

UAB 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: <https://citrix.hs.uab.edu/>.

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: <https://www.oneuabmedicine.org/web/hsis/technical-support/remote-access-request>. Please allow 3-7 business days for your request to be processed.

What if I have questions or require assistance?

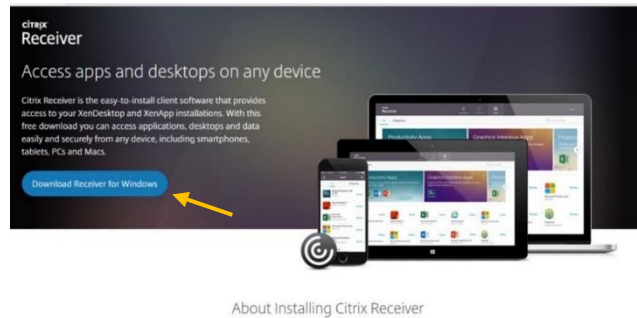
If you have questions or require assistance, please contact the Health System Information Services (HSIS) Help Desk via e-mail at helpdesk@uabmc.edu or by phone at (205) 934-8888.

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

Installing Citrix Receiver

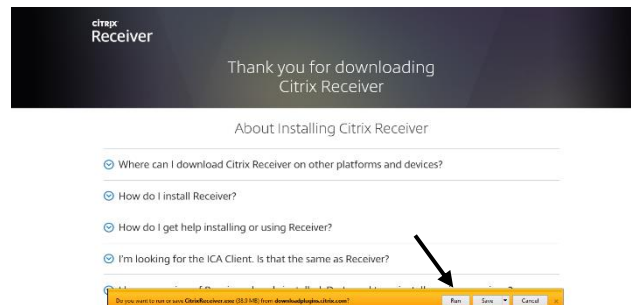
Citrix Receiver for Windows

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



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.*

Internet Explorer



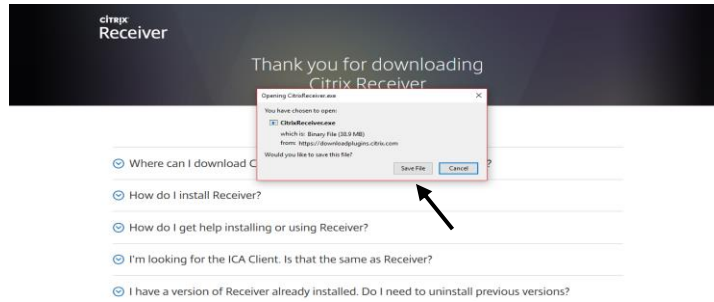
Click *Run*.

Chrome

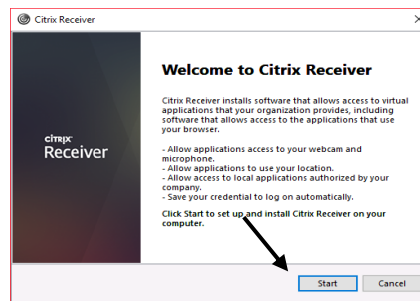


Click *CitrixReceiver.exe*

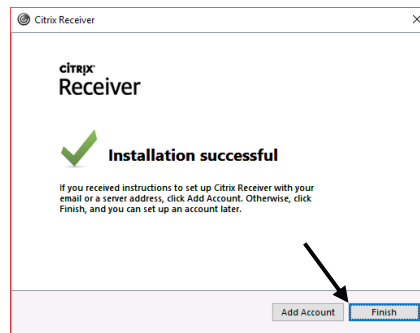
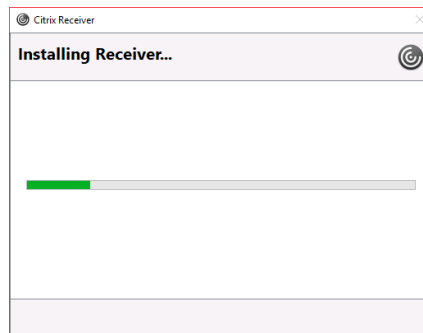
Firefox



Click *Save File*.



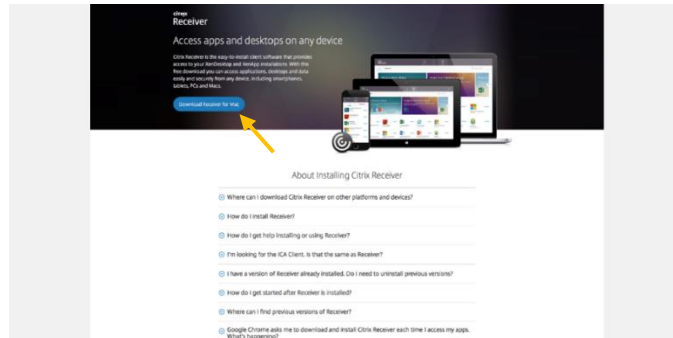
3. Check box to agree to Citrix License Agreement then click *Install*.
4. Click *Start* to begin the installation.



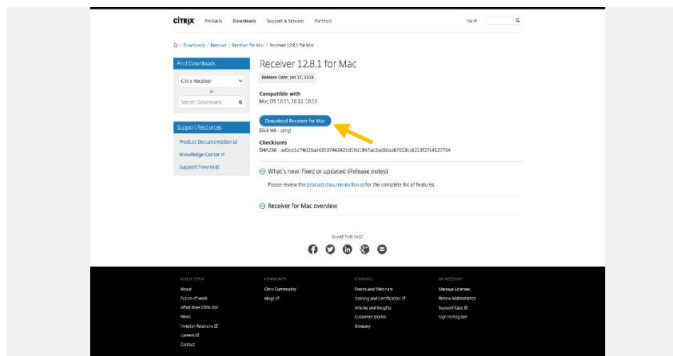
5. Once installation is complete, click *Finish*. This completes the process. *Note: You are NOT required to add an account during this step.*

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: <https://www.citrix.com/products/receiver/>

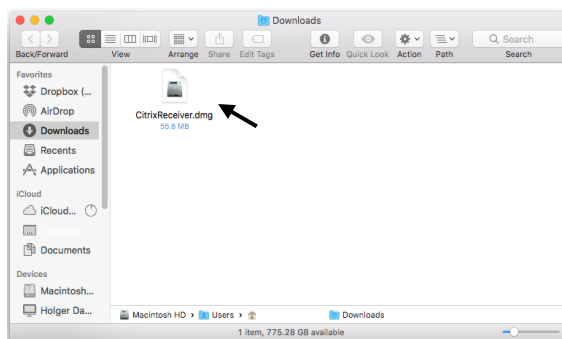


1. Click *Download Receiver for Mac*. You will be redirected the Receiver for Mac download page. Click *Download Receiver for Mac*.



