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

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

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<tr>
<td>1</td>
<td>Navigate to <a href="https://works.iuhealth.org">https://works.iuhealth.org</a> in your internet browser.</td>
</tr>
<tr>
<td>2</td>
<td>Enter your IU Health <strong>username</strong> and <strong>password</strong>.</td>
</tr>
<tr>
<td>3</td>
<td>Click the <strong>Sign in</strong> button.</td>
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<tr>
<td></td>
<td><em>You are prompted for Duo authentication on the screen.</em></td>
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| 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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Add and Remove Apps

Sample 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

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| 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.  
   *A list of all apps appears.* |
| 2 | Scroll up and down the list to find app(s).  
   **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. |
| 3 | Click a clear star, to the right of an app.  
   *The star turns yellow and the app has now been added to Favorites.* |
| 4 | Click a yellow star, to the right of an app.  
   *The star turns white and the app has now been removed from Favorites.* |
| 5 | Select the Apps page on the red menu bar, at the top.  
   *The selected apps (yellow starred) now display in the Favorites pane (see screen shot, next page).* |

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

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<tr>
<td>1</td>
<td>Click the options icon ( ; ) to the right of the name of the app (illustrated, above). <em>A drop-down menu displays.</em></td>
</tr>
<tr>
<td>2</td>
<td>Click the <strong>Add to Favorites</strong> option from the drop-down menu. <em>The app has been added to the Favorites pane.</em></td>
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