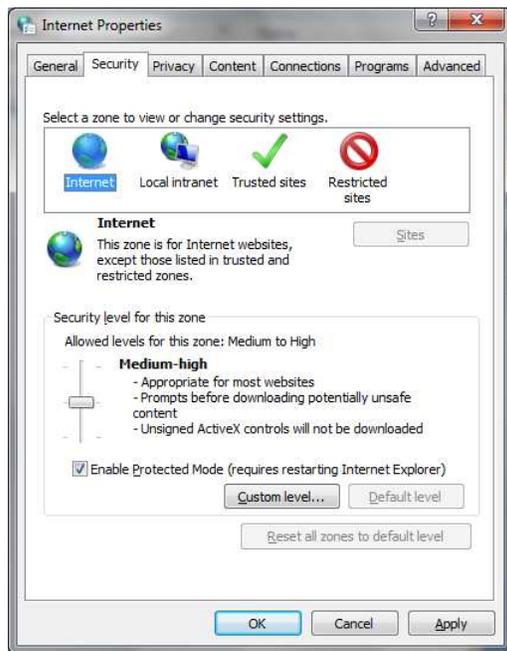


Subject: **Citrix Remote Access using PhoneFactor Authentication**

ATTENTION: End users should take note that Main Line Health has not verified within a Citrix environment the image quality of clinical based apps like PACS to ensure they meet the standards required for diagnostic interpretation and clinical decision-making. It should be noted that Main Line Health's Citrix environment uses an image compression method that discards some of the image data in order to transfer the clinical images to the end user display. Consequently, these clinical images will differ from those viewed on vendor supported hardware. Therefore due to the potential safety risks involved clinical images viewed in Citrix based applications like PACS should not be used for diagnostic interpretation and clinical decision-making.

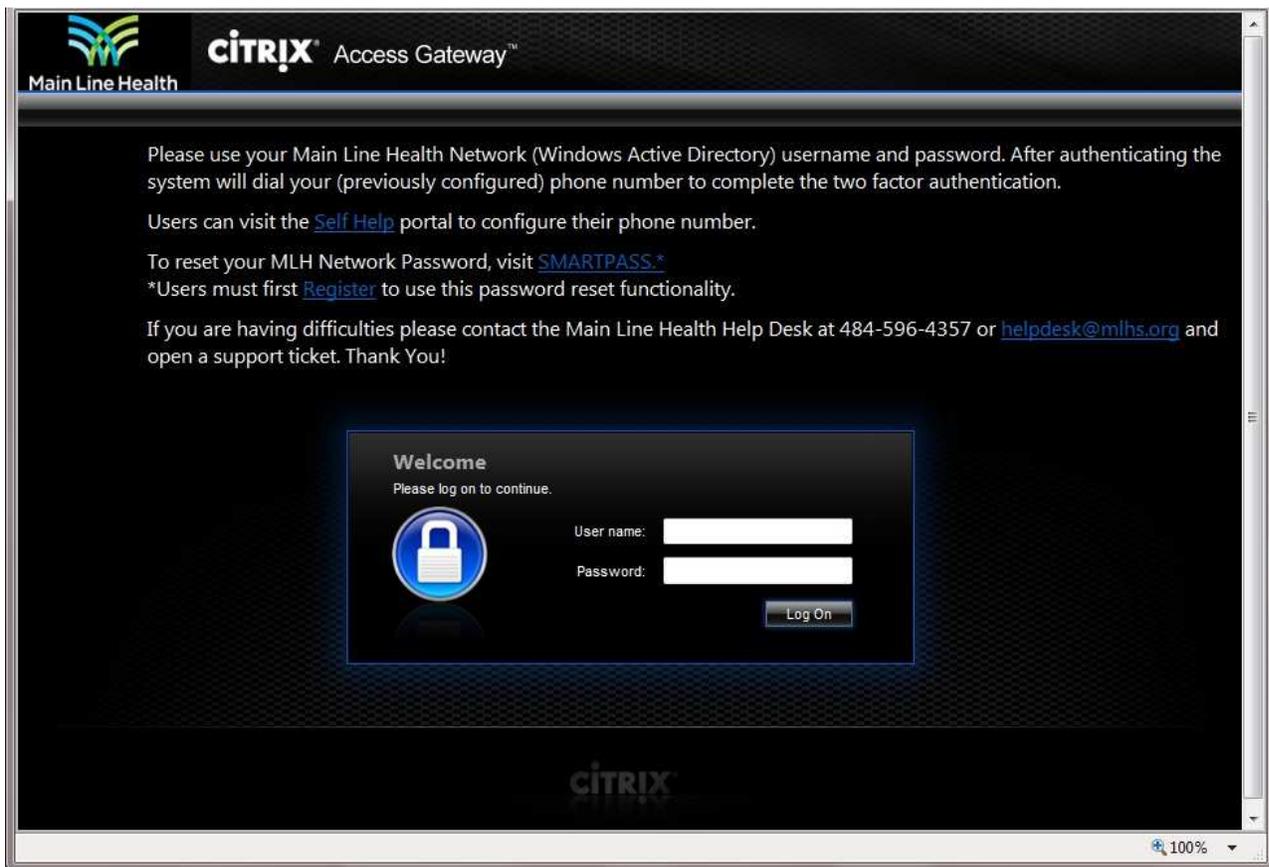
1. Before you begin
 - a. If you have Microsoft Internet Explorer 9 installed you'll need to go to Citrix's web site and download the latest Citrix Receiver (For Web Access). The Citrix Receiver replaces the older Citrix Online Plug-in clients, but retains all of their functionality.