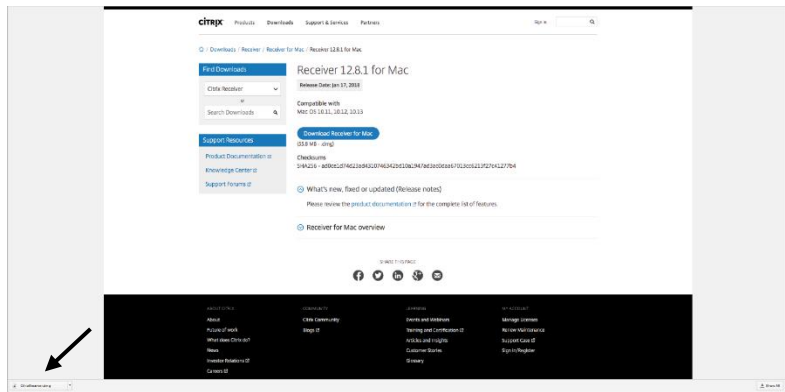
2. When prompted, click to save the Citrix Receiver installer. *Note: The process differs based on the browser used. See below.*

Safari



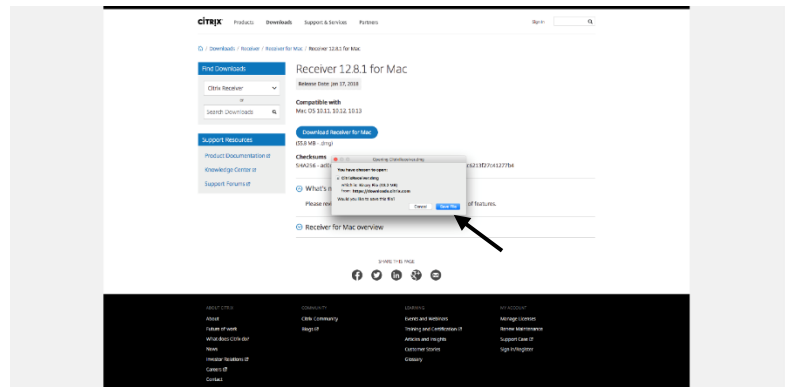
The .dmg file will be download to the *Downloads* folder on your Mac. Click on this file to launch the installer.

Chrome

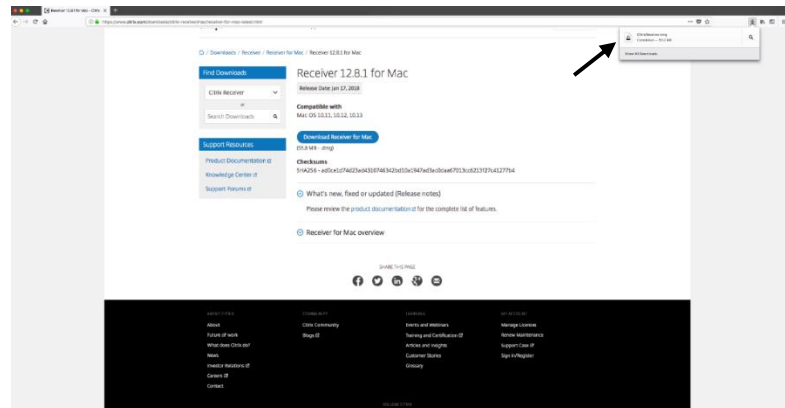


Click to launch Installer or locate file in *Downloads* folder.

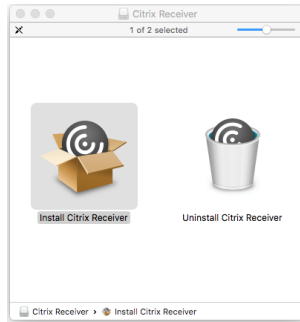
Firefox



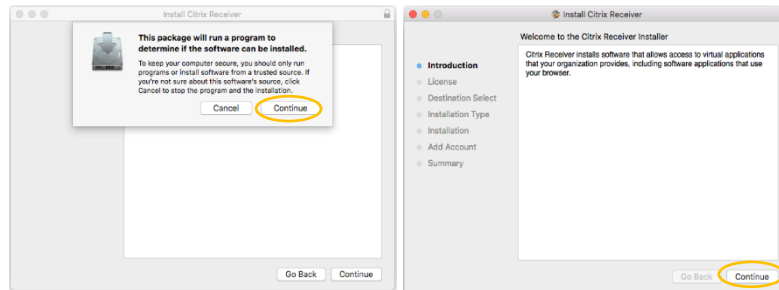
Click *Save File*.



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

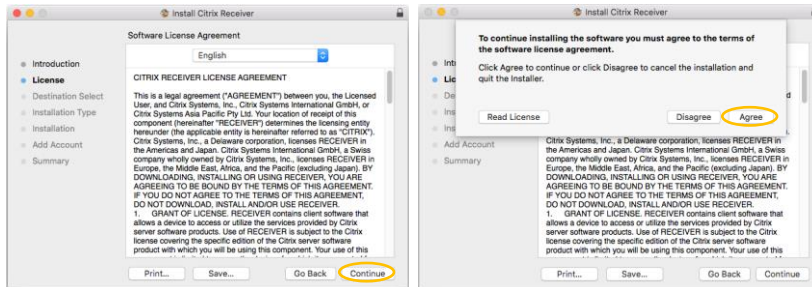


3. When prompted, click *Install Citrix Receiver* to begin installation.



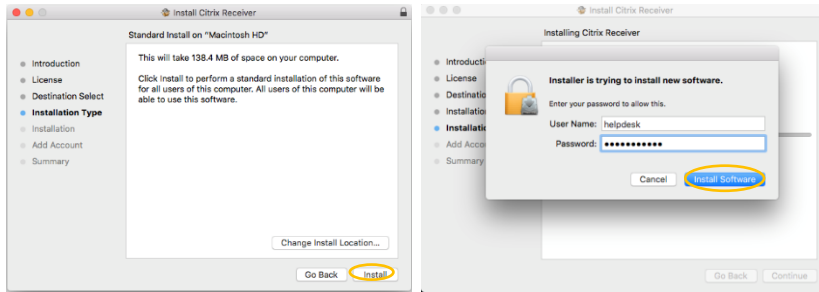
4. Click *Continue* to run program.

