



Clinical IS Job Aid



Topic: Access Apps on IU Health’s Works Web Interface

Facility: IU Health, IU School of Medicine, and Union Health

Audience: Staff Who Use IU Health Applications

Effective Date

July 17, 2019

Contact

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Overview: This document discusses IU Health’s new Works Web portal and how to manage apps via Works Web.

IU Health ‘Works Web’ Interface

A new common interface that works with **Citrix** and the newer technology **VMware Horizon** is being implemented across IU Health, called **Works Web**. After years of accessing applications remotely and internally through **Citrix**, **NSGate** and **Storefront** (iuhealthportal.iuhealth.org) are being phased out in favor of the new ‘**Works Web**’ interface.

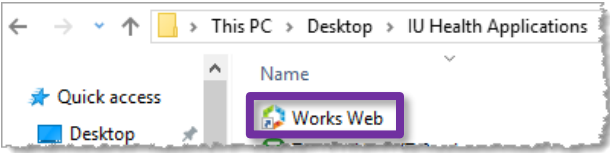
Citrix Note and Required Software

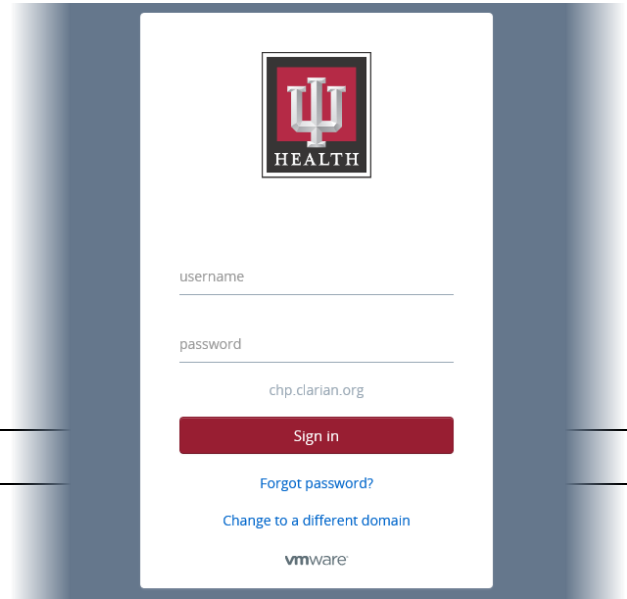
The new ‘**Works Web**’ interface is not a **Citrix** product, however it will be delivering **Citrix** published apps just like **NSGate** and **Storefront**. This means that users will need to keep **Citrix Receiver** installed on their computers. This is not a problem for internal IU Health machines, as they already have **Citrix Receiver**. Most remote machines (Windows, Mac, iPads and iPhones) that have been used for accessing **Citrix** will already have the **Citrix Receiver** installed, as well.

- They will continue to need **Citrix Receiver** so they can access **Citrix** published applications, and
- They will need the **VMware Horizon Client** installed in the future, as well.

Note: For further details on required software, please refer to the [Works Web Frequently Asked Questions \(FAQ\)](#).

Access Works Web Internally

Step	Action
1	Navigate to https://works.iuhealth.org : a) From the Works Web shortcut in the IU Health Applications folder on your desktop.  OR b) Type the URL in your internet browser. <i>The IU Health login screen displays.</i>
2	Enter your IU Health username and password .
3	Click the Sign in button. <i>The login process is complete and the Apps page displays.</i>



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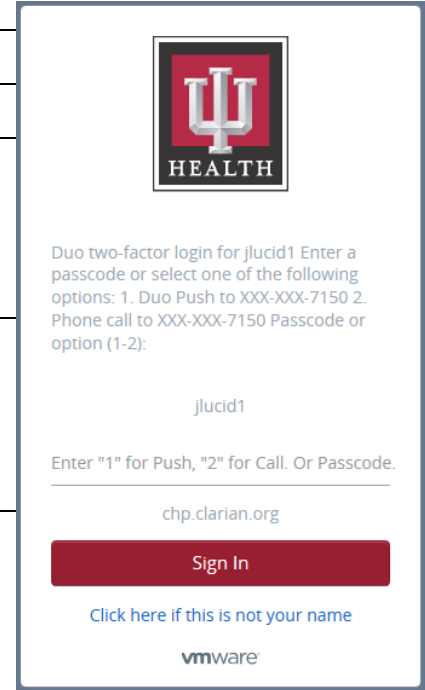
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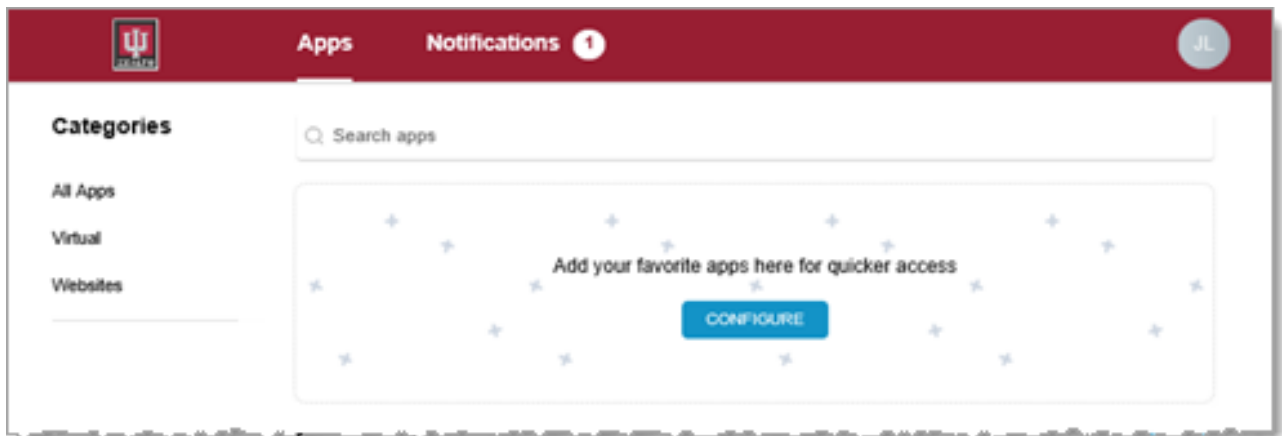
Access Works Web Remotely

