



Penn Medicine
Lancaster General Health

Remote Access Guide

<https://access.lghealth.org>

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Zach Zeiset and Jim Roth

Revision 2.0

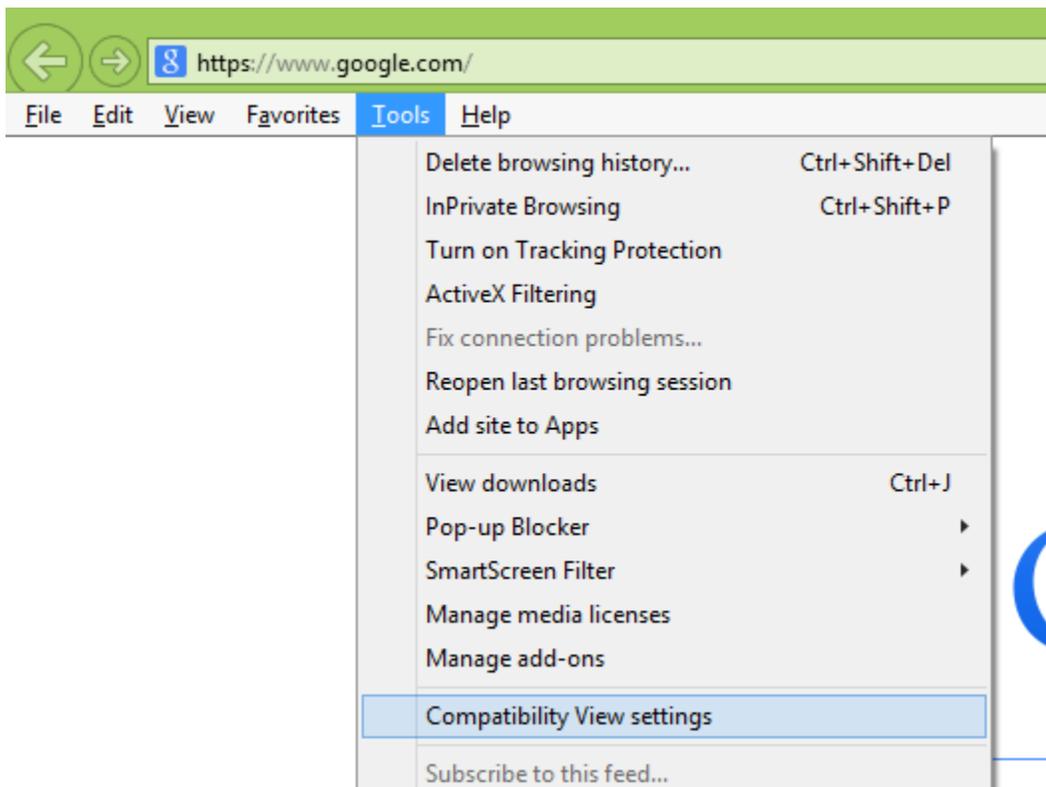
5/8/2019

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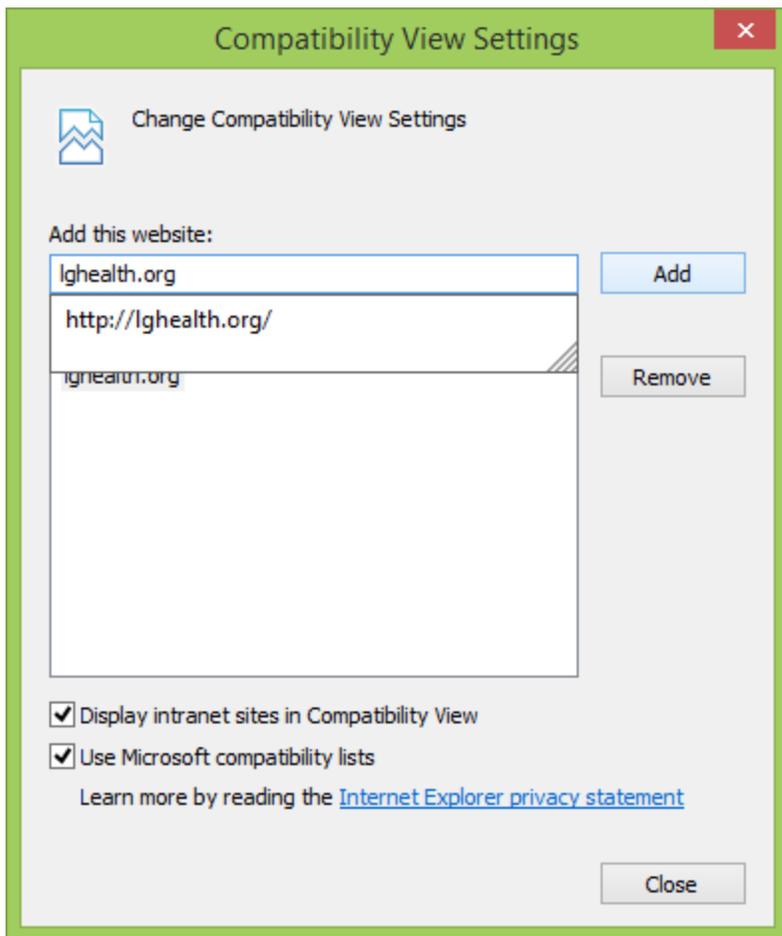
