CARE NEW ENGLAND HEALTH SYSTEM

Accessing CNErgy Off Campus Using http://home.carenewengland.org

Care New England is not responsible or obligated to provide computer equipment and/or technical support for accessing the CNE healthcare information systems from outside of the CNE network.

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System Requirements

The following minimum requirements must be met in order to access CNErgy applications from off campus. Please use caution when implementing any of these requirements and always contact your own technical support provider if you do not feel comfortable making these changes to your computer.

1. A PC or laptop with a modern, Operating System (Windows 2000 or later) with latest patches.

2. Internet Explorer 6.0 or later, with latest patches.

3. Java 1.5.0 or later (as part of the Java Runtime Environment (JRE) version 5.0 or later). Available at: http://www.java.com/en/download

4. Citrix Web Client, available on the https://home.carenewengland.org secure portal once you log in, using the link ***"Install the Citrix Web Client (Windows 2000, XP, Vista, and 7 compatible***)".

5. Antivirus software, and personal (desktop) firewall must allow connections from the PC to the internet on TCP Ports 1494, 2598, 1080, 80 and 443, as well as connections to localhost (127.0.0.1) on TCP Ports 1494, 2598, 1080, 80 and 443. Please consult your manufacturer's documentation, website or technical support for your Antivirus and personal (desktop) firewall for configuration.

6. Issues have also been encountered with the following applications:
   - iTunes (music, iPod synchronization)
   - Mozilla Thunderbird (e-mail client)
   - Skype (VoIP, internet telephony)

   Please close these applications if you continue to experience errors while connecting. Verify that they are closed by examining the Taskbar (typically in the lower right hand corner next to the clock) for these applications as well.

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Troubleshooting

The following section includes troubleshooting tips which will help resolve common issues. These tips are only suggestions and may not resolve all issues that could be encountered. Please use caution when implementing any of these solutions and always contact your own technical support provider if you do not feel comfortable making these changes to your computer.

Solving Problems Logging In

Problem	Solution
I'm unable to log on to the home.carenewengland.org portal from my personal home and/or office computer.	If you have completed training and have been given a Cerner logon account and password, you must first log on to a computer on the Women & Infants Hospital network before using the portal. By logging on to a Women & Infants computer you will be able to change your initial password and activate your network account. *You will not have to do this unless this is the first time you are using your log on*.
	Make sure that if you are using any kind of personal firewall software, that it isn't blocking access to the portal site.
	Please contact the Technical Support Center (Helpdesk) at 921-1000 to verify that you have been given a Network and a Cerner account or to make corrections to that account.
I can log on to the portal but I don't have the CNErgy Cerner PROD icon on my portal homepage.	Please call the Technical Support Center (HelpDesk) at 921-1000 to have the icon added to your homepage.
I am at the CNErgy Cerner logon screen and when I enter my user name and password I get an *Invalid User Name and/or Password* error.	Please call the Technical Support Center (HelpDesk) at 921-1000 to have your Cerner account checked and password reset.

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Troubleshooting

Solving Connection/Configuration Problems

Problem	Solution
I would like to have a shortcut on my desktop that will take me right to the home.carenewengland.org web portal.	Right-click on the desktop (make sure you are not on an existing desktop shortcut). From the pop-up menu select **New -> Shortcut**. From the **Create Shortcut** wizard enter *https://home.carenewengland.org* as the location of item. Click **Next** and type in the name you want to appear with the shortcut on the desktop (i.e. CNErgy Cerner). Click **Finish** and you new shortcut should be on your desktop.
Every time I connect to home.carenewengland.org I get a security warning asking if I should trust the content from the publisher Nortel Networks.	From the security warning window check off or click on the trust always option. This will stop this message from appearing the next time you access home.carenewengland.org.
When clicking on a Cerner application (e.g. PowerChart, AppBar, etc.) I get a File Download window which asks *Do you want to save this file?*	Make sure the latest Citrix client is installed. See item 4 on page 1.
	From Internet Explorer, select **Internet Options** from the **Tools** menu. Click the **Advanced** tab. Under the security settings uncheck the *Do not save encrypted pages to disk* setting. Click the **OK** button to exit **Internet Options**. Try clicking on the Cerner application again.
After successfully logging into a Cerner application I am unable to get back in after I've exited and I receive to following error: *Cannot connect to <application name> application…proxy connection failed*.	Close all browser windows. Open the browser and go to http://home.carenewengland.org. If you go directly to your Care New England web portal application page without being prompted to log in click the Logout <username> in the top right corner of the page. This will bring you to the Care New England portal login page. Log in like you normally would and try the Cerner application again.

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Problem	Solution
When clicking on a Cerner application (e.g. PowerChart, AppBar, etc.) I get the following error: *Cannot connect to Citrix MetaFrame server. Proxy connection failed: The configured proxy server failed to establish connection.*	Make sure the latest version of the Java client is installed. See item 3 on page 1.
	From Internet Explorer, select **Internet Options** from the **Tools** menu. Click the **Security** tab. Click the **Trusted Sites** icon and click the **Sites** button. From the **Trusted Sites** window enter *https://home.carenewengland.org* in to the add this web site to the zone field and click the **Add** button. Click the **OK** button on the **Trusted Sites** window. Click the **OK** button to exit **Internet Options**. Try clicking on the Cerner application again.
When clicking on a Cerner a application (e.g. PowerChart, AppBar, etc.) I get the following error: *MetaFrame Presentation Server connection interrupted. Attempting to reconnect…*	This solution requires changes to the registry. Warning: Incorrectly editing the registry may severely damage your system. At the very least, you should back up any valued data on the computer before making changes to the registry. This function should only be used by advanced windows users. Click the **Start** button and select **Run**. In the open field type *regedit*. From the Registry Editor window find the following key. **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSLicensing\store**. Delete any *LICENSE###* keys within **store**. Restart your browser and try accessing the Cerner application again.