<http://www.citrix.com>
 - b. If you are running Microsoft Internet Explorer in Protected Mode on either Windows Vista or Windows 7 you must first disable this feature to install the Citrix Online plug-in web client. You will also need this feature disabled to use Citrix. To disable this feature go to the Control Panel and select Network and Internet and then Internet Options. When the Internet Properties window appears click on the Security tab. At the bottom uncheck the checkbox next to Enable Protected Mode as seen below.

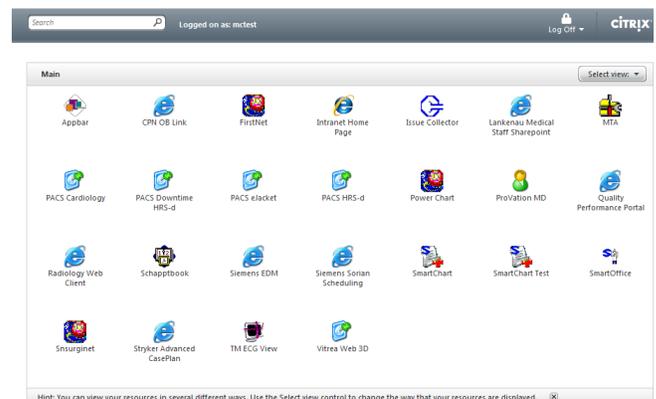


- c. You need to be an administrator of the device you are trying to use to connect.
 - d. The latest Citrix client is supported on Windows computers version XP or later. Windows 2000 or earlier is not supported.
 - e. If you like, you can create either a shortcut on your desktop and/or a favorite to your favorites list.
 - i. To create a favorite
 1. Open the internet
 2. Go to <https://access.mlhs.org>
 3. When it opens click on “favorites” on your tool bar and click on add favorite.
 4. You will be prompted for a name to call the favorite, but you can use the name it gives you
 - ii. To create a desktop shortcut
 1. Open the internet
 2. Go to <https://access.mlhs.org>
 3. When the pages open click on file on your tool bar
 4. Click on send
 5. Click on shortcut to desktop.
2. Connecting to the Citrix Access Gateway web page and logging on using PhoneFactor for the first time
 - a. If you created a shortcut to the Citrix Access Gateway web page in one of the steps above launch the shortcut now. Otherwise simply open a browser window and go to the following URL.

<https://access.mlhs.org>
 - b. You should now be at the Citrix Access Gateway login page. Enter your Main Line Health [Network ID](#) for “User name” and your [Network Password](#) for “Password”. Click the “Log On” button to continue.



- c. If PhoneFactor is setup correctly the phone that you registered it with should now be ringing.
- d. Answer the phone. PhoneFactor will prompt you to press the # sign on your phone to authenticate. One you do you can hang up the phone.
- e. If you see the screen on the left below it's because you need to install the latest Citrix Online Web Plug-in. If you see the screen on the right below you already have the latest Citrix Online Web Plug-in so you can skip down to section (3).



To install the Citrix Online Web Plug-in simply click on the checkbox next to “I agree with the Citrix License agreement”, and then click on the large green “INSTALL” button.

- f. On Windows machines depending on your local security settings you may be prompted with a “File Download - Security Warning” message as shown below. If so simply click the “Run” button to download the Citrix Online Web Plug-in client.