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Remote Access using Internet Explorer

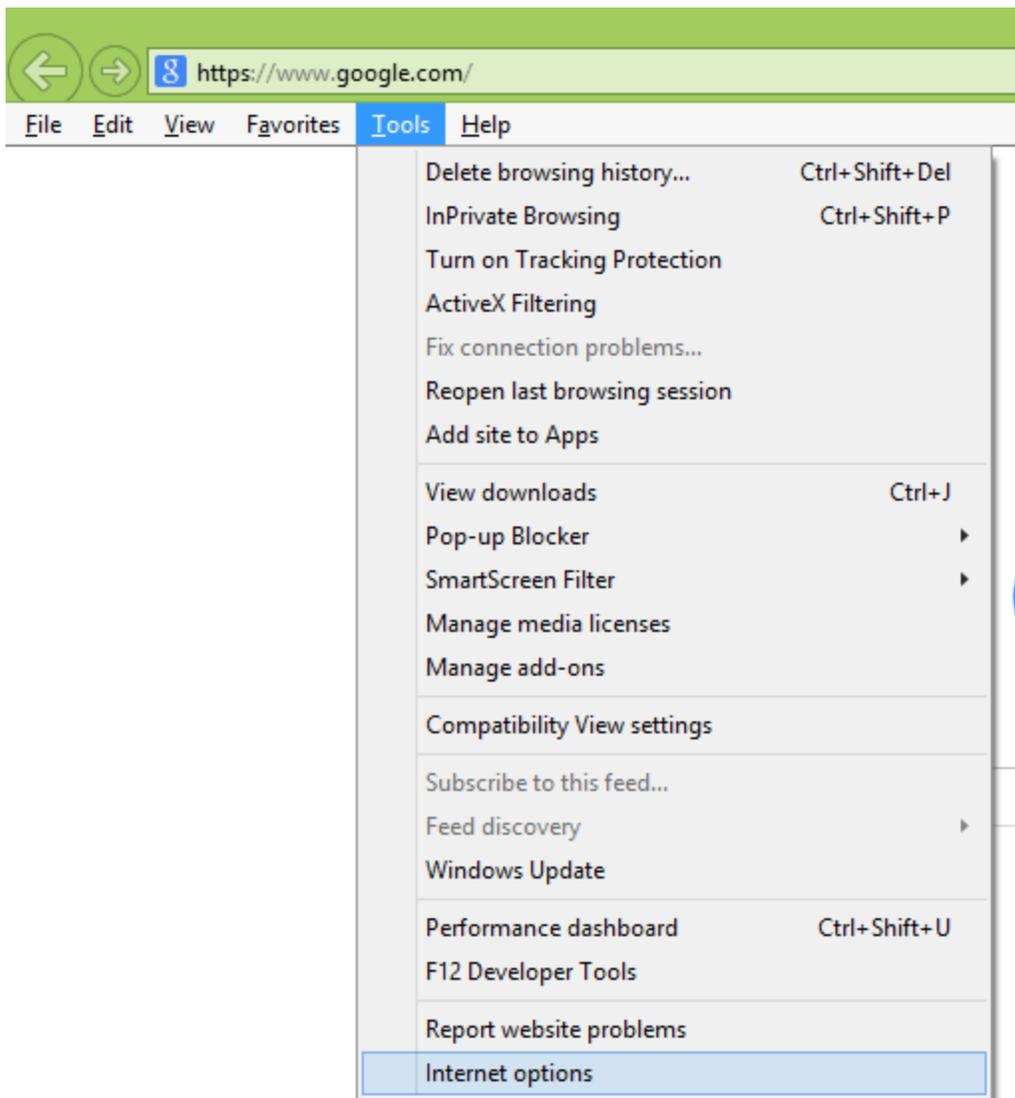
- I. Confirm you are using the latest version of Internet Explorer with all updates applied
- II. Open a new Internet Explorer browser window
- III. From the tools menu, click on **Compatibility View Settings**
 - a. **Note* - alt + T can be used as a keyboard shortcut*