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

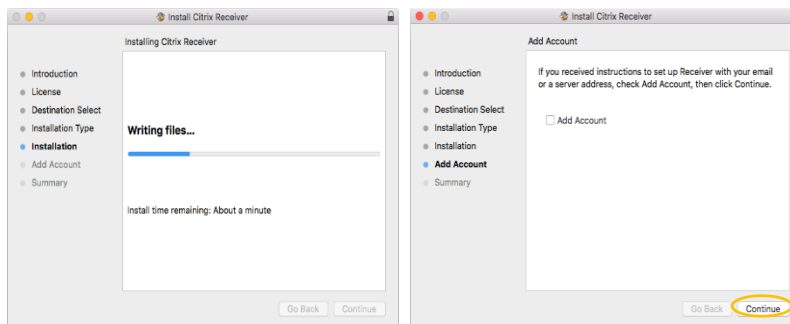


6. Click *Continue*.

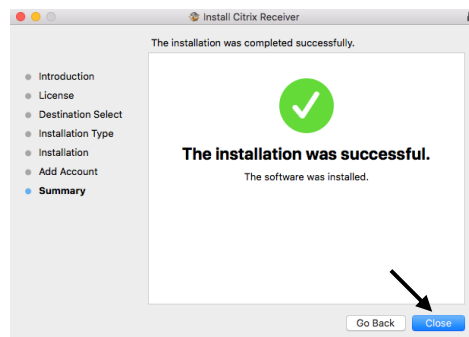
7. Click *Agree* to continue the install.



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*.



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

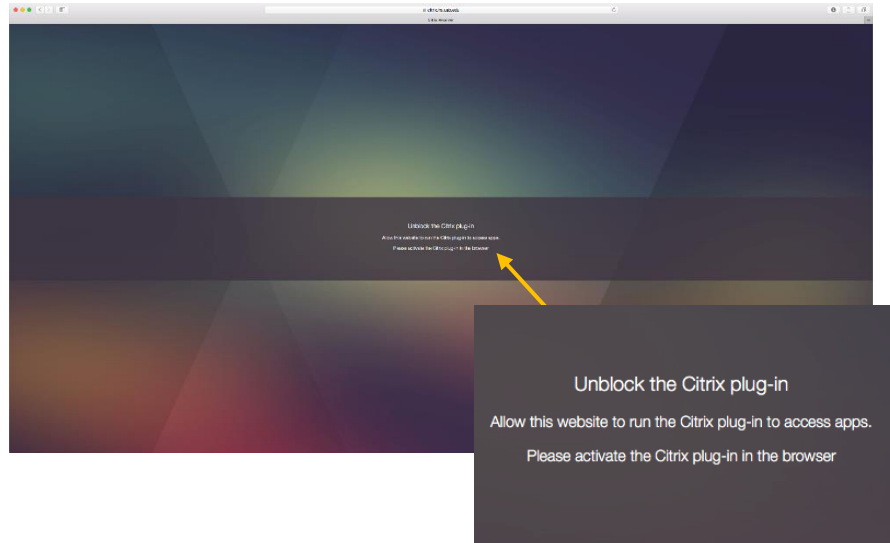


13. Once installation is complete, click *Close* to close the Installer. This completes the process.

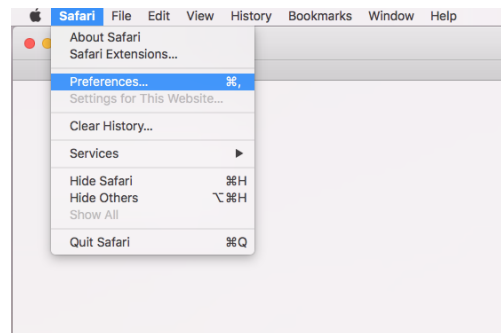
Unblocking/Detecting Citrix Receiver Plug-In

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

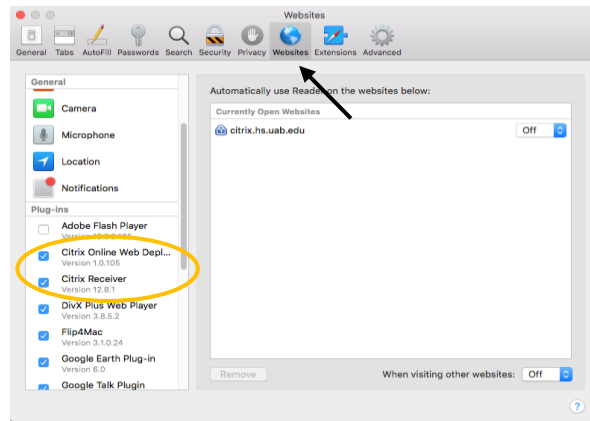
Safari



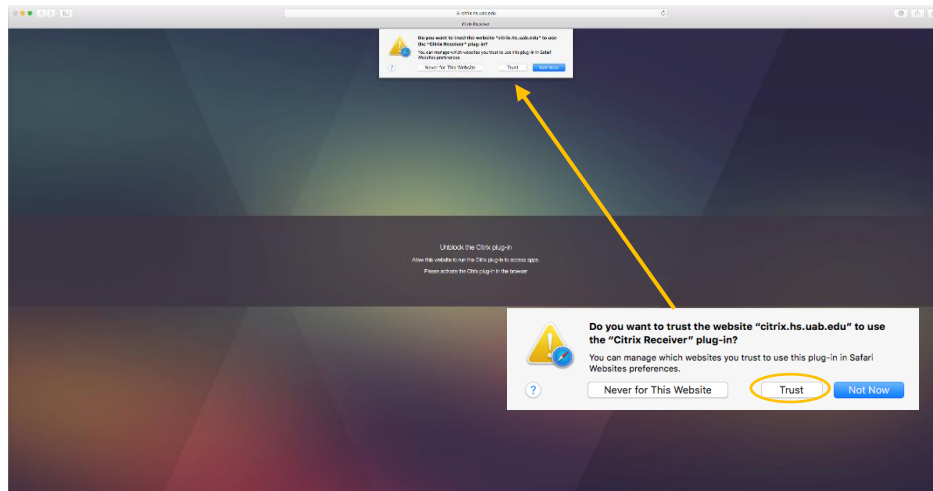
1. If a prompt to unblock the Citrix Plug-In is received, click on *Safari* in your toolbar to access the drop down menu.
2. Click *Preferences* to access the preference pane for Safari.



