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# Franciscan Health System

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## PowerScribe

### Installation & Log-in Instructions for Remote Access to FHS PowerScribe

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## **Purpose & Information**

FHS PowerScribe has been made available remotely for radiologists to review, edit, and sign reports that are in their PowerScribe work queues. Dictation and other voice recognition functions are not available for remote use at this time.

FHS runs PowerScribe version 4.7. Version 4.7 will not function properly on a computer that also has PowerScribe version 4.8 installed. MultiCare is on version 4.8 so MultiCare PowerScribe and FHS PowerScribe will not function on the same computer at the same time. To switch between sites it is necessary to uninstall one version and install the other or access them on separate workstations.

TRA runs PowerScribe version 4.7 so radiologists can work on reports for TRA and for FHS on the same workstation.

PowerScribe version 4.7 must be run using Internet Explorer 6. It will not function properly on later versions of Internet Explorer or using other non-Microsoft browsers. PS 4.7 will work with Windows XP. FHS cannot guarantee that PS 4.7 will function properly with Windows Vista or on a MAC.

### **Client Workstation Specifications**

- Pentium 4, 2.4 GHz
- 512 MB RAM minimum
- 10/100/1000 Ethernet Card
- 1 GB free space on hard drive
- Operating Systems supported:
  - Windows 2000 sp4
  - Windows XP Pro SP2
  - Windows XP Home SP2
- Internet Explorer 6.0 Service Pack 2

## Installation and Access Instructions – Text Only

1. Using Internet Explorer version 6, go to <https://www.fhshealth.org/>.
2. Scroll to the bottom of the page and click once on **For Physicians**.
3. Scroll to the bottom of the page and click once on **FHS vConnect**.
4. Enter the username and password that you use to log in to PACS workstations in the appropriate fields. Enter your SecurID Passcode, which is your four-digit PIN followed by the 6 digits on your RSA token. Leave no spaces between the numbers.
5. Click **Login**
6. Click **Run** on the “Do you want to run this software?” window.
7. Click **I Accept** on the Citrix Software Terms and Conditions of Use window.
8. The Citrix VPN client will install and a “Citrix Secure Access Connection Established” message will display when the Citrix connection is established.
9. The Citrix Access Gateway page will open and the links available to you will be displayed.
10. Under **Web Sites** in the center of the Gateway page click **PowerScribe**.
11. On the PowerScribe Workstation page, click **PowerScribe Dictation/Correction Client**.
12. Click **Install** to begin installation of the PowerScribe client.
13. Click **Run** at the “Do you want to run or save this file?” window.
14. Click **Run** at the “Do you want to run this software?” window.
15. Click **Close** at the Install Finished window.
16. Click **Continue** at the PowerScribe Workstation window.
17. Click **Yes** at the “Do you want to install now?” window.
18. Click **Run** at the “Do you want to run or save this file?” window. (You will see the progress of your download.)
19. Click **Run** at the “Do you want to run this software?” window.
20. Click **Next** at the Welcome to the PowerScribe Workstation Client Setup window.

21. Click **Next** at the PowerScribe Workstation Client Setup window. (You will see the progress of installation.)
22. Click **Finish** at the PowerScribe Workstation Client Setup window.
23. Click **Continue Login** at the PowerScribe Workstation window.
24. Enter your PowerScribe username and password in the indicated fields. **Do not click Log in yet.**  
  
(Your PowerScribe credentials are separate from your PACS credentials. If you do not know your PowerScribe username and password, contact RIS support at 253-426-6271, option 1 for assistance.)
25. Check the box labeled **Review only** below the Login button.
26. Click **OK** at the Review Only messages box.
27. Click **Login**.
28. Now that you are logged in to PowerScribe, you may review, edit, and sign reports that are in your queue. You cannot dictate new reports.
  - a. Click the **Reports** tab to view your queue.
29. Click **Logout** at the top right of the PowerScribe window when done.
30. Click **Yes** to confirm logout.
31. Close the PowerScribe login page.
32. Close the PowerScribe workstation page.
33. Click **Logout** on the Citrix Access Gateway page.
34. Click **Logout** again to confirm logout.
35. Click **OK** at the Citrix logout window.
36. Your Citrix VPN connection will be disconnected and you are done.

## Installation and Access Instructions – With Screen Shots

1. Using Internet Explorer version 6, go to <https://www.fhshealth.org/>.
2. Scroll to the bottom of the page and click once on **For Physicians**.