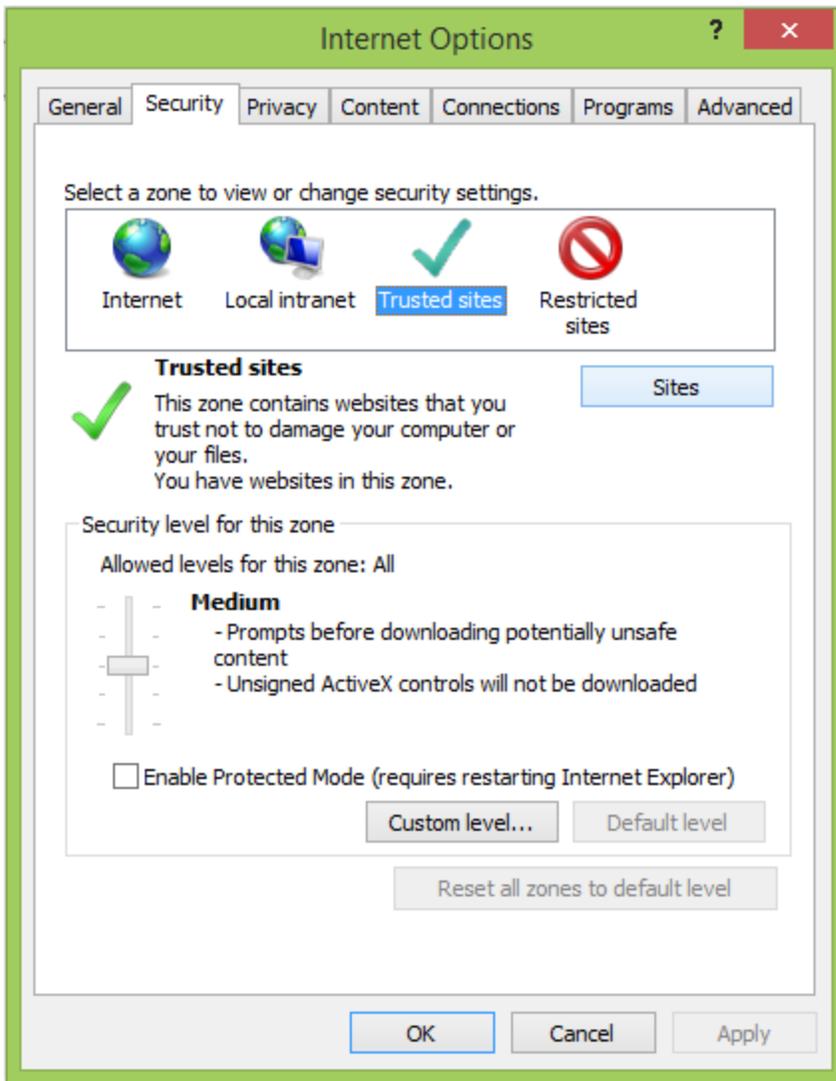
- IV. Add **lghealth.org** to the Compatibility View Settings list and click **Close** in the bottom right corner:



