LAB HEALTH SYSTEM

Knowledge that will change your world

Health System Information Services Remote Access Guide

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Introduction

Hello and thank you for being a member of the UAB Medicine team. The Health Services Information Services (HSIS) Remote Access Guide serves as a point of reference for all remote access users.

What is Remote Access?

By definition, Remote Access is the ability to access a computer, network, or network resource from outside of the network's firewall. At UAB, we utilize *RSA SecurID* tokens and *Citrix Receiver* for remote access via the UAB Citrix Storefront. The UAB Citrix Storefront can be found at the following web address: <u>https://citrix.hs.uab.edu/</u>.

How do I request Remote Access?

If you would like to request Remote Access, complete and submit the Remote Access Request form found at the following web address: <u>https://www.oneuabmedicine.org/web/hsis/technical-</u><u>support/remote-access-request</u>. Please allow 3-7 business days for your request to be processed.

What if I have questions or require assistance?

If you have questions or require assistance, please contact the Health System Information Services (HSIS) Help Desk via e-mail at <u>helpdesk@uabmc.edu</u> or by phone at (205) 934-8888.

Again, thank you for being a member of the UAB Medicine team and thank you for all that you do.

Installing Citrix Receiver

Citrix Receiver for Windows

Citrix Receiver must be installed on computer to use applications on UAB Medicine Citrix Storefront. Download Citrix Receiver here: <u>https://www.citrix.com/products/receiver/</u>



- 1. Click Download Receiver for Windows.
- 2. Run the CitrixReceiver.exe file when prompted. *Note: The process differs based on the browser used. See below.*

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Internet Explorer

Click CitrixReceiver.exe

Firefox



Click Save File.

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You must accept the license agreement below to proceed. CITRIX RECEIVER LICENSE AGREEMENT			Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser.
This is a legal agreement ('AGREEMENT') between you, the Licensed User, and Citrix Systems, Inc., Citrix Systems International GmbH, or Citrix Systems Asia Pacific Pty Ltd. Your location of receipt of this component (hereinafter		Receiver	- - Allow applications access to your webcam and microphone. - Allow applications to use your location. - Allow access to local applications authorized by your company. - Save your credential to log on automatically.
"RECEIVER") determines the licensing entity hereunder (the applicable entity is hereinafter referred to as "CITRIX").			Click Start to set up and install Citrix Receiver on your computer.
☐ I accept the license agreement			\
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- 3. Check box to agree to Citrix License Agreement then click Install.
- 4. Click Start to begin the installation.

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		Installation successful	
		If you received instructions to set up Citrix Receiver with your email or a server addres; bick Add Account. Otherwise, click Finish, and you can set up an account later.	
		Add Account Finish	

5. Once installation is complete, click *Finish*. This completes the process. *Note:* You are NOT required to add an account during this step.

Citrix Receiver for Mac OS X

Citrix Receiver must be installed on computer to use applications on UAB Medicine Citrix Storefront. Download Citrix Receiver here: <u>https://www.citrix.com/products/receiver/</u>



1. Click *Download Receiver for Mac*. You will be redirected the Receiver for Mac download page. Click *Download Receiver for Mac*.

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2. When prompted, click to save the Citrix Receiver installer. *Note: The process differs based on the browser used. See below.*

Safari

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The .dmg file will be download to the *Downloads* folder on your Mac. Click on this file to launch the installer.

Chrome

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Click to launch Installer or locate file in Downloads folder.

Firefox

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Click Save File.



Click file to launch installer or locate file in Downloads folder.

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3. When prompted, click Install Citrix Receiver to begin installation.

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- 4. Click Continue to run program.
- 5. Click *Continue* to view Software License Agreement. You can save or print this agreement if necessary.

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- 6. Click Continue.
- 7. Click Agree to continue the install.



- 8. Click Install Software.
- 9. Enter Administrative credentials for your Mac. Note: This is the login used for your computer, NOT your UABMC credentials.
- 10. Click Install Software.

0 😑 0	Install Citrix Receiver	• • •	Install Citrix Receiver
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 Add Account Summary 	Install time remaining: About a minute Go Back Continue	Add Account Summary	Co Back Continue

- 11. Citrix Receiver will now be installed.
- 12. Click Continue. Note: You are NOT required to add an account.



13. Once installation is complete, click Close to close the Installer. This completes the process.

Unblocking/Detecting Citrix Receiver Plug-In

In some instances, while using Safari or Chrome on a Mac, the Citrix Plug-In will need to unblocked and/or detected. Instructions are listed below.



Safari

- 1. If a prompt to unblock the Citrix Plug-In is received, click on *Safari* in your toolbar to access the drop down menu.
- 2. Click Preferences to access the preference pane for Safari.



- 3. Click on *Websites* in the Safari preference pane. Check boxes for *Citrix Online Web Deployment* and *Citrix Receiver*.
- 4. Close Safari preference pane.