For **Physicians**

3. Scroll to the bottom of the page and click once on **FHS vConnect**.

FHS vConnect

4. Enter the username and password that you use to log in to PACS workstations in the appropriate fields. Enter your SecurID Passcode (your four-digit PIN followed by the 6 digits on your RSA token). Leave no spaces between the numbers.

**FHS vConnect**  
Employee and Staff Virtual Network

Log In [Vendor Access Link](#)

User Name:

Password:

SecurID  
PASSCODE:

Login

[Help and Troubleshooting](#)

**REMINDER:** SecurID PASSCODE is your **PIN** number **followed by** the 6 digit number on the token, no spaces.

Passcode:  *No spaces!*

This is your PIN

Type in the current number displayed on your RSA SecurID tag:

If you do not have an RSA token, contact the Medical Staff office and ask that an access request be submitted for you to get a token.

5. Click **Login**

Login

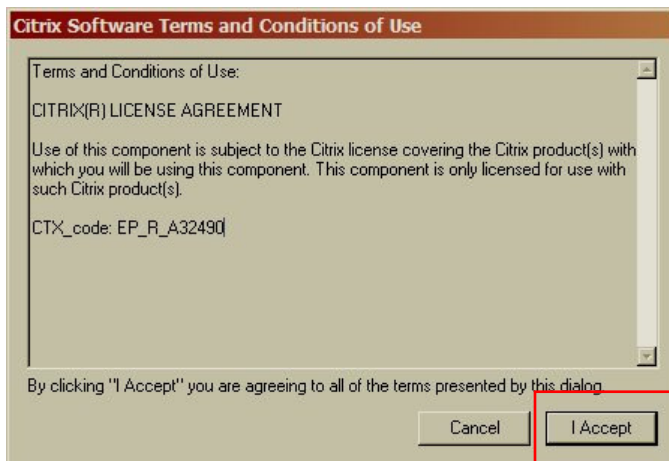
6. Click **Run** on the “Do you want to run this software?” window.



You will see the window below display briefly.



7. Click **I Accept** on the Citrix Software Terms and Conditions of Use window.



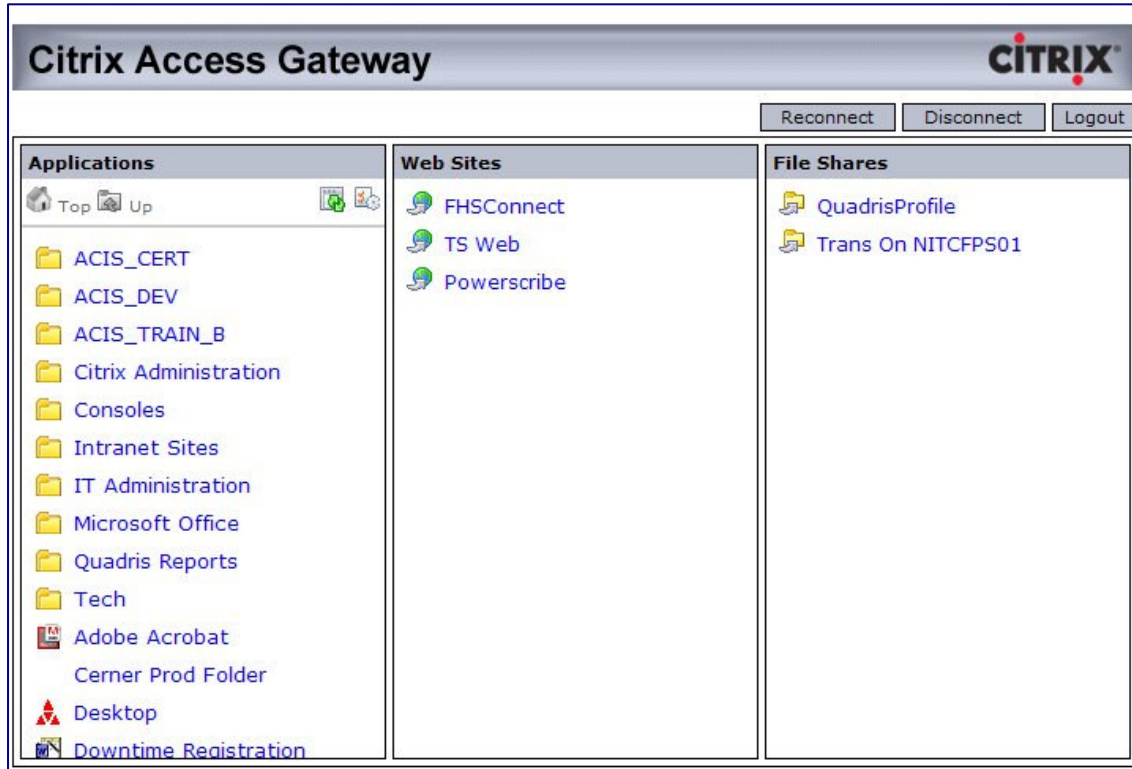
You will see the window below display briefly.



