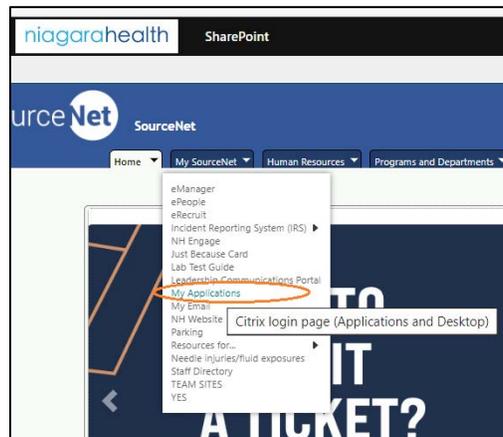


ACCESSING MILLENNIUM



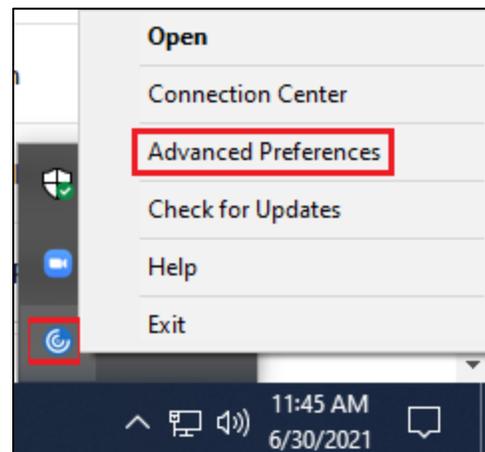
Access Millennium via the desktop app on your computer.

If you do not have a Millennium icon on your desktop: use "my applications" on SourceNet.

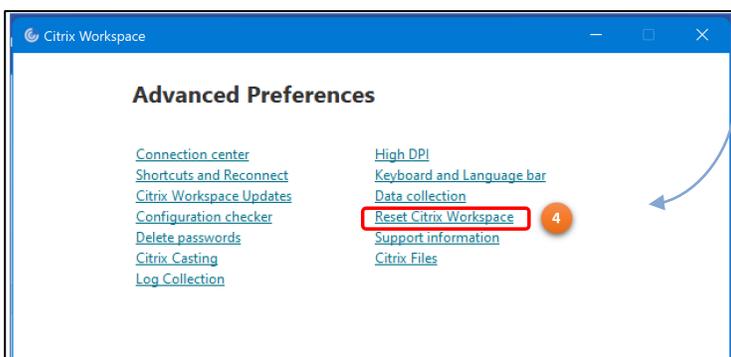


If you can see the Millennium icon on your device but the application is not launching, please follow these instructions before submitting a ticket:

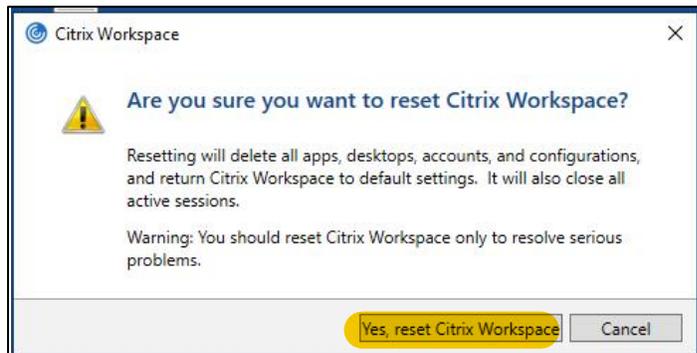
1. Find Citrix Workspace Icon on the bottom right corner of your computer screen and right click.
2. Click on "Advanced Preferences" in the Menu.



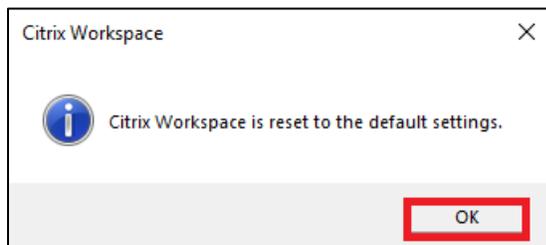
3. Find and click on "Reset Citrix Workspace" Link.



- When prompted to confirm, click "Yes, reset Citrix Workspace."



- Click ok



- Click OK again on next prompt.
- Next, **WAIT 30 SECONDS**, then try launching your Citrix App(s) again.

If you are still experiencing access issues, please contact **At-The-Elbow (ATE) support** or submit a ticket to the **HIS Service Desk**. Be sure to include **your device and username information** in your ticket:

<https://niagarahealth.service-now.com/sp?id=monarch>

Tips to Submitting a Ticket:

-  Give as much detail as possible to ensure the Command Centre is able to quickly understand the issue and place it in a priority sequence.
-  **Include the name of the person who is experiencing the issue and their contact information.**
-  Select the appropriate category, sub-category and priority of the issue.
-  Attach a screenshot of the issue, or to help explain the issue, whenever possible, keeping in mind that no patient-identifiable information should be included in the screenshot.

