

Remote Access via the Citrix Access Gateway

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March 2020

Overview

This guide documents the use of the Citrix Access Gateway, the remote access solution used at Mercy.

This system fulfills regulatory requirements to more tightly control access to Mercy's systems for remote users. Specifically, only those expressly granted access by their managers will have remote access. Remote access must be requested in accordance with Mercy's security policies and HIPAA regulations.

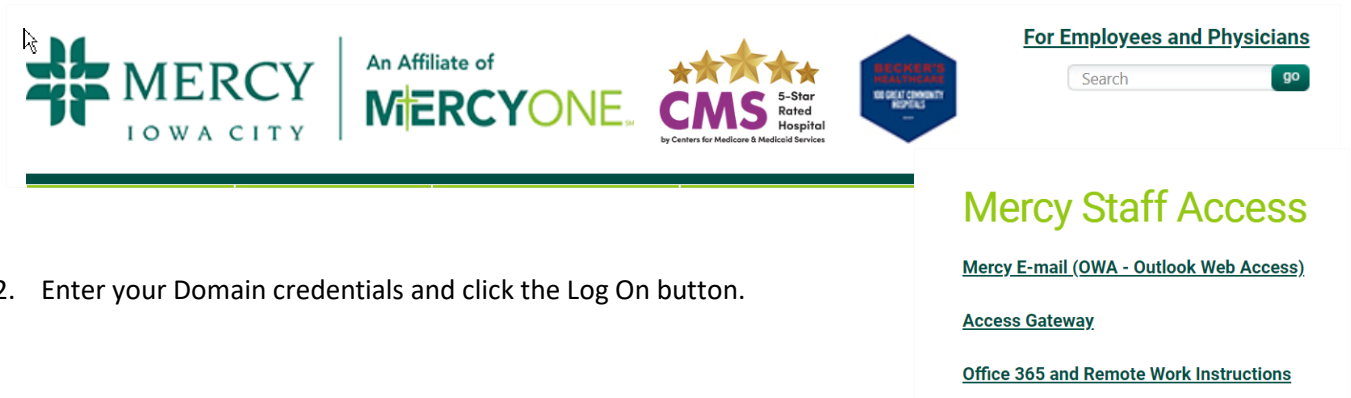
Citrix Access Gateway is less dependent on specific operating systems or browsers, so it should work well for a wide variety of devices and situations. A single login will give access to all available Citrix applications making the system much easier to use. Finally, the system can be accessed from clinics, homes, devices like Ipads, and even from inside Mercy. The system will look the same regardless of where users are logging in.

Note that with this remote access system there will not be access to clinical system, except for Portal, for remote users. This means HEC, HED, HHS, MPV, ASM, PHS, and STAR will not be accessible outside of Mercy's walls without prior approval. Non-clinical applications, Citrix applications without patient information, (Mercy Central, Healthstream, etc.) will be accessible remotely. Applications such as Mercy OWA Email and Kronos do not require Citrix and can be accessed remotely via the users' local browser.

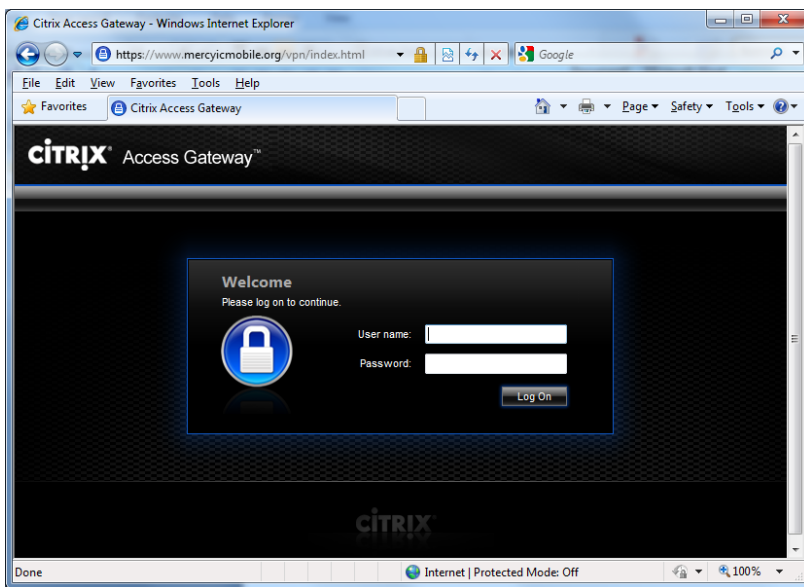
If you have questions regarding the new remote access system, please call the Help Desk at 319-339-3617.

