

## Accessing the Physician Portal

- *If you need help logging on or are experiencing problems with these procedures, please call the Beaumont Hospital IT Help Desk at 248-597-2727.*
- *When installing this software, turn OFF all Firewalls and Popup Blockers. If this is not done, the software may not install correctly.*
- *You must be an administrator (or administrator-equivalent) to do this setup. If you are not an administrator, please obtain the administrator credentials or have your IT support professional do this for you.*
- *The following operating systems are not supported: Windows 95/98/NT/ME and all Linux O/S.*
- The following browsers have been tested and approved by Beaumont IT at this time:
  - Internet Explorer (Windows)
  - Safari (Apple OSX)

\* Other browsers such as Firefox, Google Chrome, etc have been reported to work; however these browsers have not been exhaustively tested at this time.
- *Do not run this program on a server. (Terminal Services is not supported)*
- *When installing the software, be sure to read what your screen displays and follow the prompts.*
- If this is the first time you are accessing the Beaumont Physician Portal from your pc, please go to the Portal\_Software web page by typing [http://www.beaumonthospitals.com/portal\\_software](http://www.beaumonthospitals.com/portal_software) in your browser's address bar.
  1. Install the Citrix client appropriate for your operating system...Windows or Apple.  
Accept the prompts to complete the installation.  
**Note Apple Users:** The last step of the Citrix Client installation you'll be prompted:  
"To get started use Citrix Dazzle to add applications to your computer." Click **Close**.
  2. Once the Citrix client install completes, run the Java updates.  
**Windows:** Use the link on the Portal\_Software web page.  
**Apple:** Use the Software Update feature available on your Apple menu.
- Type <http://onechart.beaumont.edu> in your browser's address bar.
- If this is your **first time** using your Beaumont Logon or you forgot your password, please click on the password self-service link and follow the process to change your password. If you need assistance, please call the Beaumont Hospital IT Help Desk at 248-597-2727.
- Click Favorites from your browser menu bar and select Add to Favorites, change the name to Beaumont Physician Portal, to add the link to your Favorites.
- Sign in using your Beaumont credentials.

- If you receive:
  - Internet Security: A script from "William Beaumont Hospital" is requesting enhanced abilities that are UNSAFE and could be used to compromise your machine or data. Run or install software on your machine.
    - Click "Remember this decision"
    - Click "Allow"
  - Warning – Security: The application's digital signature has been verified. Do you want to run the application?
    - Click "Always trust content from this publisher"
    - Click Run
  - Setup Control – Warning: Do you want to download, install, and/or execute software from the following server?
    - Click "Always"

Note: The Citrix Client and Java software only need to be installed one time. Once installed, you can gain access by *simply using the favorite you created or entering <http://onechart.beaumont.edu> in your browser address bar.*