

Important notice: Although instructions are being provided for your convenience, Allina does not support Macintosh PCs and the Technology Support Center will not be able to assist in troubleshooting access from a Macintosh computer. If you have questions please call Dr. Rosborough 612-863-4213.

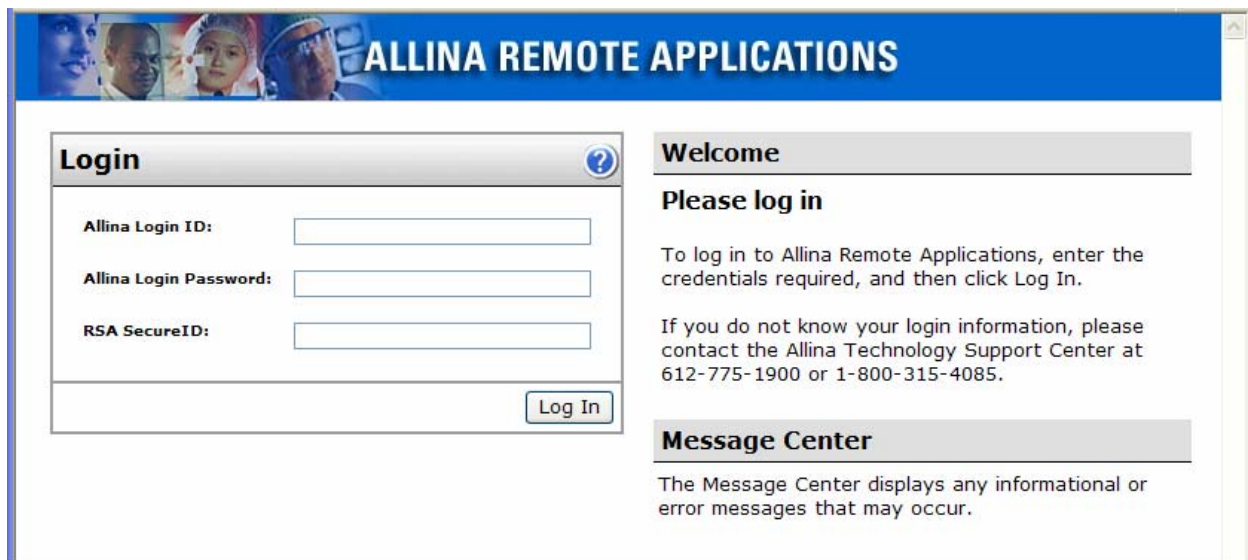
Remote Access to Excellian Prerequisites:

1. **An Allina/Excellian Login ID and Allina/Excellian Login Password**
2. **An RSA security token**
3. **You must have the privileges to install software onto your computer.**
4. **Activation of your Allina Login ID for Excellian.** To be activated for Excellian you must first complete the required Excellian training and assessment for your job function. Please contact your Excellian site coordinator for more information regarding Excellian training.

Note: If you have errors or issues running Excellian via remote access on the Macintosh, go to the last page of this document for a potential solution.

Accessing Excellian Remotely from a Macintosh

1. Open up your Web Browser using Safari and type in the following: <http://www.allina.com/remoteapps>. Press the "Enter" key.
2. This will bring up the Allina Remote Applications Logon screen. It should look like the figure below:



ALLINA REMOTE APPLICATIONS

Login

Allina Login ID:

Allina Login Password:

RSA SecureID:

Welcome

Please log in

To log in to Allina Remote Applications, enter the credentials required, and then click Log In.

If you do not know your login information, please contact the Allina Technology Support Center at 612-775-1900 or 1-800-315-4085.