8. The Citrix VPN client will install and you will see the following pop-up message when connection has been established.



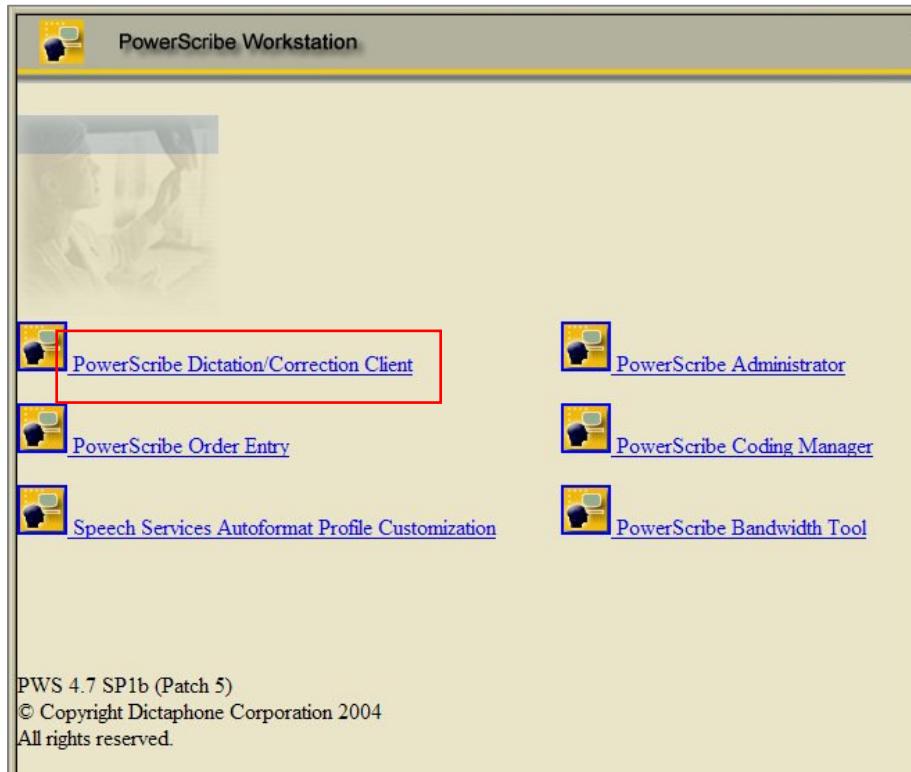
9. You will then be directed to the Citrix Access Gateway page that displays the links available to you. (Different people will see different links based on access.)



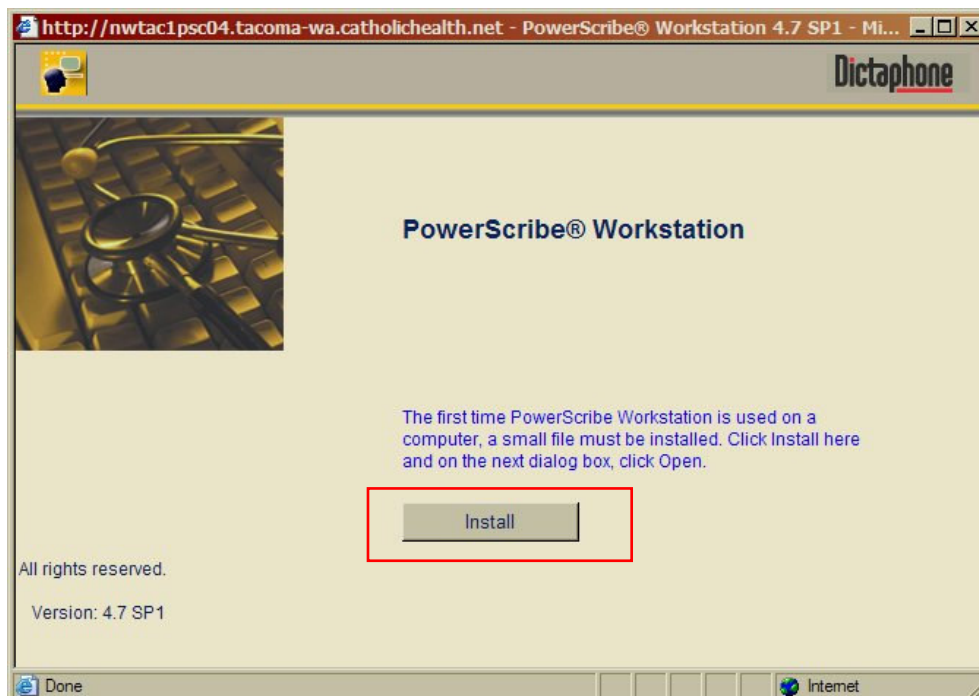
10. Under **Web Sites** click **PowerScribe**.



