

## Allscripts EHR Medical Student Training

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### Allscripts Helpdesk

423-282-6122

Option 1 – Password Resets/Allscripts questions

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### Logging In

- Logging into the EHR is a two-step process, first into the server (Citrix), and then into Allscripts Touchworks EHR.
- Each clinic computer should have a shortcut set up for logging into Citrix. Double click on the icon to access the Citrix login screen.
- Enter your Citrix username and password that was provided to you by your resident coordinator or at the time of training. The password *is* case sensitive.
- You will be directed to the screen for choosing your application. Please choose **ETSU Citrix Desktop**. *Please note: This screen will time out after one minute if you have not made a selection.*
- Next, enter your username/password for Allscripts Touchworks EHR. This is the second username and password provided to you.

### Remote Access (Personal Device) - Download Citrix Workspace from

<https://www.citrix.com/downloads/workspace-app/>

- Open your browser (**Chrome, Internet Explorer or Safari**) and type in the following:  
[login.qetsu.org](http://login.qetsu.org)

Troubleshooting tips and instructions for installing Allscripts on your tablet/phone/laptop are available on our website at <https://www.quillenphysiciansehr.com/how-tos.html>

### FYI's and Takeaways

- First time logging in, must be in clinic and on clinic supplied laptop. Citrix passwords can't be changed from a personal device.
- Drop-down lists are populated by searching for users. If a user is NOT in your drop-down list, click the **All** button, or the **Binoculars** button next to the search field and search by last name
- Right-clicking on an item will often give you more menu options.
- **Double click** on the patient's name from the Daily Schedule before starting your note.
- Never REMOVE a task.
- Make sure you check your task list EVERY time you log into the system.
- Always check that you are logging in to the correct **SITE**.