



IT Guide for Preparation

Desktop icon

For convenience, you will want to add a desktop shortcut to MultiCare Link.

In Windows...
Right click on desktop > New > Shortcut
Type the location of the item: https://link.multicare.org
Click Next .
Type a name for this shortcut: MultiCare Link
Click Finish .

Trusted Sites

To allow single sign-on authentication, you will want to add MultiCare to your Trusted Sites.

In Internet Explorer...
Click Tools > Internet Options
Click the Security tab.
Click the Trusted sites icon.
Click the Sites button.
Add this website to the zone: *.multicare.org
Click Add .
Click Close .

Citrix plug-in

The Citrix online plug-in will need to be installed on the local PC that will be running MultiCare Link.

In Windows...
Double-click the MultiCare Link desktop icon (previously created).
Log into MultiCare Link using the provided credentials.
Continue to provide your credentials when prompted.
When prompted, click the green Install button to install the Citrix on-line plugin.
You may see a yellow bar (security question) across the window. Choose Allow .

MultiCare Allenmore Hospital ~ MultiCare Auburn Medical Center ~ MultiCare Good Samaritan Hospital
MultiCare Mary Bridge Children's Hospital & Health Center ~ MultiCare Tacoma General Hospital ~ MultiCare Clinics