

## Introduction

This guide details how to access UAB Medicine Citrix-RDP from offsite using Citrix. You must have approval from PathIS (pathis@uab.edu) first. Currently this is only available to FACULTY only. You will need to complete the following two steps to enable this:

1. Request remote access and install RSA SecurID on your smartphone. This app generates an on-demand, one-time use token code each time you connect from home or any other external network.
2. Install the Citrix Workspace application on your desktop or laptop computer. This will let you access the suite of UAB Medicine apps that you are entitled to use.

## Request Remote Access & Install RSA SecurID

From a desktop or laptop computer, open a web browser and go to the following website. <https://www.oneuabmedicine.org/web/hsis/technical-support/remote-access-request>. Enter all the requested information and choose Citrix-Apps for the second question. (This is best done onsite, at UAB.)

**UABHS Remote Access Request**  
Use this form to request an RSA SecureID token, or redistribute an already issued token. A token is necessary to gain access to UABHS systems when outside the internal firewall.

**What do you want to do? \***

- Request a new token
- Renew an expiring token
- Redistribute an issued software token to a different device
- Change remote access method (existing token users only)

	Citrix-Apps	Citrix-RDP	VPN
Hospital Applications Cerner (Impact), IDX, Healthiest, Lawson, etc.	X		
Remote control my office PC from home		X	
Vendor Remote Access			X
Internal Website Access			X
Remote Access from a UABHS issued mobile computer			X

**What do you need access to? \***

- Citrix-Apps
- Citrix-RDP (Citrix "My Desktop")
- VPN (Please specify what network resource is needed.)

**Computer Name \***  
PATH-BM?????.ad.uab.edu

**Existing Username**  
AD:(YOUR EMAIL USERNAME)

**Who is this access for? \***

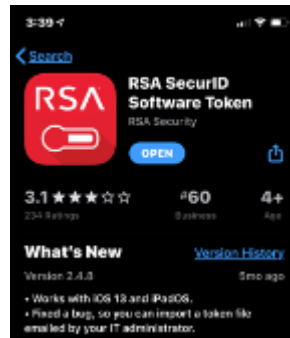
- Yourself (Requestor)
- Another UABHS Employee
- Vendor or Other External Representative

**Is Access Temporary? \***

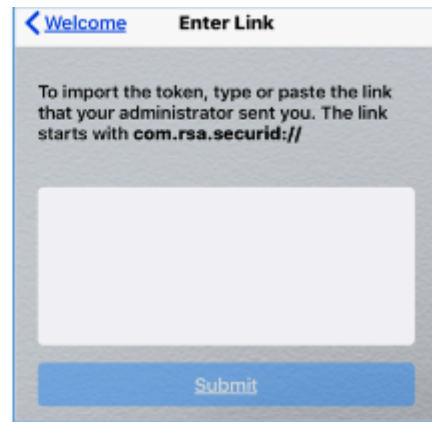
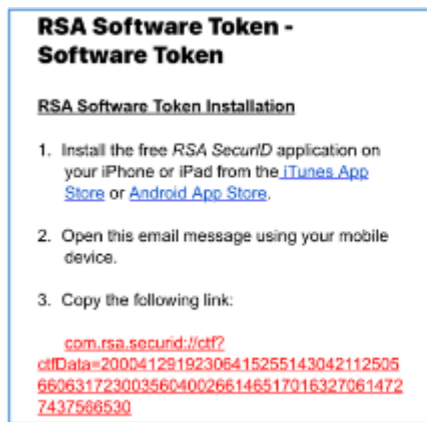
- Yes
- No

## Pathology Information Services

1. Install the RSA SecurID app on your smartphone. Begin by searching for and installing RSA SecurID from your phone's App Store. This app is available for iOS (iPhones) and Android devices:

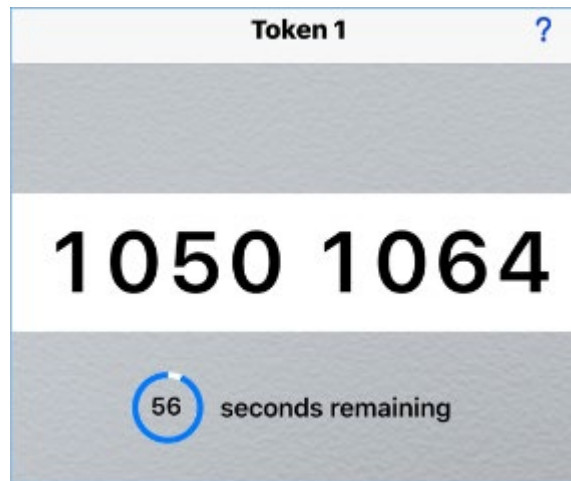


- a. You will receive an email when access has been approved. Launch the RSA SecurID app on your phone, accept the license agreement, and tap the plus sign at the bottom left. Next, tap Enter Link (iPhone) or Import URL (Android). Open the enrollment email on your phone and copy and paste the link in step 3 when requested. (On many devices, just tapping the link will transfer it automatically):

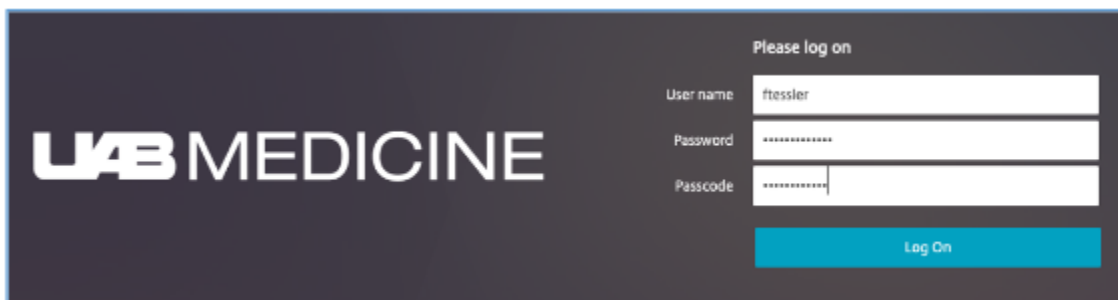


## Pathology Information Services

- b. If you're successful, you'll see an 8-digit token code on your device:



- c. Next, set the PIN that you'll need to access UAB Medicine apps. Open a browser and go to <https://citrix.hs.uab.edu>. Enter your UABMC username and password. Run the RSA SecurID app on your phone to display the token code and enter it into the Passcode field:

A screenshot of the UAB Medicine login page. On the left is the "UAB MEDICINE" logo. On the right, under the heading "Please log on", there are three input fields: "User name" with the text "ftessler", "Password" with asterisks, and "Passcode" with asterisks. A blue "Log On" button is located below the input fields.

- d. Create a 4-8-digit PIN that doesn't begin with zero and isn't repetitive (2222) or sequential (1234). Confirm your PIN when asked:

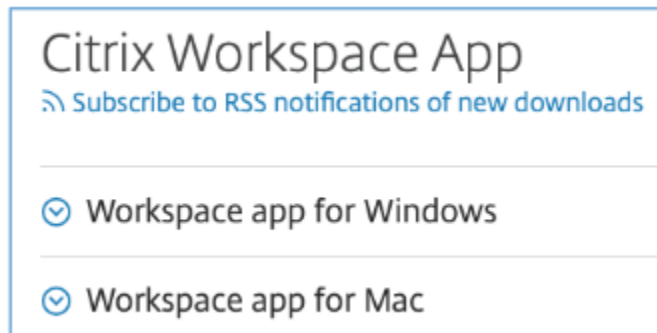
A screenshot of the UAB Medicine PIN creation page. On the left is the "UAB MEDICINE" logo. On the right, under the heading "Additional Information Required", it says "Please type your response below." Below this, there is a text prompt: "Enter a new PIN having from 4 to 8 alphanumeric characters:". A text input field with four asterisks is provided for the PIN. A blue "Submit" button is located below the input field.