Logging into the Citrix Access Gateway

1. Open a browser and enter the address: www.mercyiowacity.org and click the “For Employees and Physicians” link in the upper right hand corner.” Then click the **Access Gateway** link on the Mercy Staff Access page.



2. Enter your Domain credentials and click the Log On button.

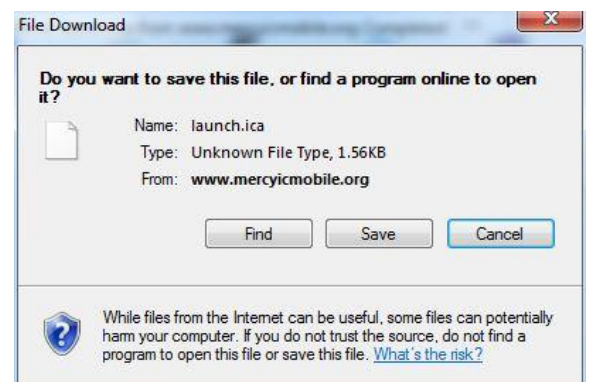
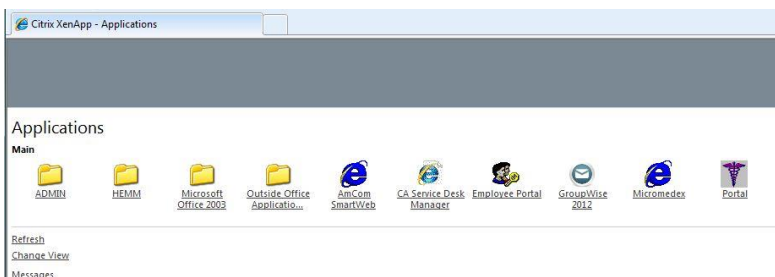


Browser Settings –

- a. **Internet Explorer** - Users with Internet Explorer 10 or greater needs to add the 'mercycmobile.org' to the Compatibility View Settings. Also, that everyone should add the <https://www.mercycmobile.org> to the Trusted Sites.
- b. **Users with Windows 10** - The internet browser EDGE is not supported and users should use Internet Explorer instead (32bit). Browse to C:\Program Files (x86)\Internet Explorer\iexplore.exe for the correct version.
- c. **Safari Users** – Make sure you are on the latest version of Safari. Apps will move to

the download folder on MACs and the user will need to go there and click on the last download to open them.

