Accessing SVREMOTE

To remotely access the Electronic Medical Record for St. Vincent’s Medical Center Riverside, Southside, or Clay, go to Internet Explorer, type https://svremote.jaxhealth.com in the address window and click enter.

Step 1: Logging into SV Remote

- Enter svremote.jaxhealth.com in your internet browser.
- Log in using your Username and Password provided.

- If Citrix is already loaded, proceed to Step 2.
- If the current version of Citrix is not installed on the device, the “INSTALL” button pop-up will appear. Check the “I Agree…” box and click INSTALL…

- Next they will need to select “RUN”…

Do you want to run or save CitrixReceiverWeb.exe (51.1 MB) from svremote.jaxhealth.com?  
Run  Save  Cancel
• If “User Account Control” is enabled, select “YES”...

• Select INSTALL...

• The Installation begins...
Once the install completes, they should see a **Green Checkmark** indicating that the installation was successful.

If the password needs to be changed, the Change Password Screen will open.

Password requirements are:

- Password length is being standardized to a minimum length of 8 characters.
- Password complexity will be enabled; meaning 3 of the following 4 attributes identified below must be used:
  - At least one lower case letter
  - At least one upper case letter
  - At least one numeric digit (0-9)
  - At least one special character (i.e. %,$,+,@)
- Passwords cannot be part of your name, part of your user ID, or a common dictionary word
- Password expiration will be set to 365 days and cannot be repeated over a 4-year period.
- Passwords will lock out after 10 failed password attempts
Step 2: Selecting PowerChart

- Select the PowerChart icon.

- The application will launch.

- Click on “Patient List” to see your list. If this is not available, contact EMR support for assistance.

- Click the Search icon to look for a particular patient.

- Enter the patient name. The patient’s chart will open.