The only difference between accessing internally and remotely is you will be prompted by Duo (the multi-factor authentication used by IU Health) at the time of log in.

Step	Action
1	Navigate to https://works.iuhealth.org in your internet browser.
2	Enter your IU Health username and password .
3	Click the Sign in button. <i>You are prompted for Duo authentication on the screen.</i>
4	Enter one of the following: a) 1 for a Duo Push, b) 2 for a Phone Call, or c) The 6-Digit Passcode from the DUO Mobile app.
5	Click the Sign In button. Note: If you selected options 1 or 2 , respond to DUO Mobile on your mobile device to complete the login process.



The login process is complete and the Apps page displays. Once logged in, everything else will work the same as accessing Works Web internally.



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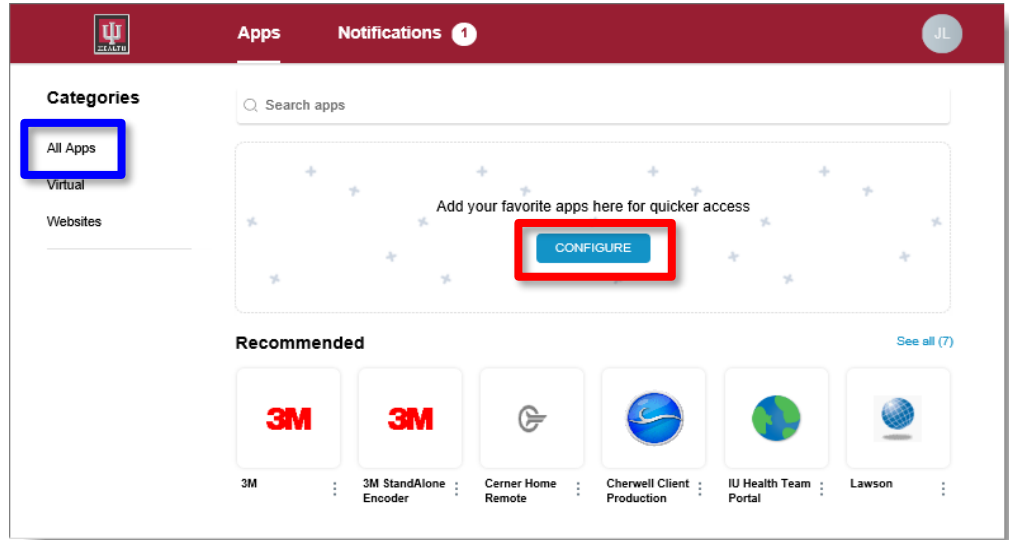
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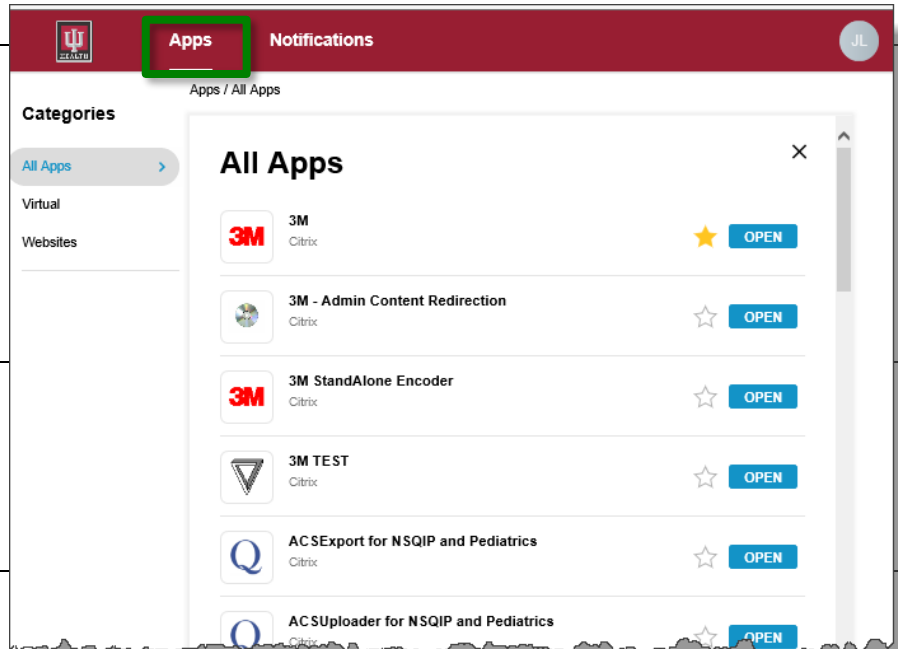
Add and Remove Apps