## Pathology Information Services

Allow the token code on your phone to change, then enter the PIN you just created followed immediately by the new token code. For example, if your PIN is 3587 and the token code is 1234 5678, enter 358712345678. (You may see additional prompts and warnings that depend on your operating system or browser.)

### Install Citrix Workspace

1. Open a web browser and go to <https://www.citrix.com/downloads/workspace-app/>. Download the most recent installer for your operating system, launch it, and follow the on-screen prompts. Older Citrix clients should still work, but if you have problems, delete them and install the newest version:



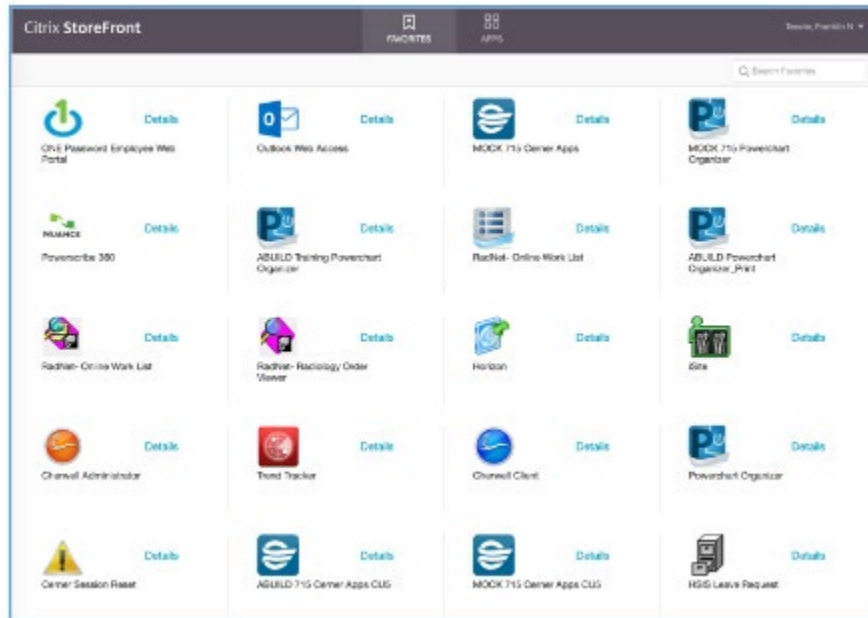
### Using UAB Medicine Apps Offsite

1. From a desktop or laptop computer, open a web browser and go to <https://citrix.hs.uab.edu>. Enter your **uabmc** username and password, then launch RSA SecurID on your phone and enter your PIN followed by the displayed token code:

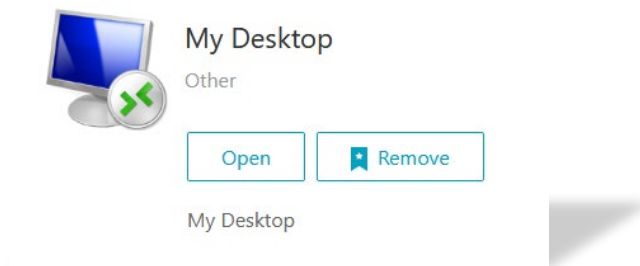


## Pathology Information Services

- You will see the Citrix StoreFront. The FAVORITES icon at the top displays your favorite apps.



- The APPS icon shows all the apps you are entitled to use. Click on the MY DESKTOP icon. Login with your BLAZERID and PASSWORD to get into your DESKTOP computer screen.



- When you are finished, click the arrow next to your name at the top right of the window and choose Disconnect from the dropdown menu, then close your browser.