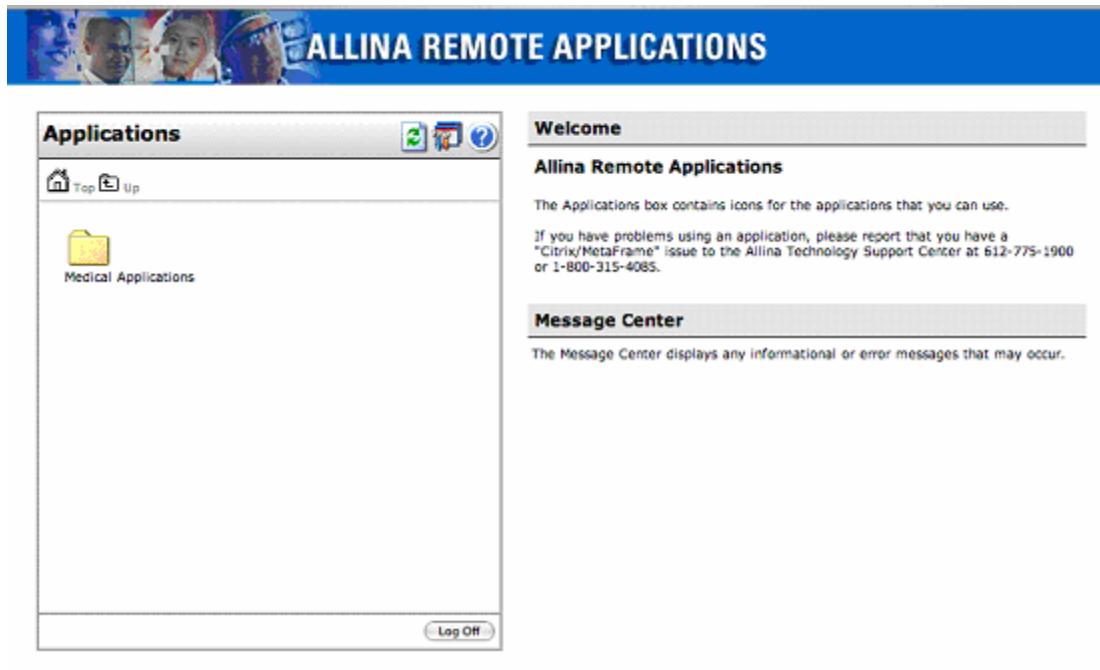
Message Center

The Message Center displays any informational or error messages that may occur.

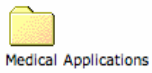
3. Logon with your Allina/Excellian Login ID, Allina/Excellian Login Password, and the RSA SecurID on your security token.



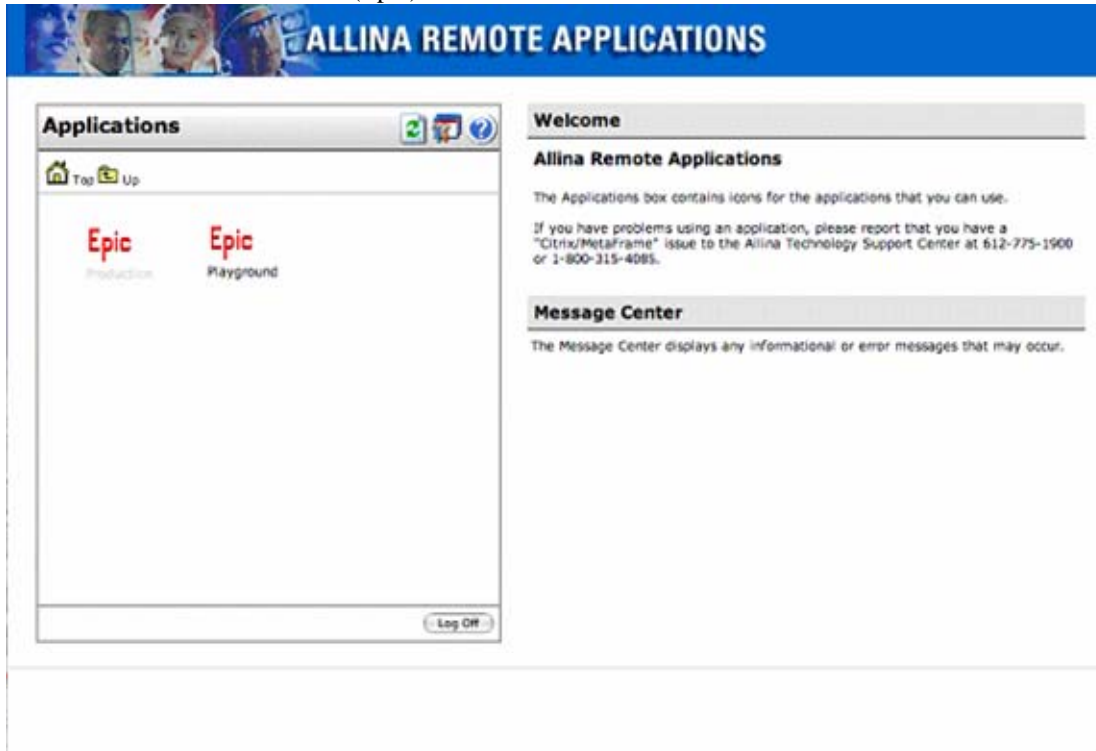
4. Once you have successfully logged on and you will see the screen below



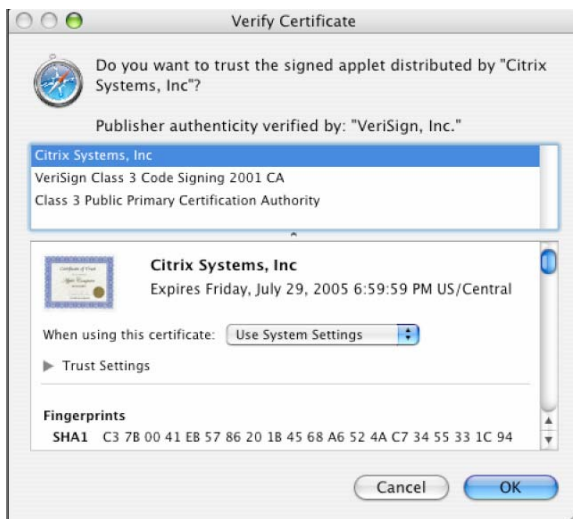
- Click on the Medical Applications icon as shown below.



