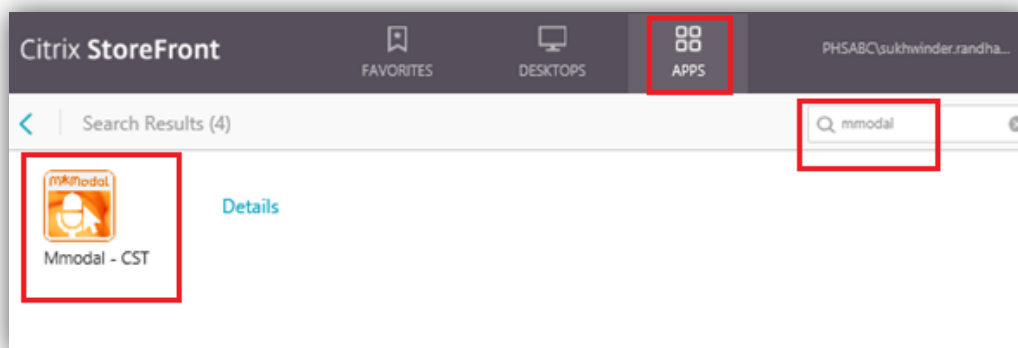


## Using FESR via Remote Access

### Documenting with FESR into Cerner

To document into CST Cerner from outside the Health Authority or from a non-CST Cerner site, users need to access Cerner and FESR via the Citrix Storefront remote access process.

Once a user has remoted in to the Citrix Storefront, access Fluency Direct via the 'APPS' tab or by typing 'mmodal' in the search box of the Citrix Storefront.



Double click on the 'M-Modal – CST' icon to launch the Fluency Direct application. Log in using your Cerner username and Fluency Direct password. For password support, please contact Transcription Services (contact info below).

In order to dictate into Cerner via remote access, it is recommended to use the **M\*Modal Mobile Microphone Application** for iPhone or Android (see information below). Locally installed microphones (on your personal device) may not work and are not supported.

### Documenting into Fluency Flex

Users documenting for sites that have not yet gone live with CST Cerner can use Fluency Flex for dictation.

**To request remote access to Fluency Flex in Citrix**, please email [TranscriptionAlerts2@vch.ca](mailto:TranscriptionAlerts2@vch.ca) with the following information:

- Full name
- Preferred email address
- Network ID and Domain (e.g. PHSABC/cjensen1)

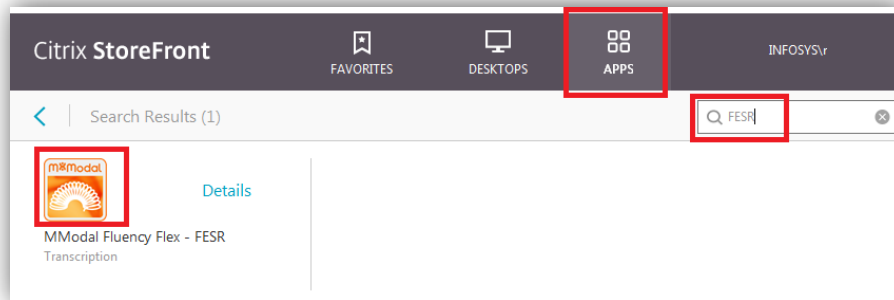
Once enabled on your Citrix account, to access Fluency Flex from outside the Health Authority, remote access to the Fluency Flex application is available via the Citrix Storefront:

Locate the Fluency Flex application one of two ways:

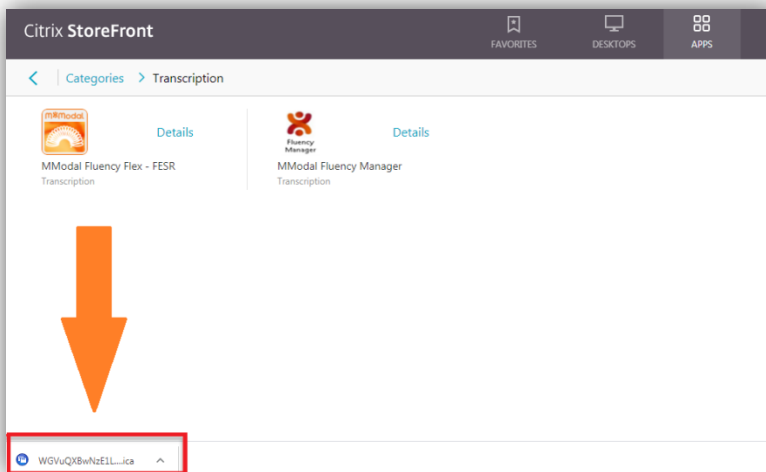
- 1) Click on the 'Categories' tab and locate the 'Transcription' folder. Double click to open the folder, then double click on the Fluency Flex icon:



- 2) Click on the 'APPS' tab and search for 'FESR', press enter. Double click on the Fluency Flex icon to open the application:



- 3) A downloadable file will appear at the bottom left of the page, double click this to launch Flex. Login using your Fluency Flex username and password.



**Important Note:** Depending on your home Wi-Fi/network connection/device setup or Citrix load, the start-up time for each application may vary.

- 4)

In order to dictate into Fluency Flex via remote access, it is recommended to use the **M\*Modal Mobile Microphone Application** for iPhone or Android (see information below). Locally installed microphones (on your personal device) may not work and are not supported.

## Mobile Microphone

The M\*Modal Mobile Microphone application turns a Smartphone into a wireless microphone. It allows users to dictate using the FESR application without the need for a USB-wired speech microphone to be attached to the computer.

**Note:** *Users still need to dictate at their computer. The phone simply replaces the wired microphone.*

The application can run on iPhone and Android Smartphones. Blackberry OS phones cannot be used.

For more information on downloading and using the Mobile Microphone please refer to the Reference Guide located here: <http://bit.ly/FESR-MobileMic>

## Support or Questions?

Please contact HIM Transcription Services at [Transcriptionalerts2@vch.ca](mailto:Transcriptionalerts2@vch.ca) or call 604-806-9696.