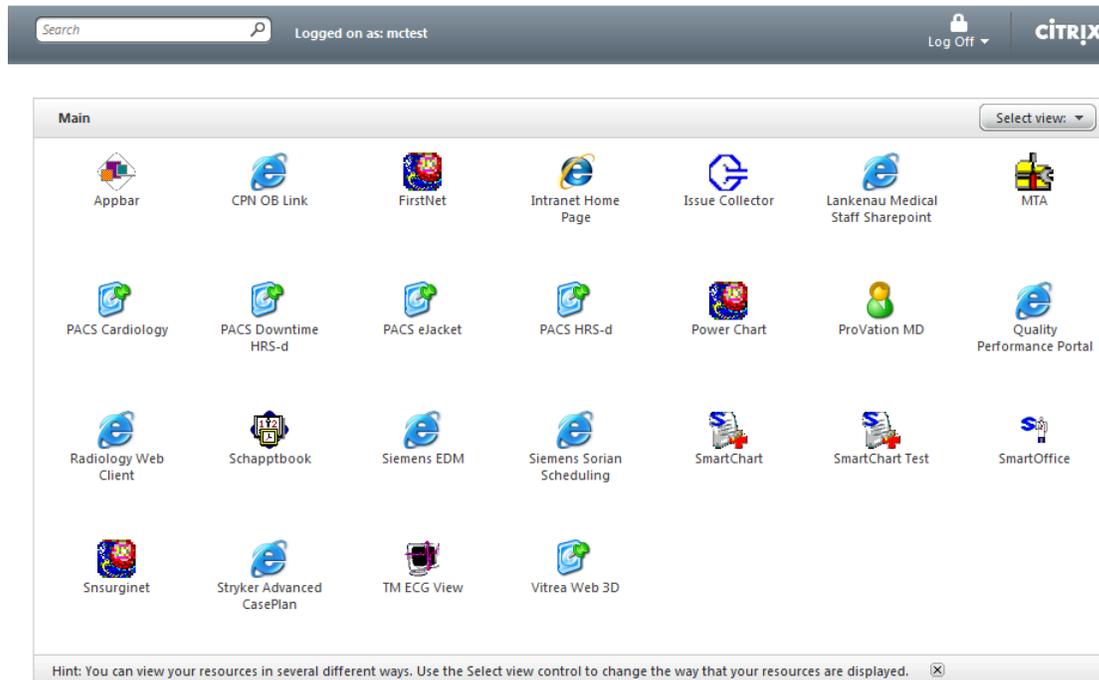
- g. Once the download completes you may be prompted again with another security warning message like the one shown below. Simply click the “Run” button to install the client.



- h. Immediately after you click the run button minimize your browser window. This will allow you to see any popup messages that may appear behind the browser window while the client install is running. When the install has completed the message window below will appear.



- i. Click the “OK” button to close this message, and then restore your browser window back to normal.
- j. You should now be at the Citrix Portal screen. An example of the portal screen is shown below. The application icons displayed will vary for each user as they are based on the groups each user is a member of.



3. Using Citrix to access your applications and the proper way to logging out.
 - a. By now you should be at the Citrix Portal web page similar to the one above, and the Citrix applications you are authorized to use at Main Line Health should be visible.
 - b. To launch an application simply click once on the icon associated with it. If you click more than once it will try to launch multiple instances of the application.
 - c. Use the application as you would normally use any other application. You can open more than one Citrix application at the same time.
 - d. When you're done working with an application close it or logout of it. Closing or logging out of an application varies widely depending on the application itself. Some you can select “File” then “Close” from the toolbar menu. Some you can simply click the red “X” on the application window. If you can ask the application administrator what the best recommended method is to close or logout of the application.
 - e. When you're done with all Citrix based applications and you've closed or logged out of all of them make sure you logout of the Citrix web portal page too. To do so simply click the “Log Off” button like the one below located in the upper right hand corner of the Citrix web portal page.



- f. When you receive the confirmation message that you have been successfully logged off simply close the browser window.
4. Installing and Configuring the Citrix Receiver (**Apple iPad, Android Tablet**)
- a. Go to the App Store and search for “Citrix Receiver”. Download and install the latest Citrix Receiver. Once installed there will be a new application icon available for the Citrix Receiver (shown below).



Citrix Receiver

- b. When you launch the Citrix Receiver the first time you have to go through a quick setup.

Apple (iPad): When the Welcome screen appears click on the “Add Account” button.

Android: At the bottom of the window that first appears click on the button “Set up my enterprise apps”.

When prompted for the address of the new account enter the URL shown below then click next.

<https://access.mlhs.org>

- c. After a quick verification check a verified window will appear with information about the new account. You will need to enter the remaining parts of the configuration. Enter the Domain name of “MLHS”, and enter your network username. Do not enter your network password at this time.

Apple (iPad): The “Security Token” value should be set to “OFF”. Click the Save button.

Android: Uncheck the box next to “Use RSA SecurID”. Click the Add button. Although the rest should be set automatically edit the account just to make sure “Use Citrix Access Gateway” is checked, “Gateway Type” is Enterprise Edition, and “Gateway Authentication” is Domain Only. Then click Update.

Apple iPad example below



Android Tablet example below



- d. Once saved launch Citrix if it doesn't launch automatically. You will be prompted for your network password. Enter your password and then click the OK button. PhoneFactor will call your phone within a few seconds, and ask you to press the “#” sign to authenticate. Once you authenticate you can hang up the phone.
- e. A list of Citrix applications you are authorized to use should now appear. To launch a specific application click on the icon associated with that application.
- f. When you're done with the application make sure you logout of it to allow the Citrix session to terminate properly.