11. Click on **PowerScribe Dictation/Correction Client**.



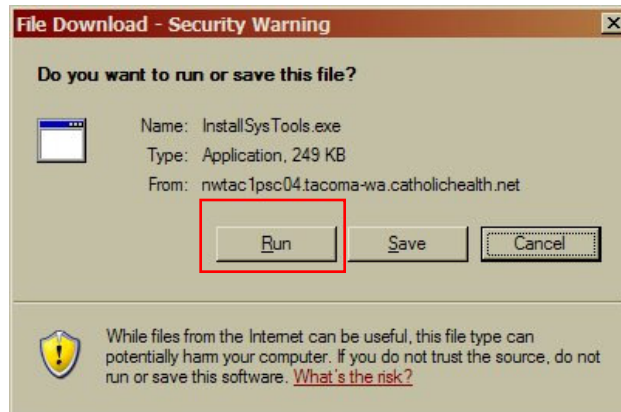
12. Click **Install** to begin installation of the PowerScribe client.



Route all questions and requests for assistance to the Radiology IS team at 127-6271, Option 1.



13. Click **Run** at the “Do you want to run or save this file?” window.



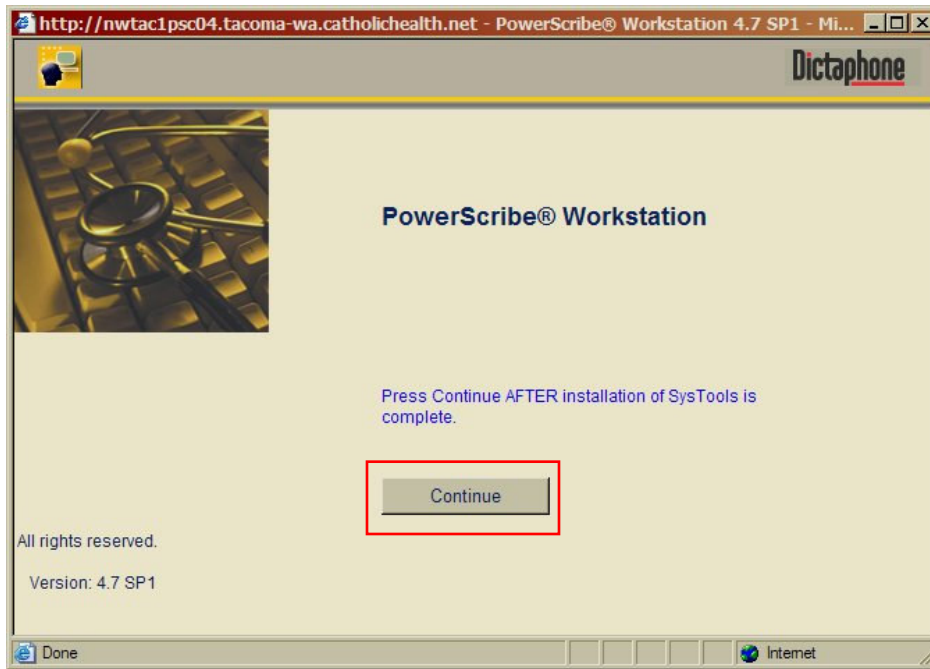
14. Click **Run** at the “Do you want to run this software?” window.



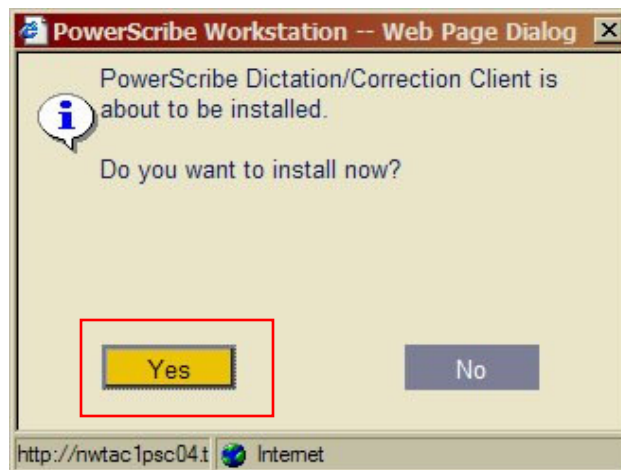
15. Click **Close** at the Install Finished window.