3. To run an application, click on an icon in the browser window.

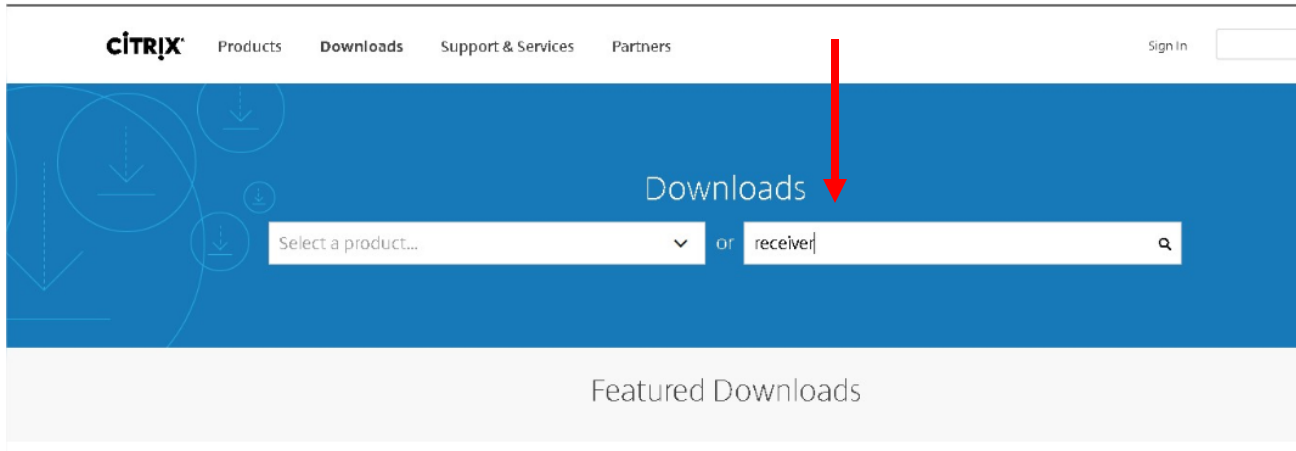


Note: The Citrix ICA client or Citrix Receiver must be installed on the workstation in order to use the Access Gateway. If a window like the one to the right is displayed when you select an application, you will need to install the client. See the section “Installing the Citrix Receiver” below.

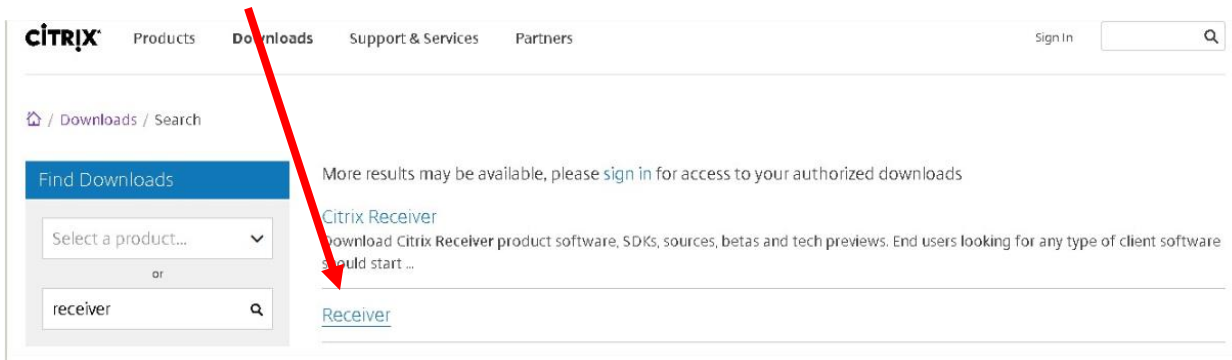
Installing the Citrix Receiver

Citrix Receiver is required to access applications remotely. You can install the Citrix Receiver by going to this website: <https://www.citrix.com/downloads>

On the right side of the Citrix Download page, type **Receiver** in the search field and hit enter.



Click on Receiver (don't use 'Citrix Receiver').



Choose your computer Operating System: Windows, MAC, etc...

For Windows Click the “**Earlier Versions of Receiver for Windows**” and choose the “**Receiver 4.9 LTSR for Windows**” option.



Click the “**Download Receiver for Windows**” button.

