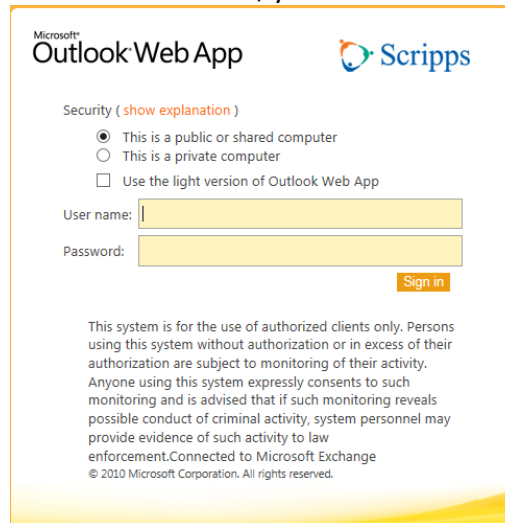
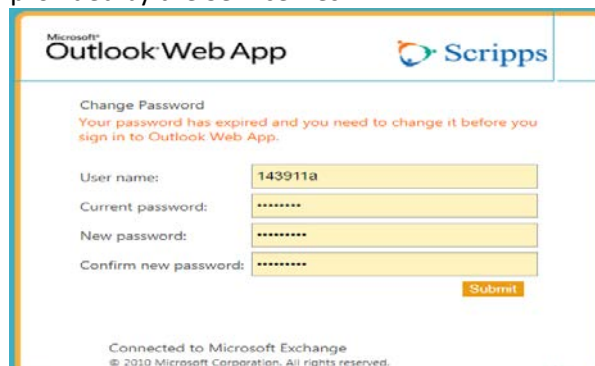


### Using Outlook Web to Update/Change Scripps Password.

1. To Update/Change your Scripps Network Password, you will need to log into <https://mail.scripps.org>



2. Enter the temporary password provided by the Service Desk:

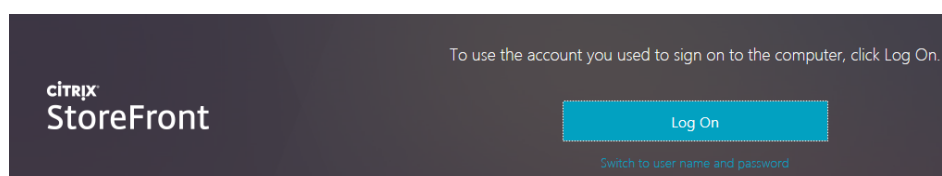


3. Close the browsers and continue

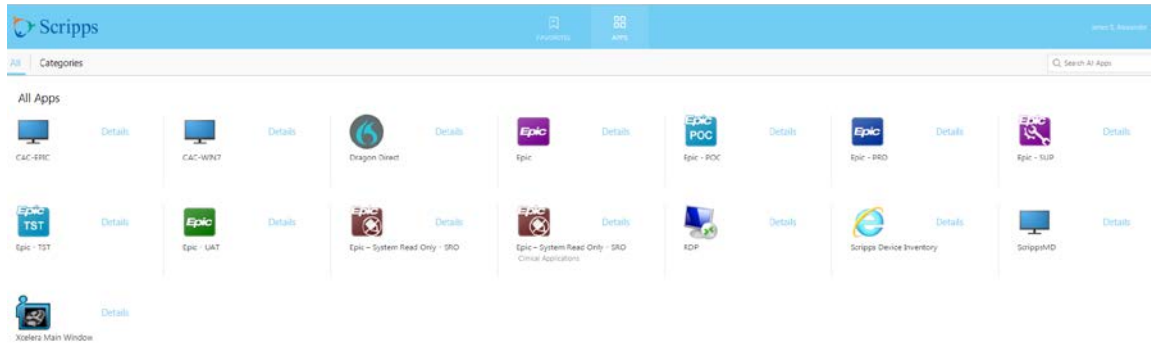
### Update the Citrix Receiver v4.5

Citrix Receiver versions 4.5 for Windows and higher are the only supported versions to access the Scripps Citrix environment on both Microsoft customer owned devices and Scripps assets at this time

1. Use the installer from within <https://remote.scripps.org>
2. You will be prompted with a "File Download" pop-up box asking to Run, Save, or Cancel, choose **Run**
3. After the installation, close all browsers and reboot the computer
4. After the reboot, navigate again to the <https://remote.scripps.org> and attempt to launch Citrix applications



5. You can choose to use the Citrix Receiver or use the light (html) version and you should get to your dashboard:

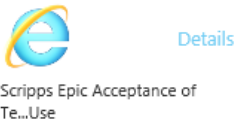


**TROUBLESHOOTING:**

If there are any problems logging on, please contact the Helpdesk (858-678-7500). Your ticket will then be forwarded to the Remote Support Service Team.

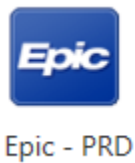
## Complete the Attestation via Citrix Icon

You must complete the electronic Attestation agreeing to the terms of accessing Epic and abiding by patient privacy regulations.

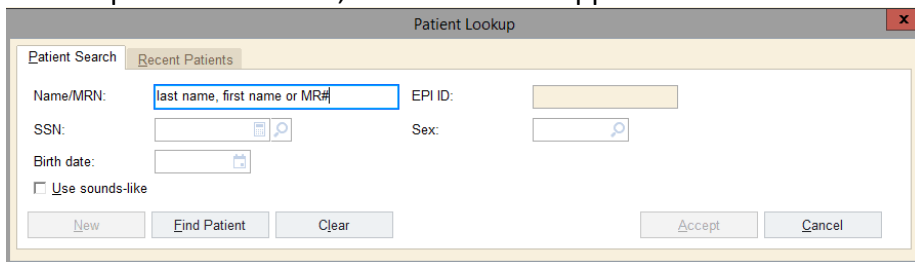
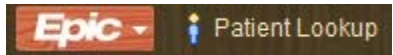


## Access Epic using the PRD icon

Log into Epic PRD with your network user name and password



1. Access patient via Patient Lookup
2. Use patient last name, first name or Scripps Medical Record Number



3. Locate any necessary information using Chart Review