16. Click **Continue** at the PowerScribe Workstation window.



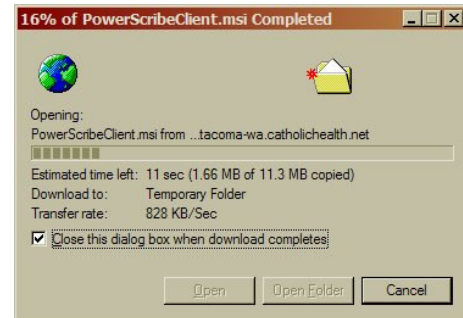
17. Click **Yes** at the “Do you want to install now?” window.



18. Click **Run** at the “Do you want to run or save this file?” window.



You will see the progress of your download.



19. Click **Run** at the “Do you want to run this software?” window.

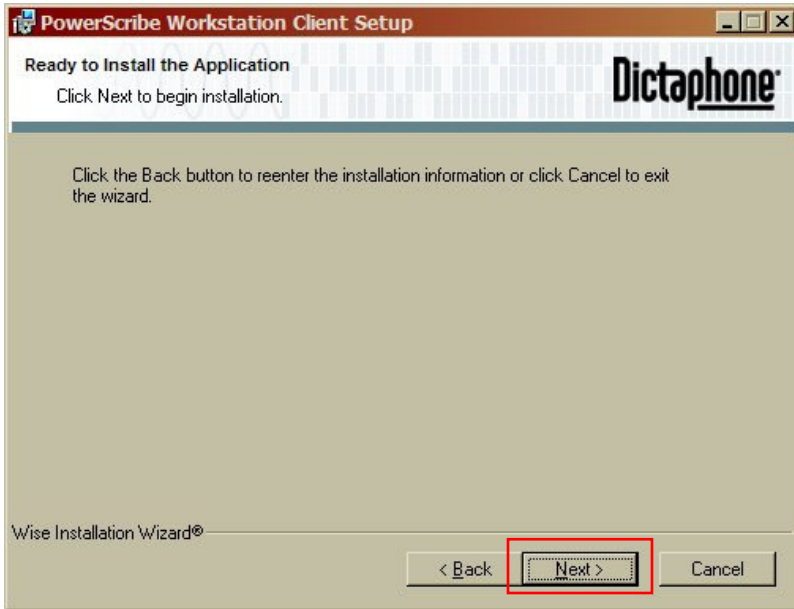


20. Click **Next** at the Welcome to the PowerScribe Workstation Client Installation window.

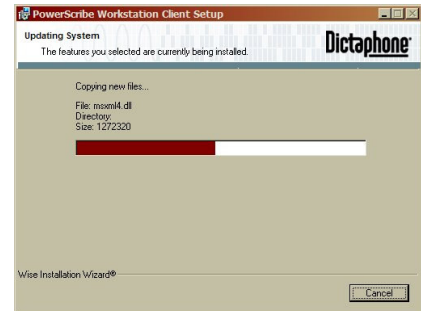


Route all questions and requests for assistance to the Radiology IS team at 127-6271, Option 1.

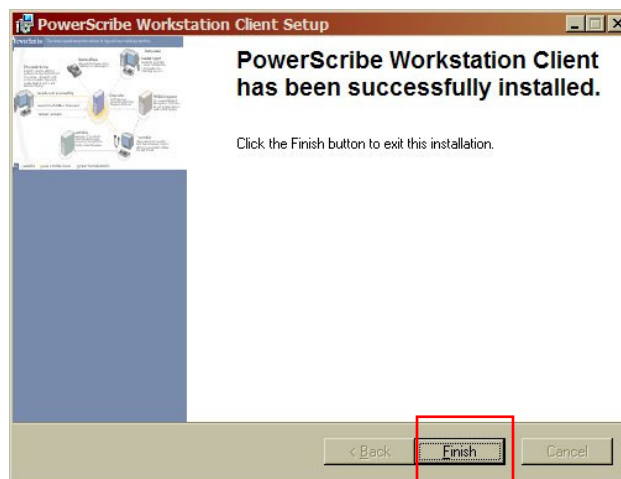
21. Click **Next** at the PowerScribe Workstation Client Setup window.