Receiver 4.9 LTSR for Windows

Release Date: Aug 15, 2017

Compatible with

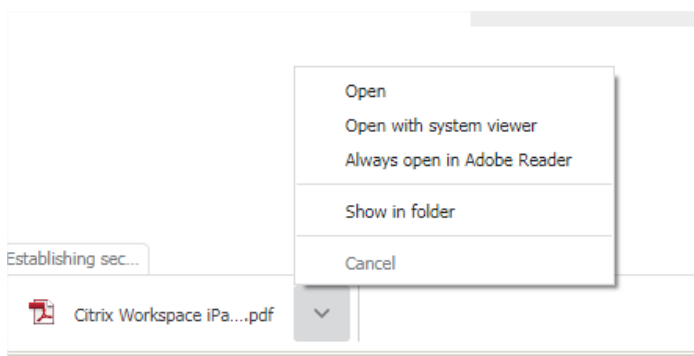
Windows 10, 8.1, 7, 2008R2, Thin PC as well as Windows Server 2016, 2012, and 2012R2.

Download Receiver for Windows

(39.9 MB - .exe)

Note: For other Operating Systems (IE: MAC) Downloads the download and install follows that Operating Systems process.

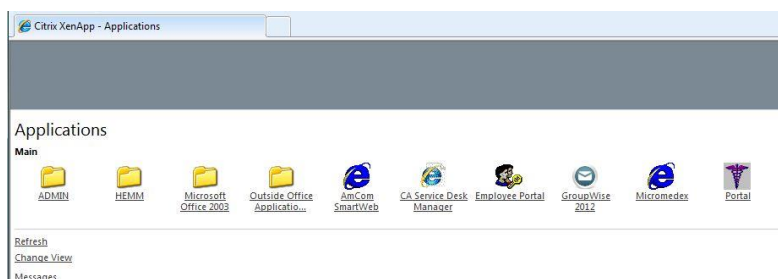
The install file will download. Look at the bottom of your browser page. Choose OPEN from the down arrow options.



Follow any additional prompts. At the end of the install click FINISH (You do not need to set up an account at this time). You may be asked to reboot your device.

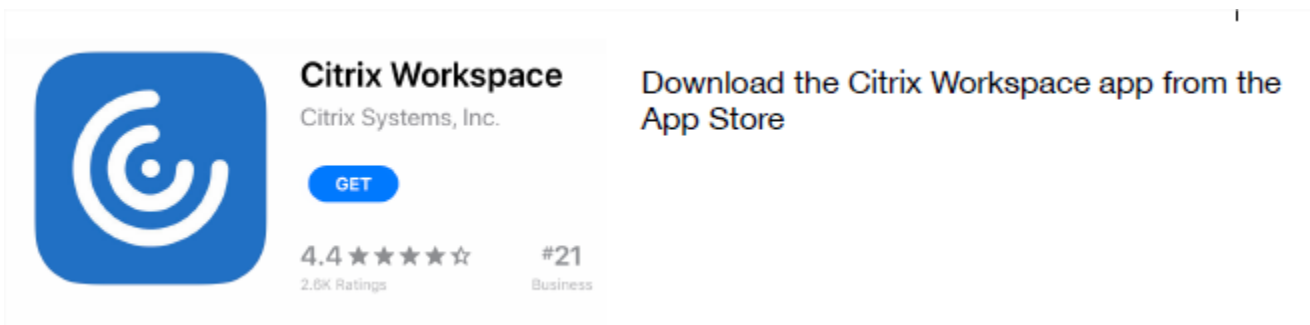


When the client install is completed, close all browsers except for the one that displays your applications. Click on an application to run it.