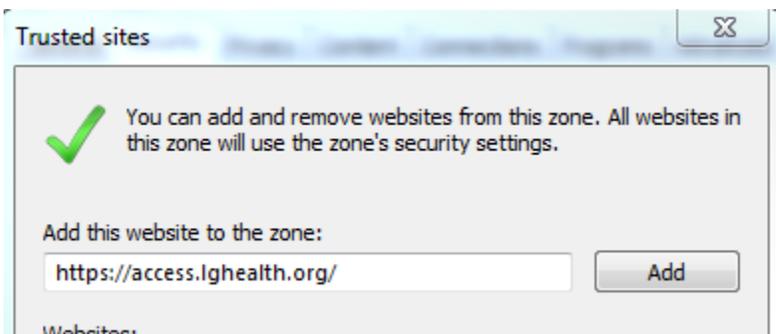
V. From the same **Tools** menu that you utilized earlier, click on **Internet Options**:



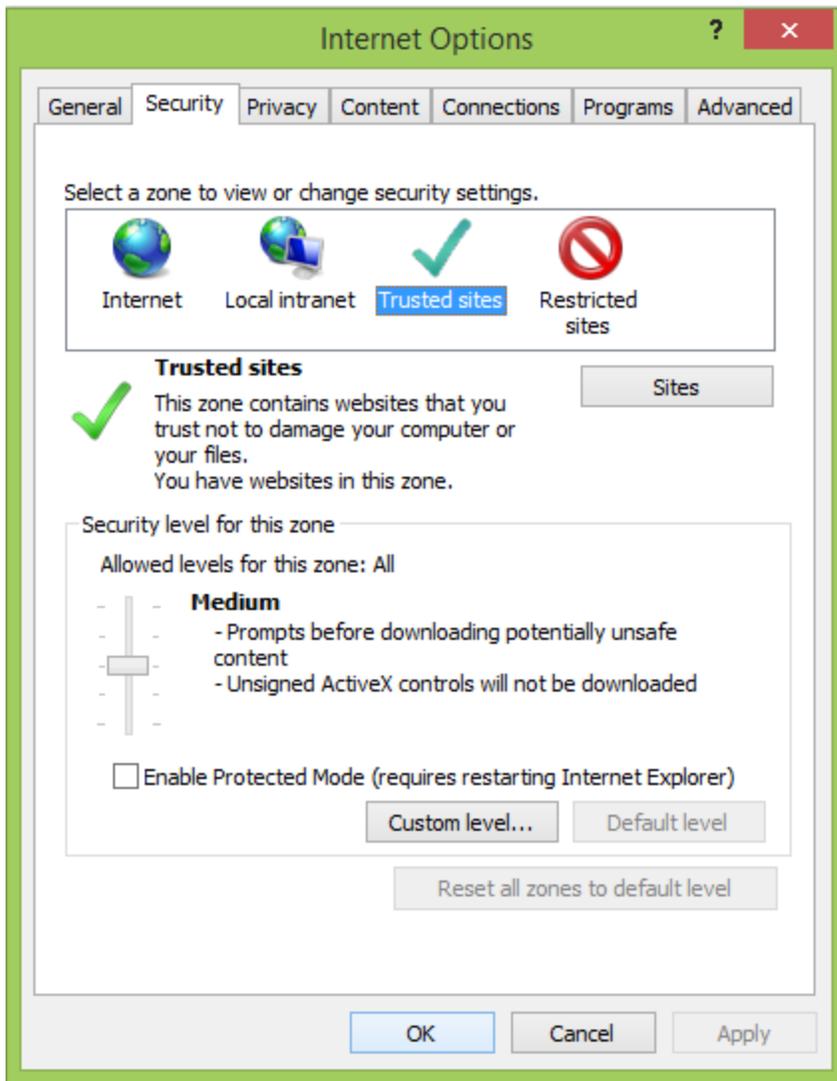
VI. Click on **Trusted Sites**, then **Sites** under the **Security** tab:



