

I. Remote access to EMED is achieved through a Citrix server. To print locally, you will need to define a default printer for the Citrix server.

1) Ensure or define a default printer for your computer (likely is already done).

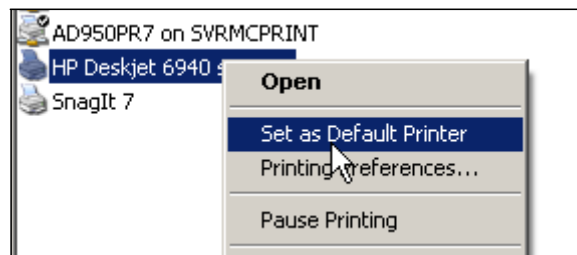
A. Option 1: Click on “Start” then “Settings” then “Printers and Faxes”

Option 2: Open the Control Panel then “Printers and Faxes”



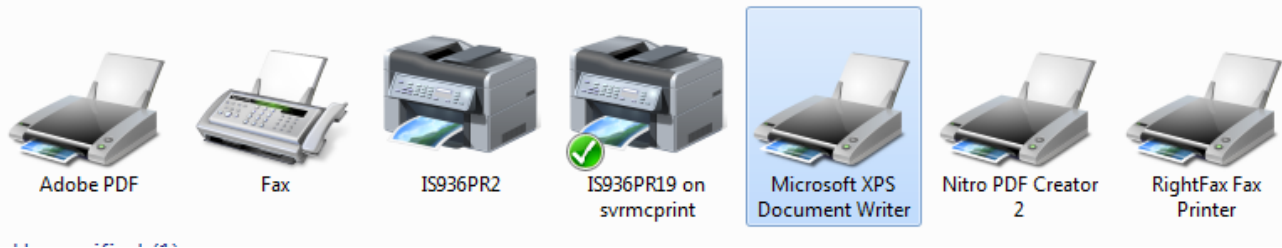
B. If the printer you want to use does not have a check mark, then you will need to select it.

➤ Right click on the printer you want and select “Set as Default Printer”



C. Check on other printers and faxes. Only physical printers should exist such as Acrobat Writer and your own network in house printers. **Delete** the Web-X, the Microsoft Document Printer, the Microsoft Image Writer, and the XPS Document Image Writer, and any other virtual printers and faxes.

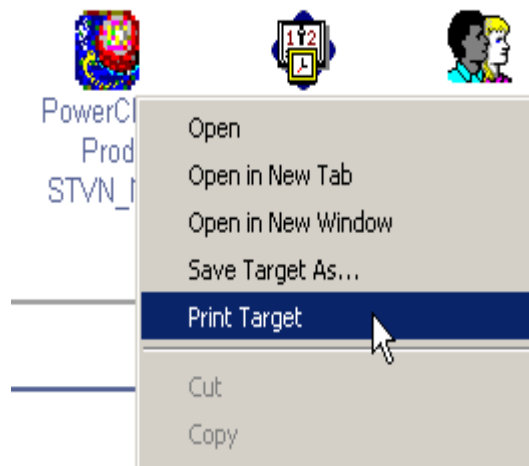
Printers and Faxes (7)



- 2) Login per “Remote Access to Hospital Electronic Medical Records (EMED)” ([www.stvin.org](http://www.stvin.org)) instructions until you get to the Citrix icon page:

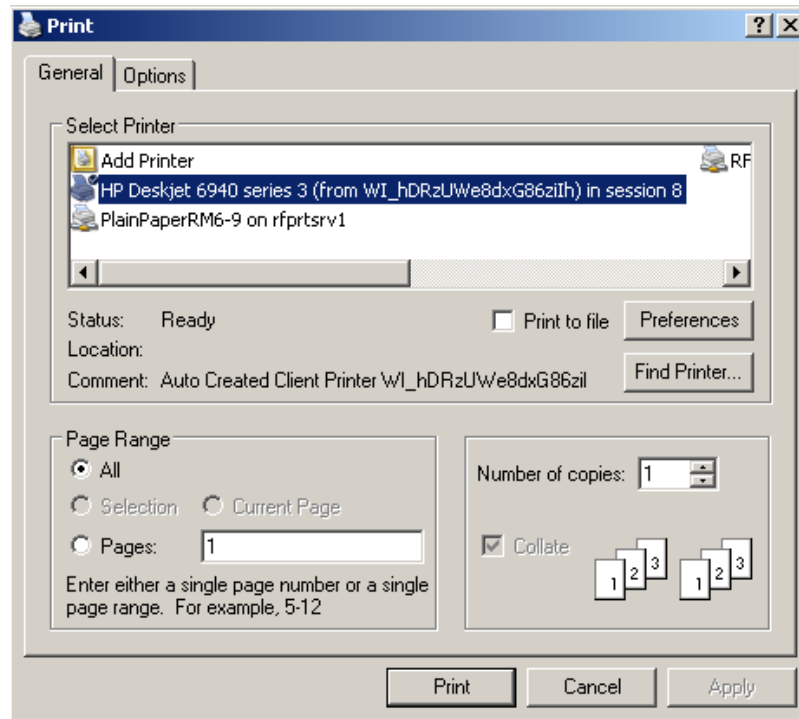


- 3) Right-click on the PowerChart Icon and select “Print Target”