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

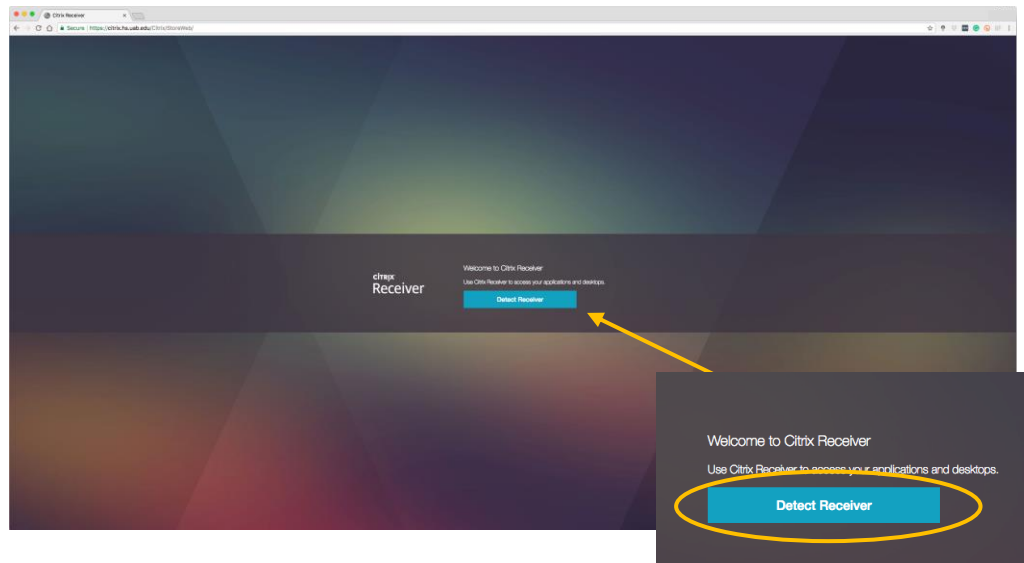


5. Reload the webpage.
6. Click *Trust* to allow “citrix.hs.uab.edu” to use the Citrix Receiver Plug-In.

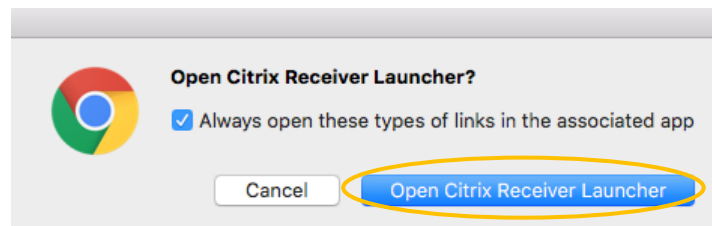


Chrome

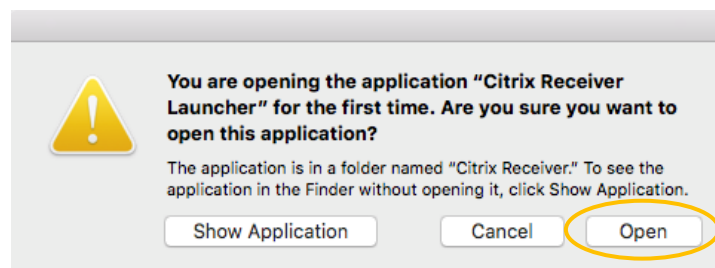
1. Click *Detect Receiver*.



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



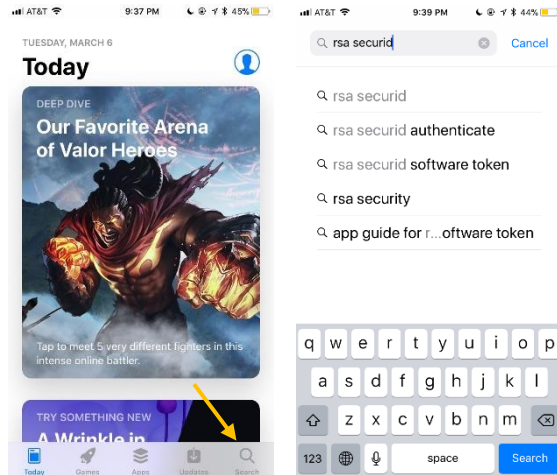
4. Click *Open* to open "Citrix Receiver Launcher."



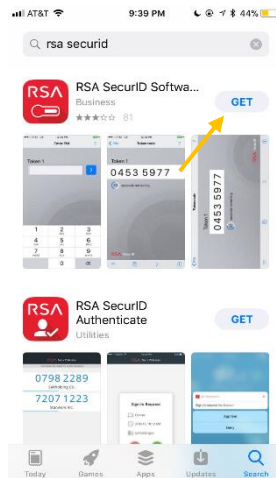
Installing RSA SecurID

RSA SecurID for iOS

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

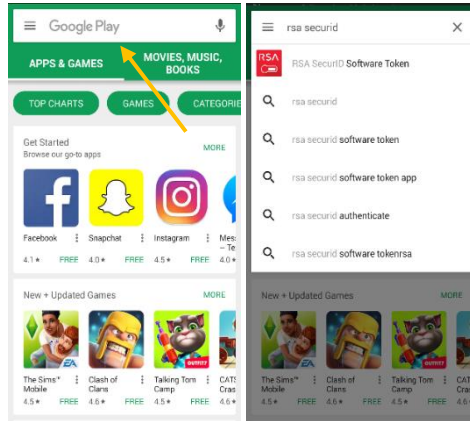


3. Select *RSA SecurID*  then tap *Get* to download.



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.