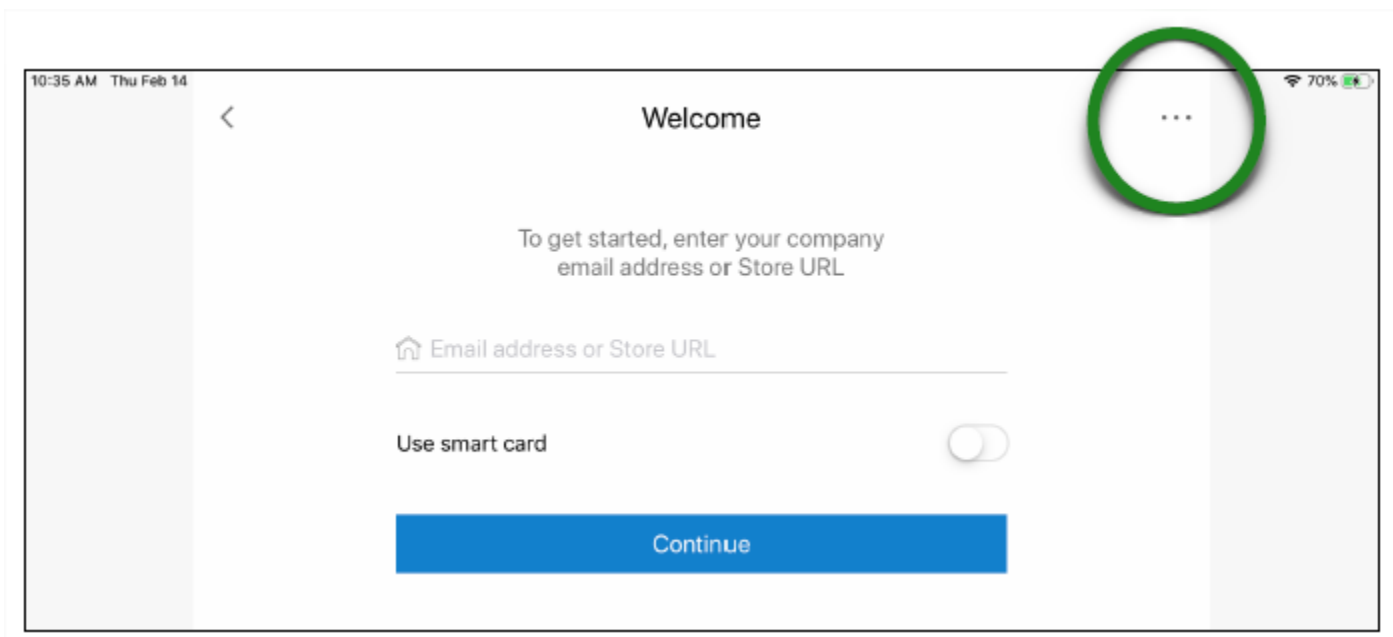


Note: If a list of your applications does not appear in any of the browser windows, close all of your browsers and then log back into the Access Gateway page from www.mercyiwacuity.org.

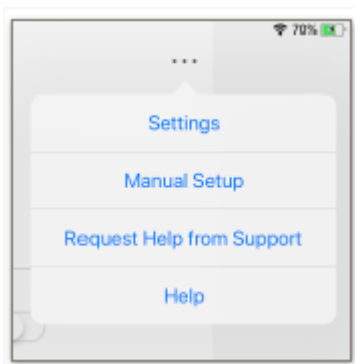
Setting up Citrix Workspace for iOS (for iPad and iPhone)

