

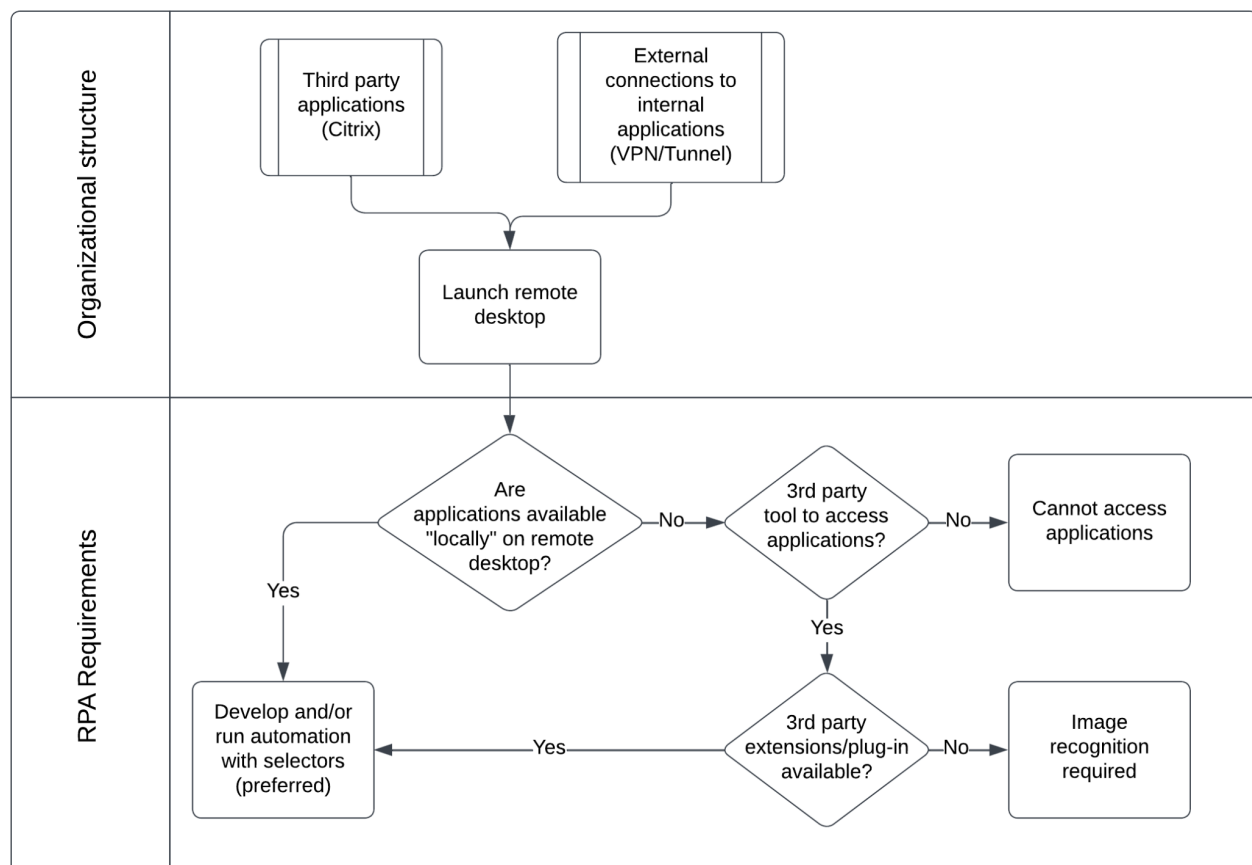
RPA Connectivity Considerations

Background

During the setup of automation technical infrastructure, organizations will need to consider application connectivity for remote workers. Many organizations leverage Citrix as a third party application in order to remote into a machine; others establish a tunnel or VPN to access internal applications. The use of Citrix has implications on RPA development. Specifically, RPA platforms would not be able to recognize applications such as Epic during development forcing developers to use computer vision (not preferred) as a development method rather than selectors (preferred). This is due to the RPA platform recognizing the Citrix application (parent application) rather than application requiring automation (Epic).

Tarpon recommends two approaches to solve for this challenge. Your organization can either leverage a Citrix extension ([UiPath](#), [AA](#), [Blue Prism](#)) to recognize the EHR or use a local connection within the remote desktop. See the below details to further guide discussions with IT regarding connectivity options and requirements.

Remote Access Considerations



Accessing applications locally:

- A desktop (service machine) is created with the main purpose of hosting automation development and/or scheduled runs
- The desktop is approved by IT, allowing for internal applications to be hosted locally compared to Citrix.
 - EHR (e.g., Epic), billing editors, etc. are downloaded onto the machine and do not require another Citrix log-in to access
- The RPA platform (UiPath/AA/Blue Prism) is also locally installed on the machine

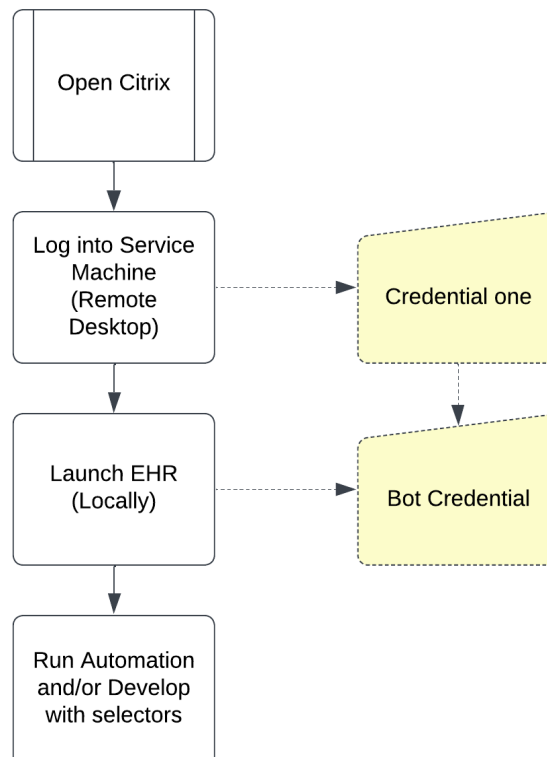
Citrix Extension/Plug-in request details:

- If the remote desktop service machine is not obtainable, leverage the standard remote desktop and install the Citrix extension
 - If the extension is not approved for install, image recognition will be required

Citrix Credentials Considerations

If accessing the remote desktop via Citrix, there is also a credentialing consideration. See below for the difference in utilizing a service machine versus the Citrix extension:

Citrix Service Machine (local)



RPA Platform mode will need to be in "service mode" compared to "use mode" (more information on service mode [here](#)). This mode allows scheduled automations to run unattended from the service machine and will not require someone launching the machine to launch the application.

Citrix via extension/plugin in