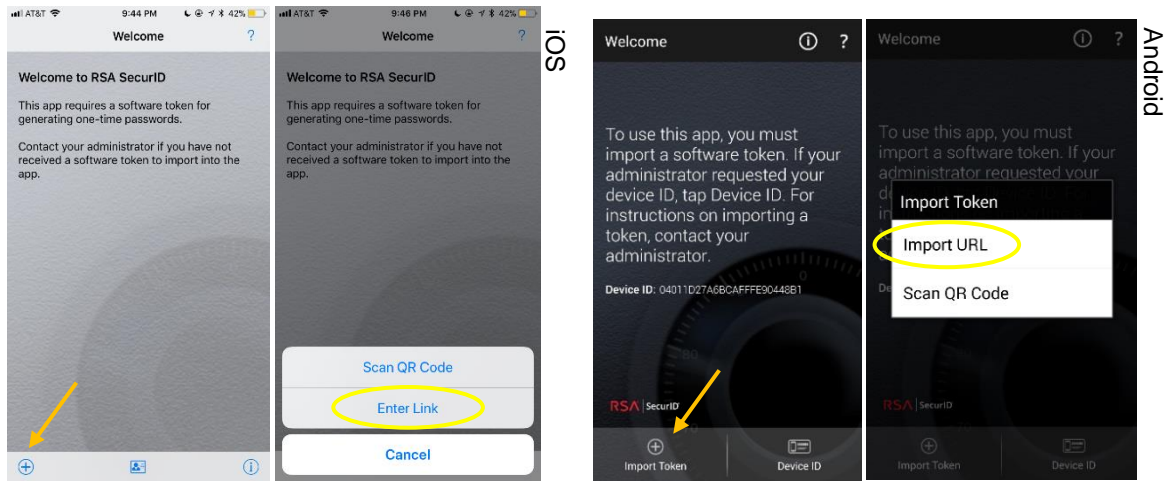


3. Select *RSA SecurID*  then tap Install.

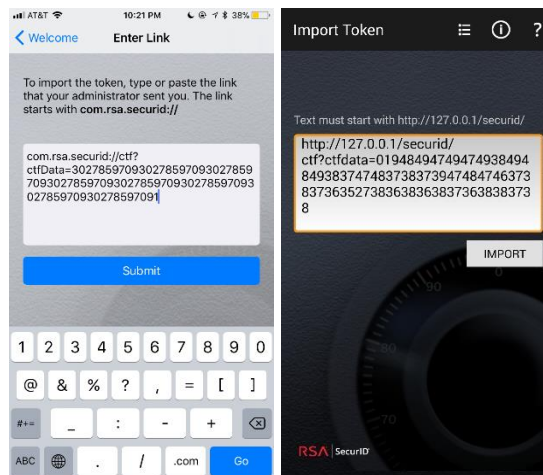


Importing RSA Software Token

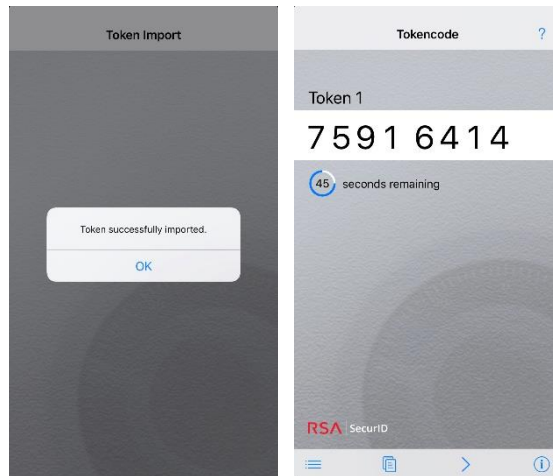
1. On your **mobile device**, open the RSA Software Token e-mail sent to you by HSIS.
2. Use the Copy function on your mobile device to copy the link in **Step 3** of the e-mail.
3. Tap the **RSA SecurID** icon  to open the app.



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.

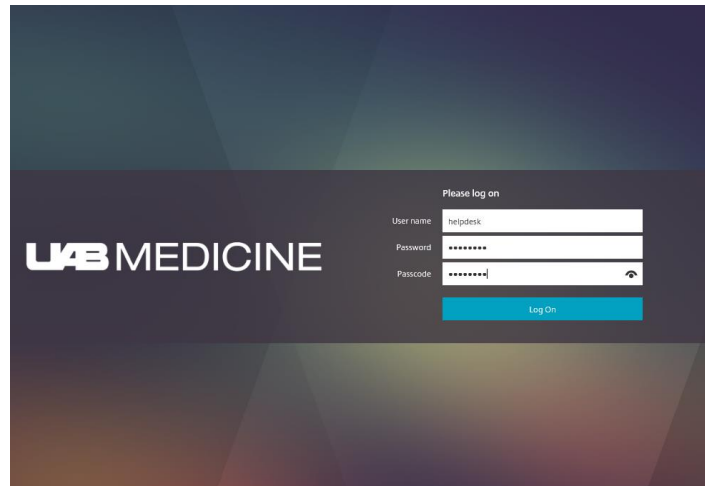


7. If import is successful, rotating numbers will be displayed on your mobile device. If the import is unsuccessful, check the link for errors. If additional troubleshooting is required, contact the HSIS Help Desk at (205) 934-8888 for assistance.

Setting RSA Software Token PIN

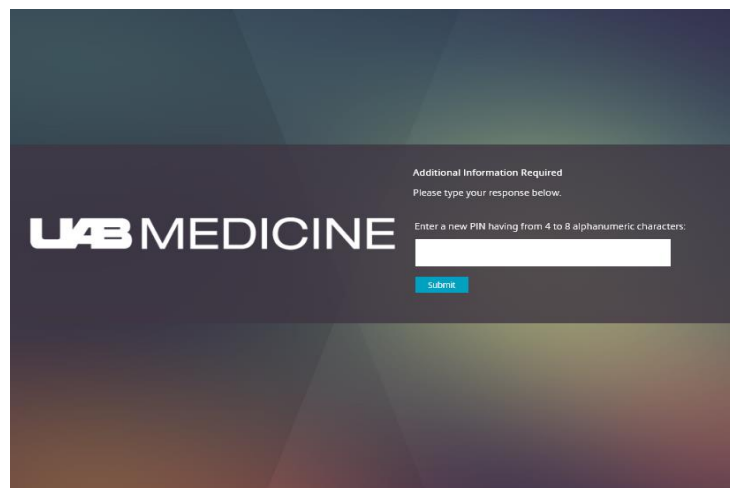
A 4-8 digit PIN must be set for your RSA Software Token following the import of the token on your mobile device. Follow these instructions to set the PIN.

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

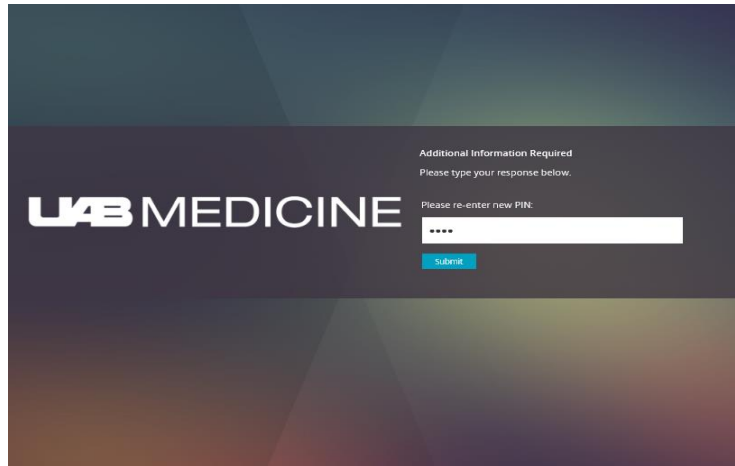


2. Enter the following information to login:

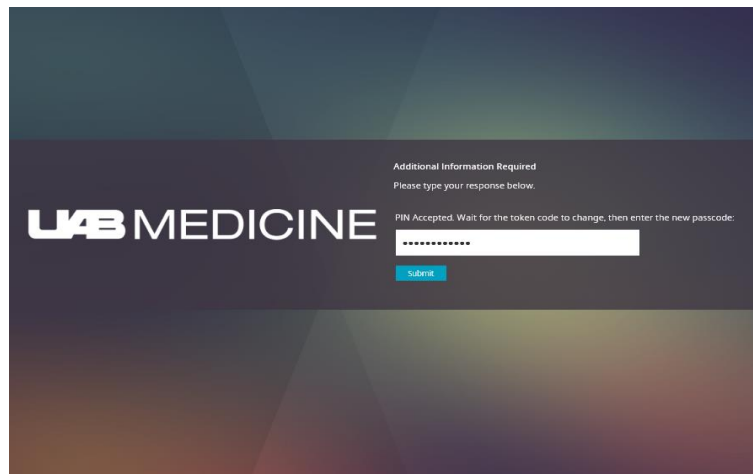
- Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
- Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
- Passcode: Tokencode (Numbers displayed on RSA Token)



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.