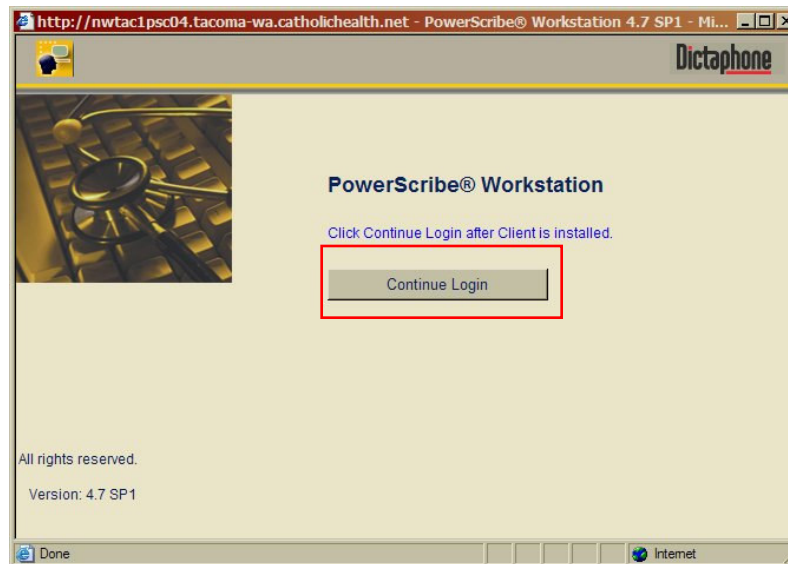
You will see the progress of installation.



22. Click **Finish** at the PowerScribe Workstation Client Setup window.

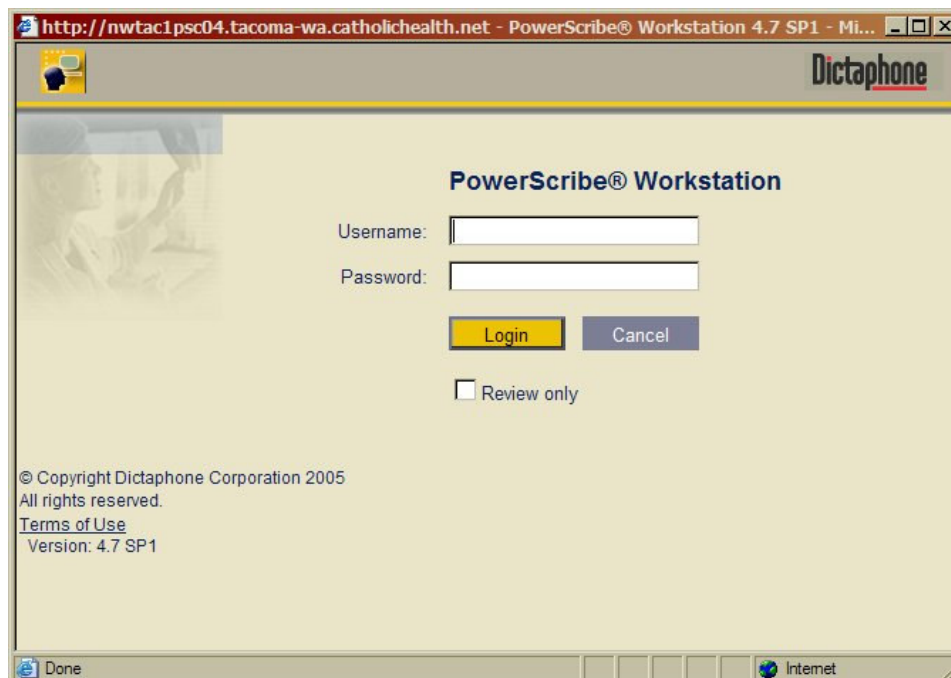


23. Click **Continue Login** at the PowerScribe Workstation window.



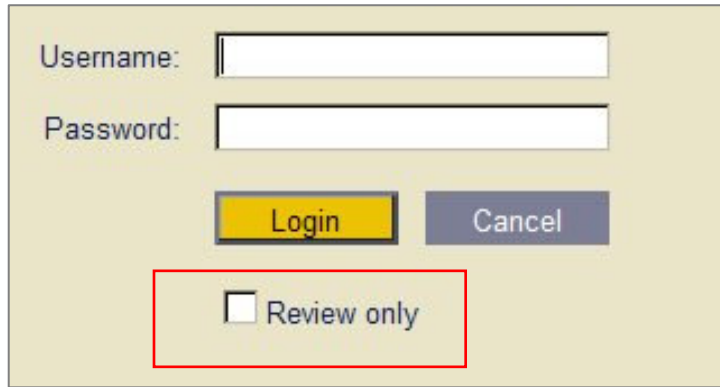
24. Enter your PowerScribe username and password in the indicated fields. **Do not click Log in yet.**

(Your PowerScribe credentials are separate from your PACS credentials. If you do not know your PowerScribe username and password, contact RIS support at 253-426-6271, option 1 for assistance.)