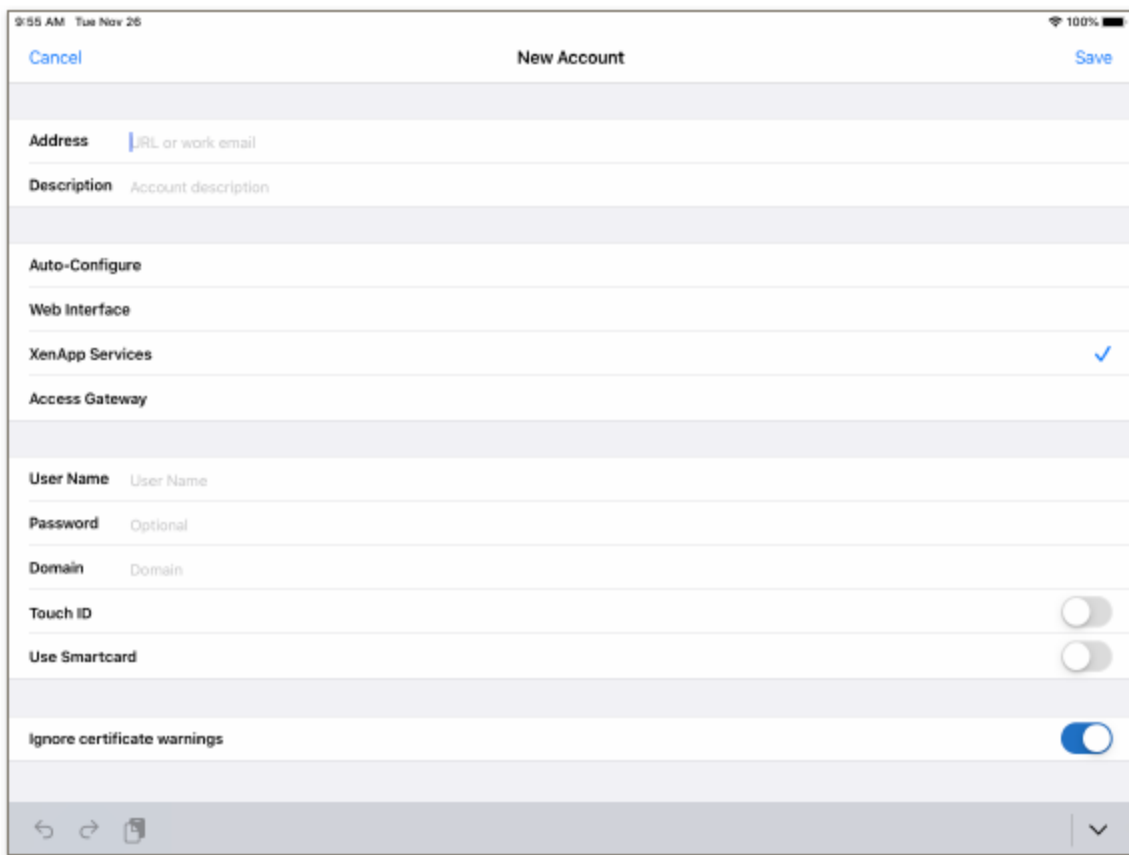


When you first open the Citrix Workspace application, you will be directed to create an account. Click on the little ellipsis (...) in the upper right corner of the screen.



Choose **Manual Setup** from the menu.





Choose **Web Interface** from the list.

Enter the following web address into the “**Address**” line on the screen. This is the same address as used on the “**For Employees and Physicians**”, “**Access Gateway**” link on the www.mercyiowacity.org home page.

