



## Accessing CIS Pre-Production Environments

### Connect Care CIS Environments

The production (“PRD”) and play (“PLY”) Connect Care Clinical Information System (CIS) environments are accessed via workstation, mobile device and Internet shortcuts. Whereas these core environments support learning and healthcare, other “pre-production” environments are used to support design, testing, training and optimization activities.

Pre-production environments include sandbox (“SBX”), demonstration (“DMO”), testing (“TST”) and proof-of-concept (“POC”) environments. Access is restricted to persons with appropriate training.

Production and pre-production environments are accessed via different links to different gateways.

### Purpose

This tip offers advice for clinicians, analysts and developers accessing pre-production CIS environments from within (“intranet”) or without (“extranet”) Alberta Health Services (AHS) networks. The described links and methods may change.

### Intranet Access

The simplest way to log-on to CIS environments is to attempt access from within an AHS intranet setting (wired ethernet or “AHSRestrict” wireless network). On AHS Windows computers, use the Internet Explorer browser or any launch icon on the computer desktop. Any browser can be used on Apple computers, but we find FireFox and Chrome most reliable.

You may be prompted to install the “Citrix Receiver” software application. Do this only once. If re-prompted at future logons on the same computer, bypass the installation step and proceed to the logon step. An AHS “healthy” network user name and password are required. After successful authentication, a view should appear that includes icons for launching the environment(s) approved for the authenticated user.

### Production Environments

Intranet (AHS network) and extranet access to production Connect Care (PRD, as used for direct patient care and made available after physicians complete their personalization workshops) works with either of the following links (pick the one easiest to remember):

- [ahs-cis.ca/cis](https://ahs-cis.ca/cis)
- [myapps.ahs.ca](https://myapps.ahs.ca)

### Pre-Production Environments

Intranet access to pre-production Connect Care environments (POC, SBX, REL, etc.) works via either of these links (“uat” is an abbreviation of “user acceptance testing”):

- [ahs-cis.ca/cisuat](https://ahs-cis.ca/cisuat)
- [uat-myapps.ahs.ca](https://uat-myapps.ahs.ca)

### Getting Help

The CMIO office will help clinician informaticians seeking internal and remote access to demonstration, sandbox, training and proof-of-concept CIS environments. Please report issues and suggestions to [cmio@ahs.ca](mailto:cmio@ahs.ca).

AHS UAP (user access portal) support is available via the [IT Service Desk](#).