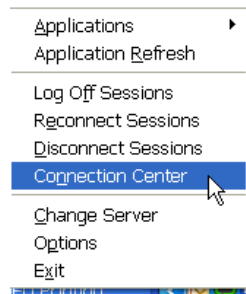
4) The following window will open. If the desired printer is already marked by a check mark, then you are done.

- You may have to use the scroll bar to find your default printer.
- If the default printer is not set as the default then click on the printer you want as the default printer in this window.
- Then right click on printer name and select ‘Set as Default Printer’.
- Then click “Apply” at bottom right of window and close window.

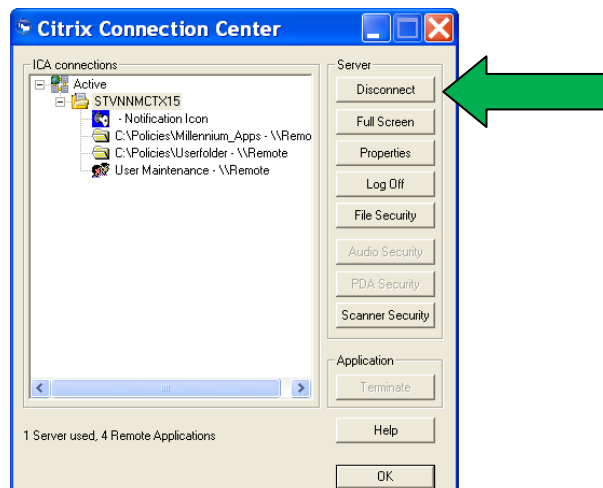


### How to Re-Set Printer (if printer falls off)

- 1) Close all Cerner (EMED) applications and web sites.
- 2) Close internet browser.
- 3) Verify default printer is still established on your computer (see steps 1A – 1B above – Printer & Faxes)
- 4) Check on other printers and faxes. Only physical printers should exist such as Acrobat Writer and your own network in house printers. **Delete** the Web-X, the Microsoft Document Printer, the Microsoft Image Writer, and the XPS Document image writer, and any other virtual printers and faxes.
- 5) Note what printer is selected as the Default Printer.
- 6) Locate the Citrix icon on the bottom right corner of the computer Start Bar: 
- 7) Right-click on the Citrix icon and select Close or Disconnect. If neither choice is there select Connection Center.



- 8) The following window opens. Click Disconnect.

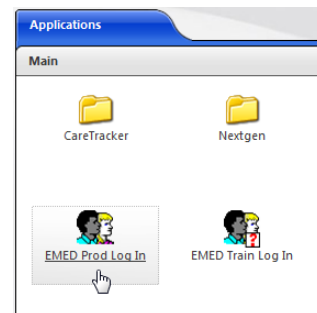


- 9) Login to EMED following steps I. 2) through 4) above to setup your default printer in EMED again.
- 10) Printing should be available again.

## Troubleshooting Tips

- 1) In step I. 4) above, where you 'set print target' on PowerChart
  - a. Select another printer and set as the default, click apply and/or save.
  - b. Then close the window.
  - c. Open window again > Right click on PowerChart icon > select Print Target.
  - d. Then select the correct standard printer and set up as default, then click apply and/or save (again).
  - e. Close window.
- 2) Check on other printers and faxes on your own computer. Only physical printers should exist such as Acrobat Writer and your own network in house printers. **Delete** the Web-X, the Microsoft Document Printer, the Microsoft Image Writer, and the XPS Document image writer, and any other virtual printers and faxes.
- 3) Sometimes Microsoft software upgrades will populate these virtual printers again. If they recently upgraded ask the user to verify if these printers are still gone. If they are back they need to delete them again.

- 4) Have user right click the EMED Prod icon *before* they log in and set up the printer via Print Target to confirm the printer they want is the default printer. If their default printer is not set up there have them set it as the default.



- 5) Verify how they are accessing our network. If the user is using [access.stvin.org](http://access.stvin.org) saved as favorite web site or saved as an icon on their desk top this won't work when we update our web site. Users should always use [www.stvin.org](http://www.stvin.org) then select the EMED tab to access the network. (note: they can save [www.stvin.org](http://www.stvin.org) as a favorite web site)



- 6) Have user right click the Power Chart icon after logging into the network. Check on Print Target to confirm the printer they want is still the default printer.

If you have any questions please don't hesitate to call our Help Desk at 913-5246.