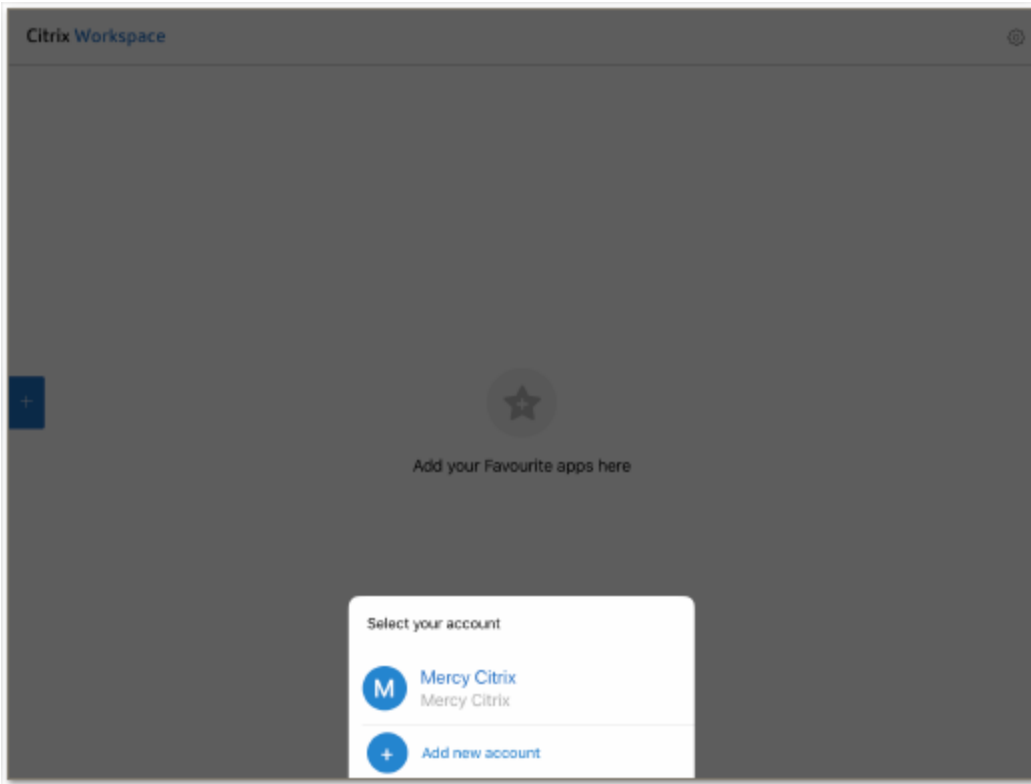
<https://www.mercycimobile.org/>

Add a Description:

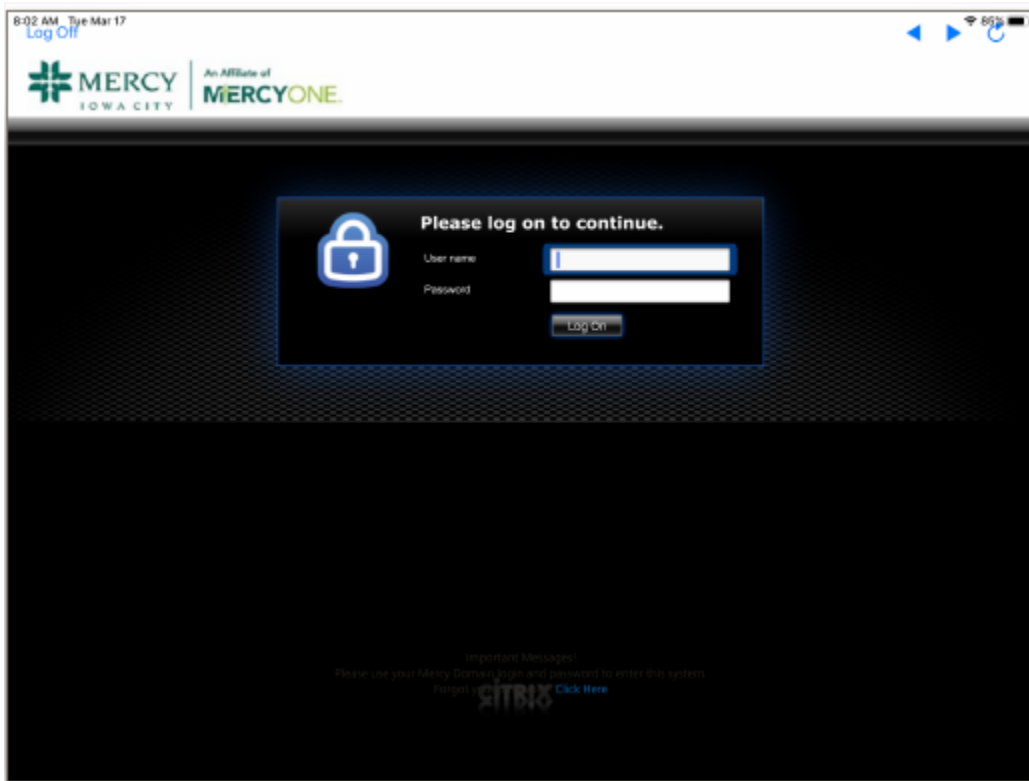


Click Save.