- 5. Reload the webpage.
- 6. Click *Trust* to allow "citrix.hs.uab.edu" to use the Citrix Receiver Plug-In.



Chrome

1. Click Detect Receiver.



- 2. Check "Always open these types of links in the associated app".
- 3. Click Open Citrix Receiver Launcher.



4. Click Open to open "Citrix Receiver Launcher."



Installing RSA SecurID

RSA SecurID for iOS



- 1. Tap the App Store Icon Son your iOS Device.
- 2. Tap the Search icon and enter RSA SecurID into the search field.



3. Select RSA SecurID then tap Get to download.



RSA SecurID for Android

1. Tap the Google Play Store Icon on your Android Device.

2. Tap the Search icon and enter RSA SecurID into the search field.



3. Select *RSA* SecurID then tap Install.



Importing RSA Software Token

- 1. On your *mobile device*, open the RSA Software Token e-mail sent to you by HSIS.
- 2. Use the Copy function on your mobile device to copy the link in Step 3 of the e-mail.
- 3. Tap the RSA SecurID icon $\stackrel{RSA}{\square}$ to open the app.



4. Tap the Add/Import Token icon in the app then choose the Enter Link/Import URL option.



- 5. Paste the link from the RSA Software Token into the text box. Ensure that no characters were omitted and that no extra spaces are present.
- 6. Tap Submit.



7. If import is successful, rotating numbers will be displayed on your mobile device. If the import is unsuccessful, check the link for errors. If additional troubleshooting is required, contact the HSIS Help Desk at (205) 934-8888 for assistance.

Setting RSA Software Token PIN

A 4-8 digit PIN must be set for your RSA Software Token following the import of the token on your mobile device. Follow these instructions to set the PIN.

1. Access the UAB Medicine Citrix Storefront by entering the following address into your computer's web browser: https://citrix.hs.uab.edu



- 2. Enter the following information to login:
 - Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
 - Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
 - Passcode: Tokencode (Numbers displayed on RSA Token)



3. Enter a 4-8 digit PIN. Note: PIN cannot start with zero, be repetitive, or be a sequence of numbers (i.e. 0237, 0745, 1111, 2222, 1234, 9876).



4. Confirm PIN.



5. Allow tokencode on phone to change then enter new passcode. The Passcode is your PIN followed by the tokencode being displayed on your mobile device. *Example: If your PIN is 4231 and the tokencode is 98762222, the Passcode is 423198762222.*

RSA On-Demand Token

1. Enter the following address into your computer's browser:

https://mytoken.hs.uab.edu/console-selfservice/OnDemandOTTLogin.do?action=nvPreEdit

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	Enter your User ID and your PIN for On-Demand Authentication. Click Submit to have a tokencode sent to your registered destination.	
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2. Log in with AD Username and Temporary PIN sent to via e-mail by HSIS.

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3. You will be prompted to set a new PIN. *PIN cannot start with zero, be repetitive, or be a sequence of numbers (i.e. 0237, 0745, 1111, 2222, 1234, 9876).*

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4. After setting your PIN, a tokencode will be e-mailed to you.

After initial setup, visit the website listed above to request a tokencode. After inputting your Username and PIN, a tokencode will be sent to the email associated with your token.

Accessing the UAB Medicine Citrix Storefront

1. Access the UAB Medicine Citrix Storefront by entering the following address into your computer's web browser: https://citrix.hs.uab.edu



- 2. Enter the following information to login:
 - Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
 - Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
 - Passcode: PIN followed by Tokencode (*Example: If your PIN is 4291 and the tokencode is 49274138, the Passcode is 429149274138.*)



3. If Add-On prompt is displayed, click Allow.



4. If Security Warning is displayed, check box and click *Allow*.

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5. Access apps on UAB Medicine Citrix Storefront.

Citrix My Desktop Access

1. Access the UAB Medicine Citrix Storefront by entering the following address into your computer's web browser: https://citrix.hs.uab.edu



- 2. Enter the following information to login:
 - Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
 - Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
 - Passcode: PIN followed by Tokencode (*Example: If your PIN is 4291 and the tokencode is 49274138, the Passcode is 429149274138.*)



3. Once logged into the UAB Medicine Citrix Storefront, click on the Apps icons.



4. Enter 'My Desktop' in the Search Box.



5. Click the My Desktop Icon to launch My Desktop.



6. If a Security Warning is displayed, check the box and choose Permit Use.



7. Click Connect.

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	helpdesk Domain:
	OK Cancel

8. Enter credentials for desktop machine. Click OK.

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9. Click OK. Your desktop should now be displayed.

Contact Us

If you require assistance, please contact the Health System Information Services (HSIS) Help Desk via e-mail at <u>helpdesk@uabmc.edu</u> or by phone at (205) 934-8888.