ISample Works Web page, right.

The resulting Works Web screen may present, as shown above, a **Favorites** section, just like **Citrix Storefront**. If it is empty, you will need to add apps into **Favorites**. After that, apps should remain in **Favorites**, just like in **Citrix**.



Step	Action
1	Add a Favorite, starting with one of the following methods: Method 1. Click the Configure button (illustrated above) in the Favorites pane. Method 2. Click the All Apps link (illustrated above) in the Categories menu. <i>A list of all apps appears.</i>
2	Scroll up and down the list to find app(s). <div style="background-color: yellow; border: 1px solid black; padding: 5px; margin-top: 10px;"> Note: If you scroll all the way down the list, while selecting apps, the system may not show everything at once. Wait a few seconds until more apps appear. </div>
3	Click a clear star , to the right of an app. <i>The star turns yellow and the app has now been added to Favorites.</i>
4	Click a yellow star , to the right of an app. <i>The star turns white and the app has now been removed from Favorites.</i>
5	Select the Apps page on the red menu bar, at the top. <i>The selected apps (yellow starred) now display in the Favorites pane (see screen shot, next page).</i>



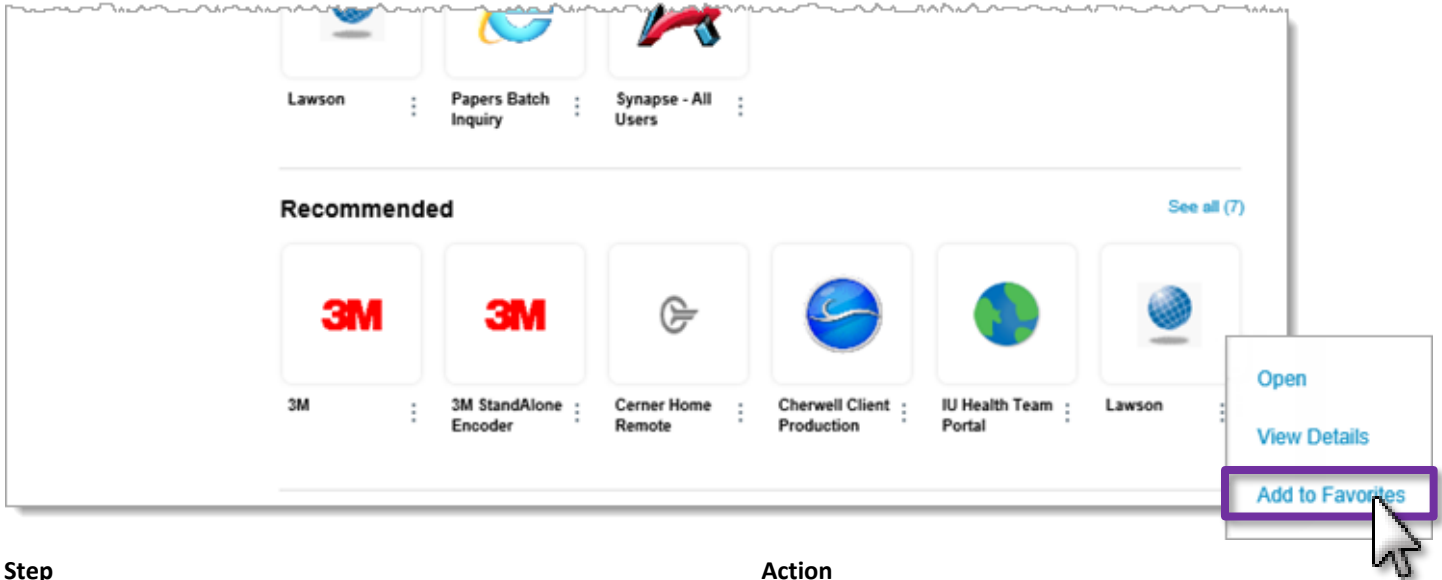
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Recommended Apps

There are also **Recommended** apps. They can easily be added to the **Favorites** pane by completing the following steps.



Step	Action
1	Click the options icon (:) to the right of the name of the app (illustrated, above). <i>A drop-down menu displays.</i>
2	Click the Add to Favorites option from the drop-down menu. <i>The app has been added to the Favorites pane.</i>