Select the account you just created.



Log in with your domain username and password.



Changing Passwords

Users will be required to change their Domain passwords every 90 days.



Changing Passwords or Forgotten Passwords

To reset a forgotten or expired password, click on the “Forget your password?”:

- At the bottom of the login screen click on the “Click Here” link.



Reset Password
Reset your forgotten password

- Choose the **Reset Password** link.
- Enter your domain login name and click Continue.



Reset Your Password
Please provide your user name and domain name.

Domain User Name (Example : Jsmith)

Domain Name

- Answer the security questions and you will be prompted to enter a new password. The new password must conform to the password rules listed above.

A link to the password reset page can also be found on the “For Employees and Physicians” page at www.mercyiowacity.org.

Frequently Asked Questions

Why is Mercy changing its Remote Access system?

Changing the method for remote access is needed because the current systems are obsolete and could pose security issues if left in place. The new solution is also less dependent on operating system and other factors, so it should be more reliable and easier to use. Finally, this upgrade will allow Mercy to more tightly control remote access to systems in accordance with Mercy's security policies and federal HIPAA regulatory laws.

Will I still be able to access files on Mercy's shared drives?

Direct access to files on Mercy's internal networks will no longer be possible. Some Citrix applications which can be run remotely, such as Microsoft Office (Word, Excel, etc...), can open and edit documents stored on shared drives.

I need remote access to a specific application. Will this system work?

The remote access system will allow users to run most applications that are delivered via Citrix. If the application you want to access is not delivered via Citrix, you will not be able to run the app remotely. You may be able to use the Citrix RDP application to control your work PC from offsite.

Can I use my iPad/iPhone with the new system?

The Citrix Receiver app is available for free for iPad's and iPhones. See the installation instructions beginning on page 6.

I connect to my work desktop remotely. Will I be able to with the new system?

Yes. You will need to use the Citrix RDP application to connect and control to your desktop remotely. Some setup on the in-house workstation is also required.

Why can't I log into the new system?

The remote access system uses your Mercy Domain credentials for login (the username and password you use to log into a PC at Mercy). If you have forgotten your Domain credentials, contact the Help Desk at 319-339-3617 to have your password reset.

It's also possible you have not been authorized to use remote access. Contact your manager/supervisor to verify they have submitted an Online Access Request authorizing you for remote access.

Why doesn't STAR work on my MAC or iPad?

The STAR application does not work with MAC or iPad computers due to application specific restrictions.

System Requirements

Updated: 2013-05-08

Windows Operating System

- Windows 10
- Windows 8, 32-bit and 64-bit editions (including Embedded Edition)
- Windows 7, 32-bit and 64-bit editions (including Embedded Edition)
- Windows XP Professional, 32-bit and 64-bit editions
- Windows XP Embedded
- Windows Vista, 32-bit and 64-bit editions
- Windows Thin PC

Hardware

- VGA or SVGA video adapter with color monitor
- Windows-compatible sound card for sound support (optional)
- A network interface card (NIC) and the appropriate network transport software

Browser

- Internet Explorer 9.0 or Higher
- Mozilla Firefox 15.x (minimum supported version)

MAC Operating System

- Mac OS X 10.8 or Higher
- Mac OS X 10.7, 32-bit and 64-bit
- Mac OS X 10.6, 32-bit and 64-bit

Hardware

- Intel-based processor
- At least 256 MB of RAM
- 106.7 MB of free disk space
- A working network or Internet connection to connect to servers

Browser

- Safari Version 5.x or Higher
- Mozilla Firefox Versions 3.x through 10.x
- Google Chrome 20.x