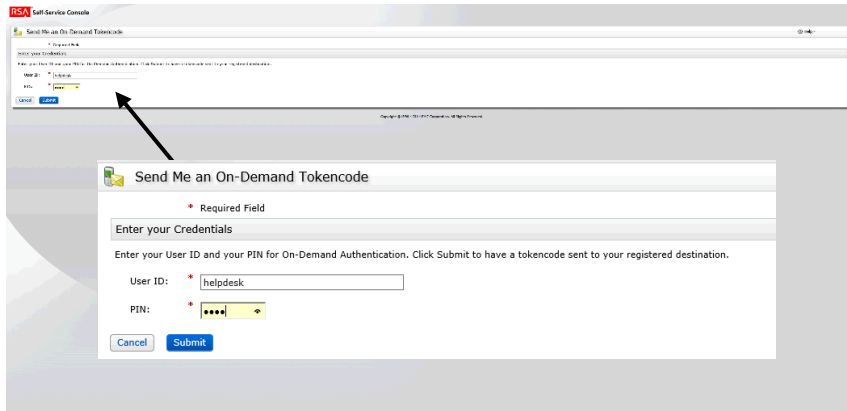


5. Allow tokencode on phone to change then enter new passcode. The Passcode is your PIN followed by the tokencode being displayed on your mobile device. *Example: If your PIN is 4231 and the tokencode is 98762222, the Passcode is 423198762222.*

RSA On-Demand Token

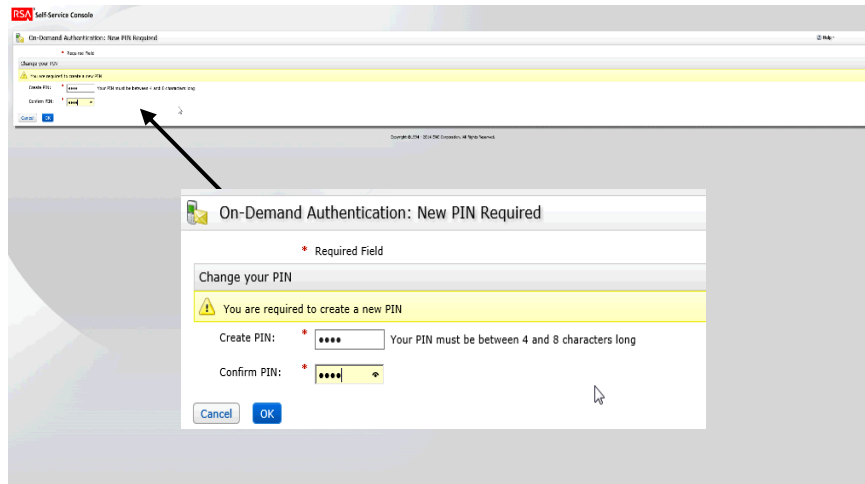
1. Enter the following address into your computer's browser:

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



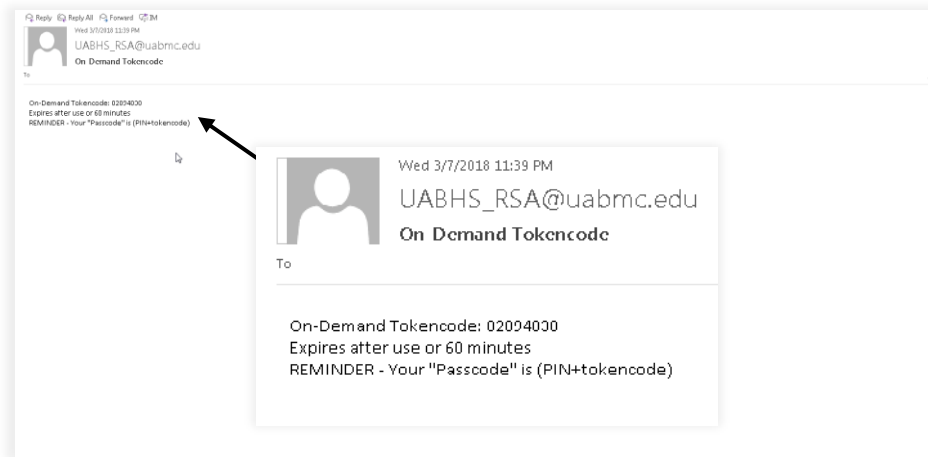
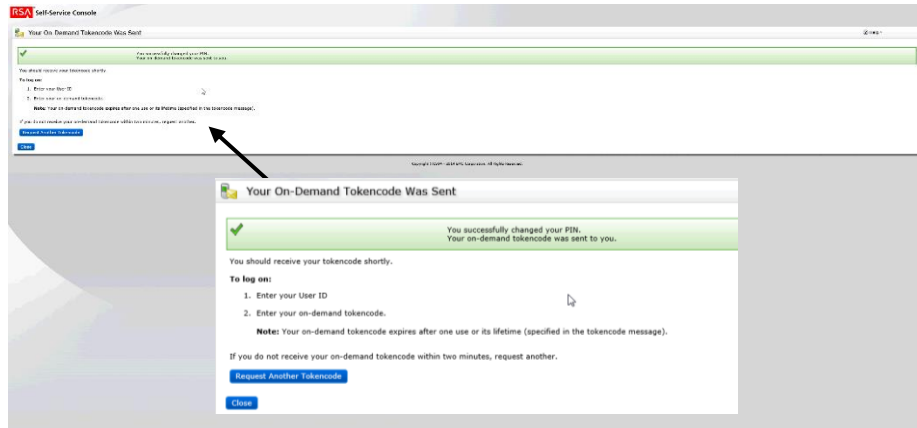
The screenshot shows the RSA Self-Service Console interface. At the top, there is a header for 'Send Me an On-Demand Tokencode'. Below this, there is a form titled 'Send Me an On-Demand Tokencode' with a 'Required Field' indicator. The form asks the user to 'Enter your Credentials' and provides instructions: 'Enter your User ID and your PIN for On-Demand Authentication. Click Submit to have a tokencode sent to your registered destination.' The 'User ID' field contains the text 'helpdesk'. The 'PIN' field is masked with four dots. There are 'Cancel' and 'Submit' buttons at the bottom of the dialog box. An arrow points from the 'Submit' button to the top of the dialog box.