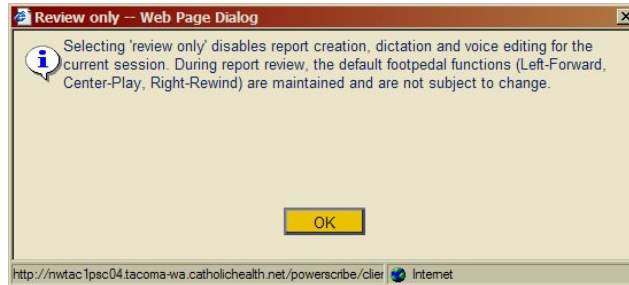
Route all questions and requests for assistance to the Radiology IS team at 127-6271, Option 1.

25. Check the box labeled **Review only**.

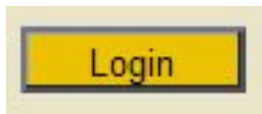


A login form with a light beige background. It contains two text input fields: 'Username:' and 'Password:'. Below the fields are two buttons: a yellow 'Login' button and a grey 'Cancel' button. At the bottom, there is a checkbox labeled 'Review only', which is enclosed in a red rectangular box.

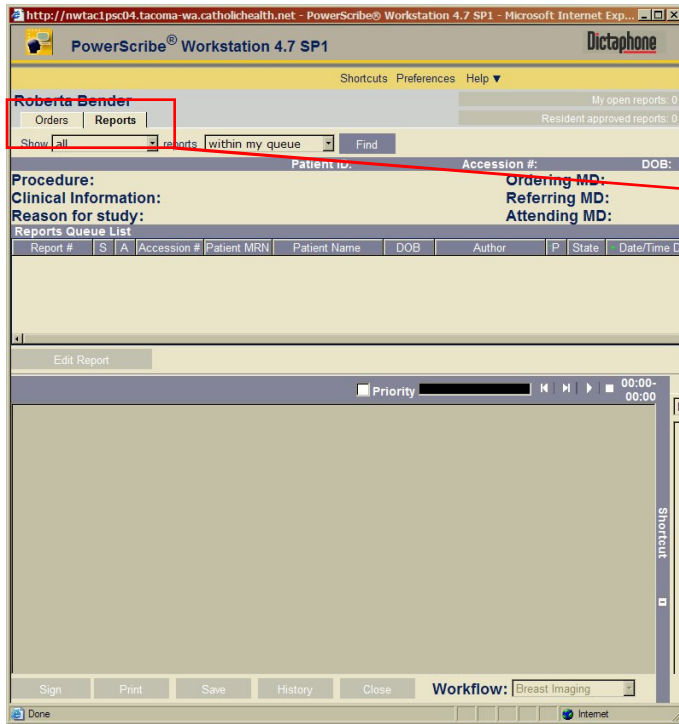
26. Click **OK** at the Review Only window.



27. Click **Login**.

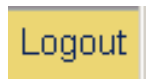


28. Now that you are logged in to PowerScribe, you may review, edit, and sign reports that are in your queue. You cannot dictate new reports.

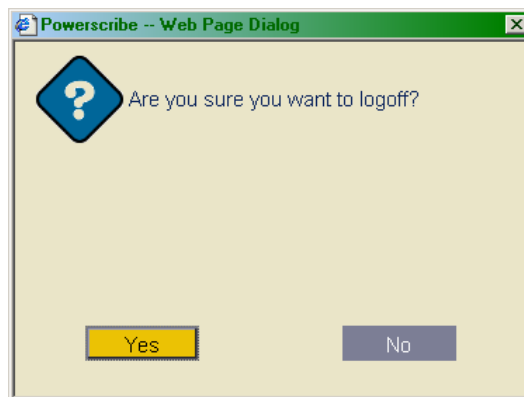


Click **Reports** to view your queue.

