

Allscripts EHR Medical Student Training

Summer 2023

Allscripts Helpdesk

423-282-6122

Option 1 – Password Resets/Allscripts questions

Logging In

1. Log into the computer. If it is a clinic computer, you will use your ETSU username (without @etsu.edu) and email password.
2. The computer must have Citrix downloaded onto it FIRST. Clinic computers will already have this. Each clinic computer should have a shortcut set up for logging into Citrix. Double click on the icon to access the Citrix login screen.
3. Enter your ETSU email username (without @) and email password. The password *is* case sensitive.
4. You will be directed to the screen for choosing your application. Please choose **TouchWorks EHR LIVE**.
5. Next, enter your email with @etsu.edu/ email password. Touchworks should load.

Remote Access (Personal Device) - Download Citrix Workspace from

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

- Open your browser (**Chrome or Safari**) and type in the following: <https://mea.allscriptscloud.com>

Troubleshooting tips and instructions for installing Allscripts on your tablet/phone/laptop are available on our website at <https://qetsu.com/etsu-health%3A-citrix-setup>

FYI's and Takeaways

- Drop-down lists are populated by searching for users. If a user is NOT in your drop-down list, click the **magnifying glass** 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 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** located in the upper right corner @.