2. Log in with AD Username and Temporary PIN sent to via e-mail by HSIS.



The screenshot shows the RSA Self-Service Console interface. At the top, there is a header for 'On-Demand Authentication: New PIN Required'. Below this, there is a form titled 'On-Demand Authentication: New PIN Required' with a 'Required Field' indicator. The form asks the user to 'Change your PIN' and provides instructions: 'You are required to create a new PIN'. The 'Create PIN' field is masked with four dots and has a note: 'Your PIN must be between 4 and 8 characters long'. The 'Confirm PIN' field is also masked with four dots. There are 'Cancel' and 'OK' buttons at the bottom of the dialog box. An arrow points from the 'OK' button to the top of the dialog box.

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).*



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.

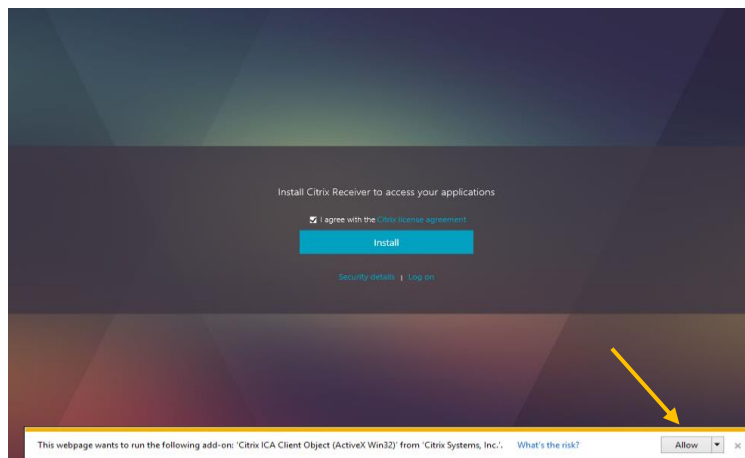
Accessing the UAB Medicine Citrix Storefront

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

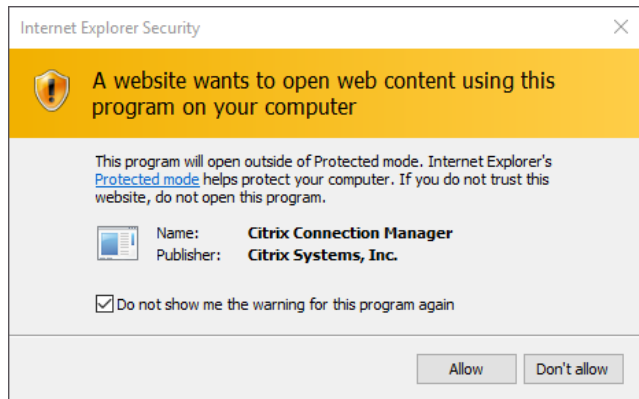


2. Enter the following information to login:

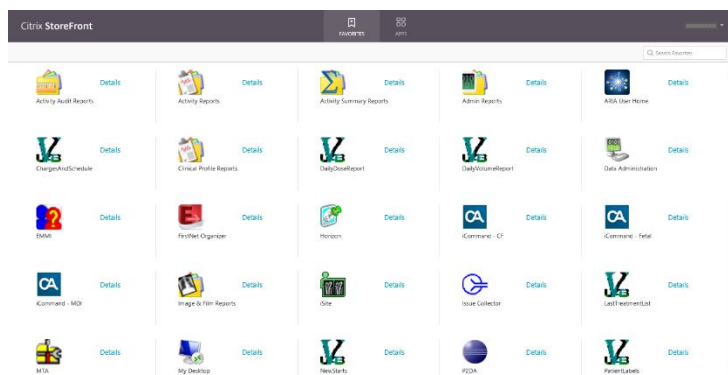
- Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
- Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
- Passcode: PIN followed by Tokencode (*Example: If your PIN is 4291 and the tokencode is 49274138, the Passcode is 429149274138.*)



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



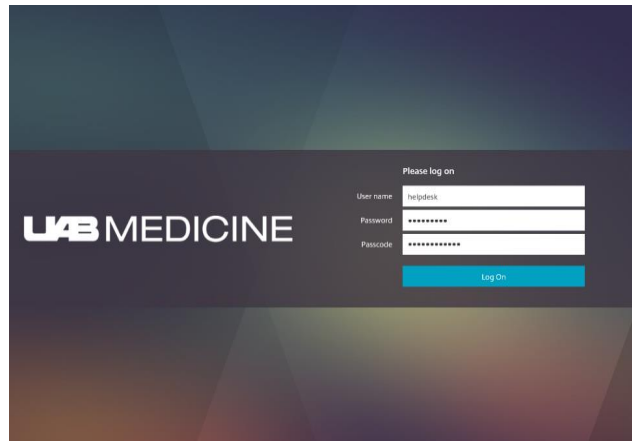
4. If Security Warning is displayed, check box and click *Allow*