29. Click **Logout** when done.



30. Click **Yes** to confirm logout.

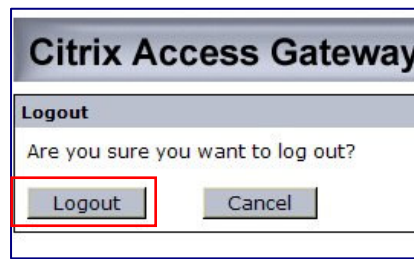


Route all questions and requests for assistance to the Radiology IS team at 127-6271, Option 1.

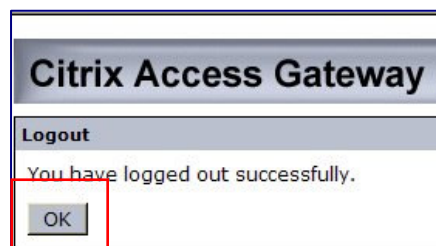
31. Close the PowerScribe login page.
32. Close the PowerScribe workstation page.
33. Click **Logout** on the Citrix Access Gateway page.



34. Click again to confirm logout.



35. Click **OK** at the Citrix logout window.



36. Your Citrix VPN connection will be disconnected and you are done.



## Access Instructions (Without Installation) – Text Only

Once installation has been completed, logging in to PowerScribe requires fewer steps:

1. Using Internet Explorer 6, go to <https://www.fhshealth.org>.
2. Click on **For Physicians**.
3. Click on **FHS vConnect**.
4. Enter your network username, password, and your PIN number followed by the code on your RSA token.
5. Click on **PowerScribe**.
6. Click **PowerScribe Dictation/Correction Client**.
7. Enter your PowerScribe username and password. *Do not click Login yet.*
8. Check the box labeled **Review only**.
9. Click **OK** at the Review Only message.
10. Click **Login**.
11. Review, edit, and sign in PowerScribe.
12. Click **Logout** in PowerScribe when done.
13. Click **Logout** in the Citrix window.
14. Click **Logout** again.
15. Click **OK** to close the window.

## Troubleshooting & Additional Considerations

### Confirm Browser Version

FHS PowerScribe will not work in Internet Explorer 7 or later, so roll back to version 6 if you're using version 7. Locate the Help Menu and select **About Internet Explorer** to check your version.

Follow this link for roll-back instructions provided on the Microsoft web site:  
<http://www.microsoft.com/windows/products/winfamily/ie/iefaq.msp>. Click on Internet Explorer FAQ on the left side of the page then click on "How do I install/uninstall Internet Explorer 7?"

### Pop-up Blocker

The pop-up blocker prevents the PowerScribe workstation window from opening. To turn off the blocker in Internet Explorer version 6, click on **Tools**, select **Pop-up Blocker**, then select **Turn Off Pop-up Blocker**. If you have a third-party blocker, turn that off as well or set it to allow pop-ups from the FHS/Catholic Health site.

### Trusted Sites

Add <http://nwtac1psc04.tacoma-wa.catholichealth.net> and <http://209.193.115.75> to the list of trusted sites in Internet Explorer. Click **Tools** then select **Internet Options** and click on the **Security** tab. Click on **Trusted Sites** and enter one of the above addresses in the "**Add this Web site...**" field then click **Add**. Add the second address as well then click **OK** and click **OK** again to close the Internet Options window.

### Firewall

There are a variety of firewalls available, so providing precise instructions here is a challenge. Check that the trusted sites above are not blocked or confirm that they are allowed. Be sure that the general FHS addresses are not blocked as well:

<https://www.fhshealth.org/> &  
<https://fhsremote.catholichealth.net/CitrixLogonPoint/tacoma-wa/> &  
<https://fhsremote.catholichealth.net/>

### Temp Files & Cookies

Once the settings above are confirmed it is worthwhile to clear temporary internet files and cookies before trying to connect again. Click **Tools** and select **Internet Options**. Click **Delete Cookies** and click **OK** to confirm. When that has completed, click **Delete Files**, check **Delete All Offline Content**, and then click **OK**. Wait while that completes then click **OK** to close the Internet Options window. Close all Internet Explorer windows when done then begin again.

Use these links to review instructions on the Microsoft web site:  
<http://support.microsoft.com/kb/260897> for temp files and  
<http://support.microsoft.com/kb/278835> for cookies. (Scroll down to "How to manually delete cookie files in Internet Explorer 6.")

## Contacting Support

If you do not have an RSA token contact:

Medical Staff Office                      253-426-6767, option 4

If you want assistance with your network/PACS username or password, RSA PIN number, or RSA token, contact:

Help Desk                                      1-866-236-0441

If you do not know your PowerScribe username or password, contact:

Radiology IS                                  253-426-6271, option 1