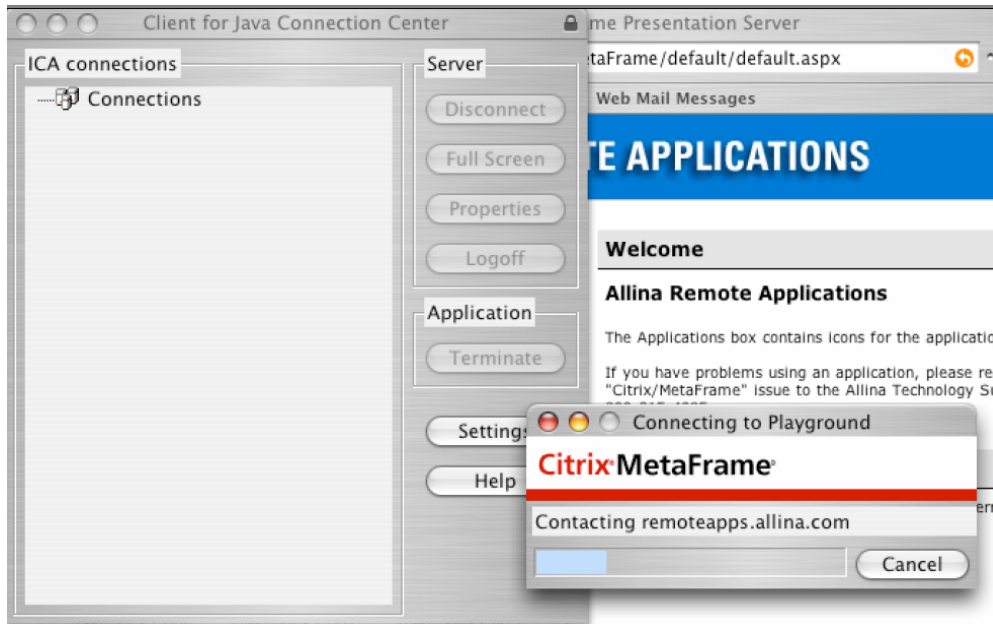
- Next click on the Excellian (Epic) Production icon.



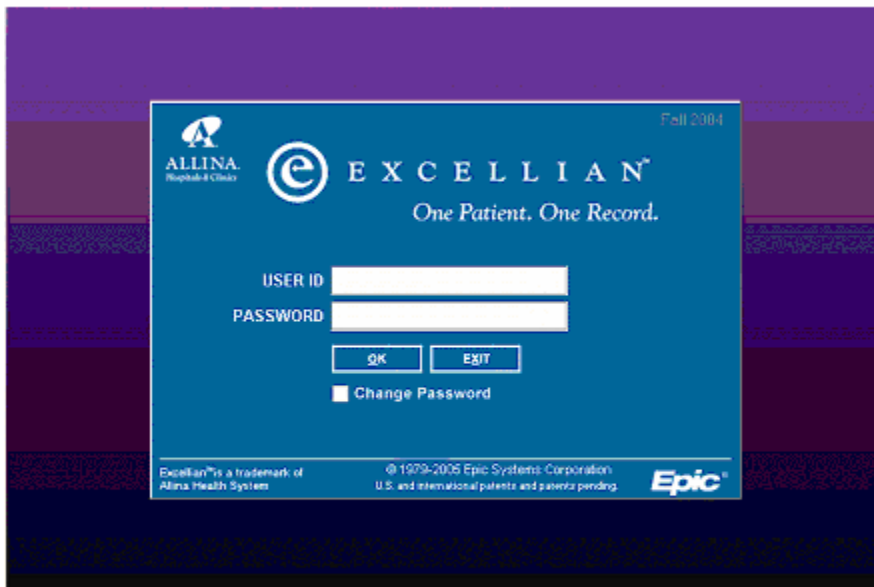
- After you select Excellian(Epic), you will see one of the Verify Certificate warnings shown below. Click the "OK" or "Yes" button.



8. You will see the following Citrix MetaFrame progress bar as it loads.



9. Once Citrix MetaFrame has loaded you will see the Excellian Log in screen. Log in using your Allina/Excellian Login ID and Allina/Excellian Login Password.



If you have errors or the process does not complete after selecting the Epic icon, you may need to change your version of the Java Virtual Machine. A newer version of the Java Virtual Machine provided by Apple is not compatible with Remote Access.

To fix:

First download and install the old version:

<http://www.apple.com/support/downloads/javaupdate142.html>

Then follow the directions here:

<http://docs.info.apple.com/article.html?artnum=303526>

Restart your browser, and try again.