5. Access apps on UAB Medicine Citrix Storefront.

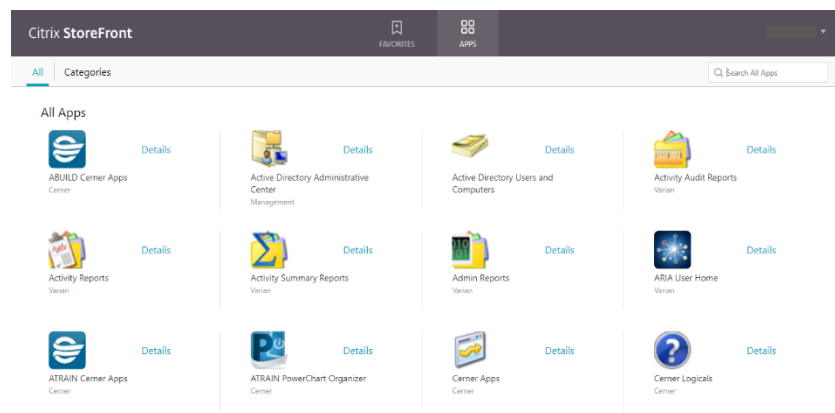
Citrix My Desktop Access

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

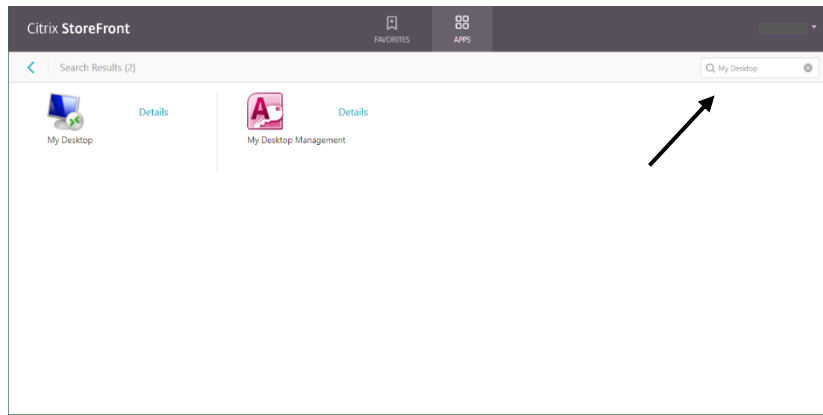


2. Enter the following information to login:

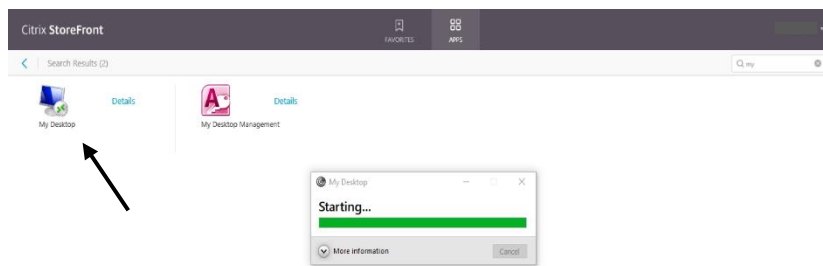
- Username: AD Username (UABMC E-Mail and/or Citrix Apps Username)
- Password: AD Password (Password for UABMC E-Mail and/or Citrix Apps)
- Passcode: PIN followed by Tokencode (*Example: If your PIN is 4291 and the tokencode is 49274138, the Passcode is 429149274138.*)



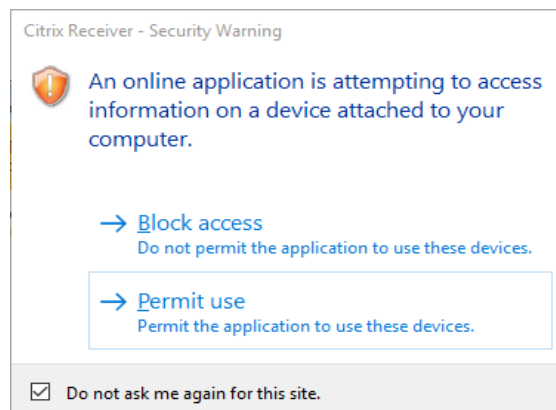
3. Once logged into the UAB Medicine Citrix Storefront, click on the Apps icons.



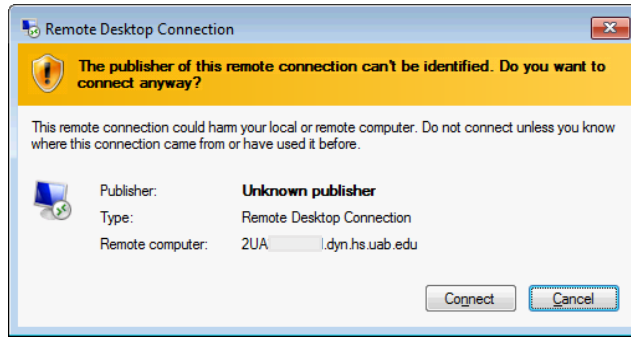
4. Enter 'My Desktop' in the Search Box.



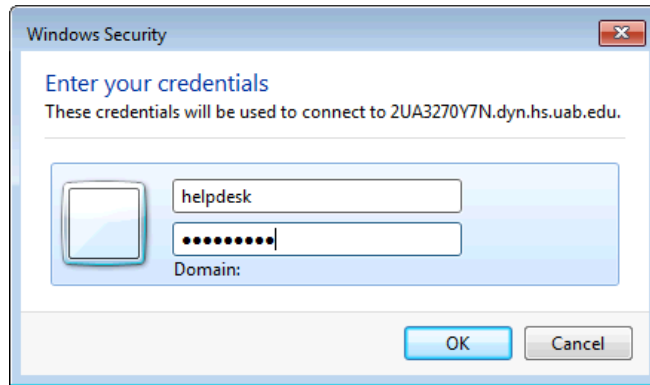
5. Click the My Desktop icon to launch My Desktop.



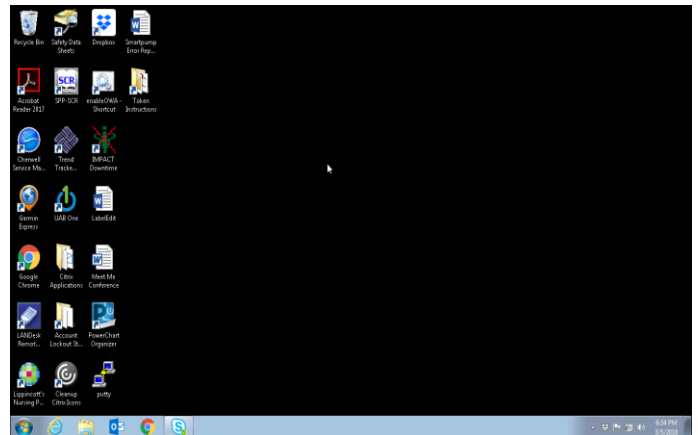
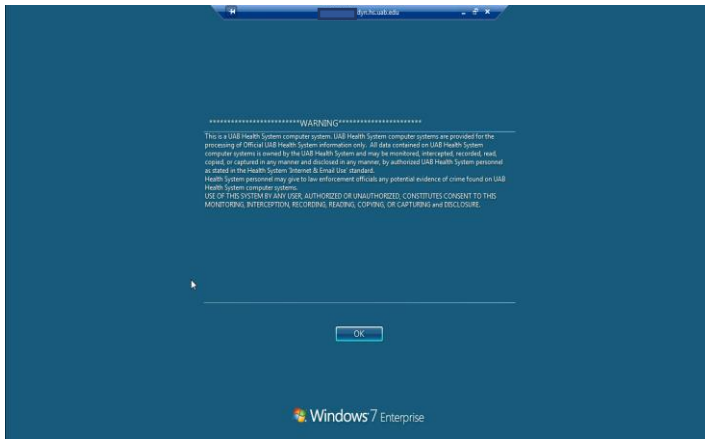
6. If a Security Warning is displayed, check the box and choose Permit Use.



7. Click Connect.



8. Enter credentials for desktop machine. Click OK.



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 helpdesk@uabmc.edu or by phone at (205) 934-8888.