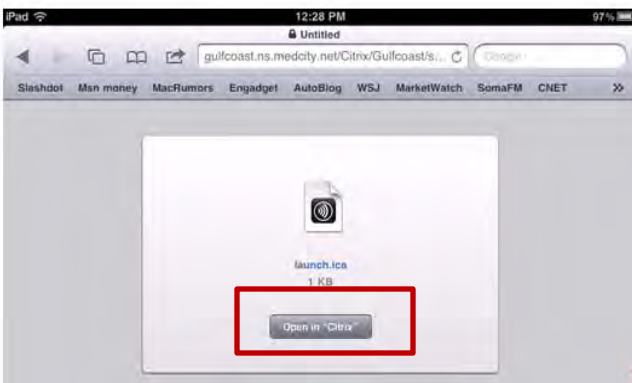


You are now connecting through the Citrix environment, this page takes a second to load.

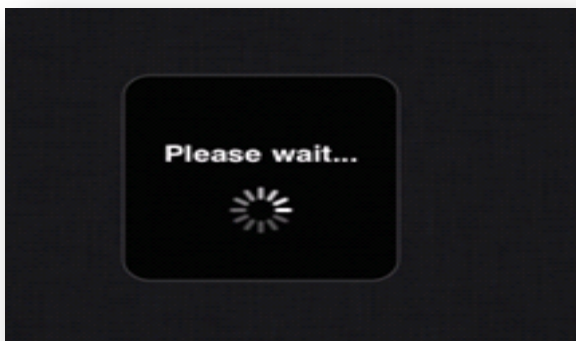
# hCare access on an iPad



The first time you login with the iPad, you will see this screen. Select **"Already Installed"**. This is the only time you will see this message.



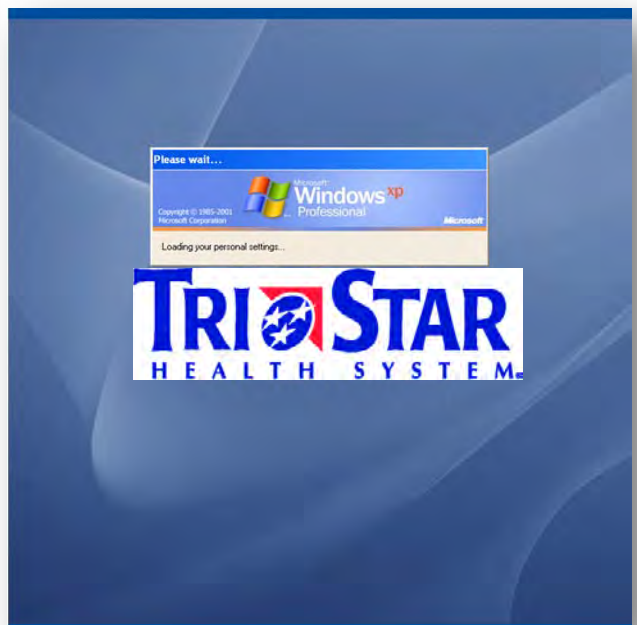
You will be directed to this page shown above. Select **"Open in Citrix"**.



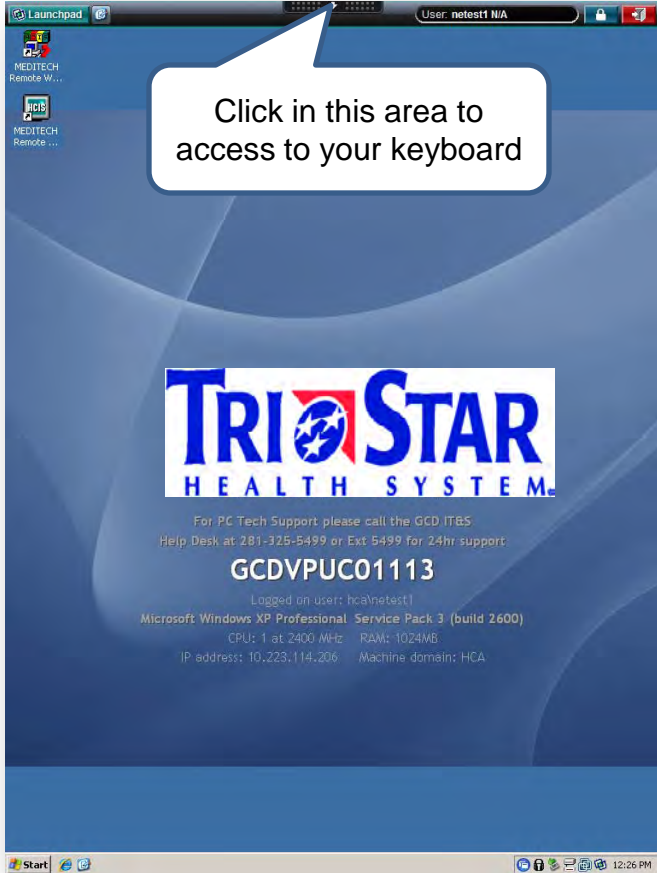
The system will ask you to Please wait while the Citrix Receiver launches the virtual desktop for the iPad.



The windows desktop environment loads.



The system will load your personal settings.



Your full desktop will appear.



When your work is finished for the day, select **“Start”** from the Taskbar and **“Log off”** to end your session.

To ensure success at the next login. **Double click the home button.** Application icons that are running will appear at the bottom of the screen, **touch and hold the Safari icon** until it begins to “dance” or “wiggle”.



Notice in the upper left hand corner a red dash appears. Click the **“Red Dash”** at the upper left-hand corner on each icon to turn off the running application for both the Citrix Receiver and Safari.

The icons will close. This ensures no applications are running in memory.

Your desktop will look the same accept for the new Citrix receiver icon.

## Support

Your Physician Support Coordinator is ready to address any questions or concerns.