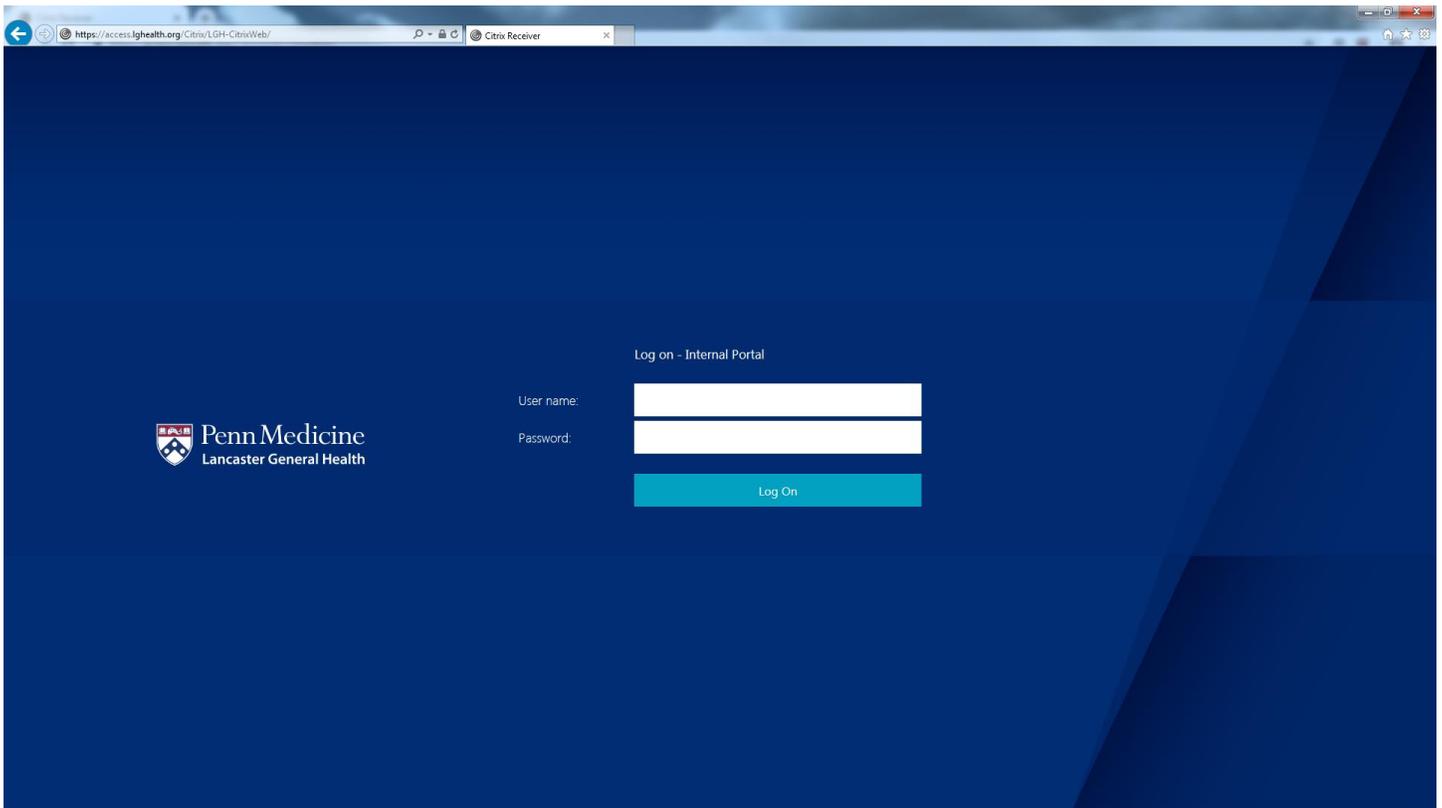
VII. Add <https://access.lghealth.org> as a trusted site, then click **Close** in the lower right corner:



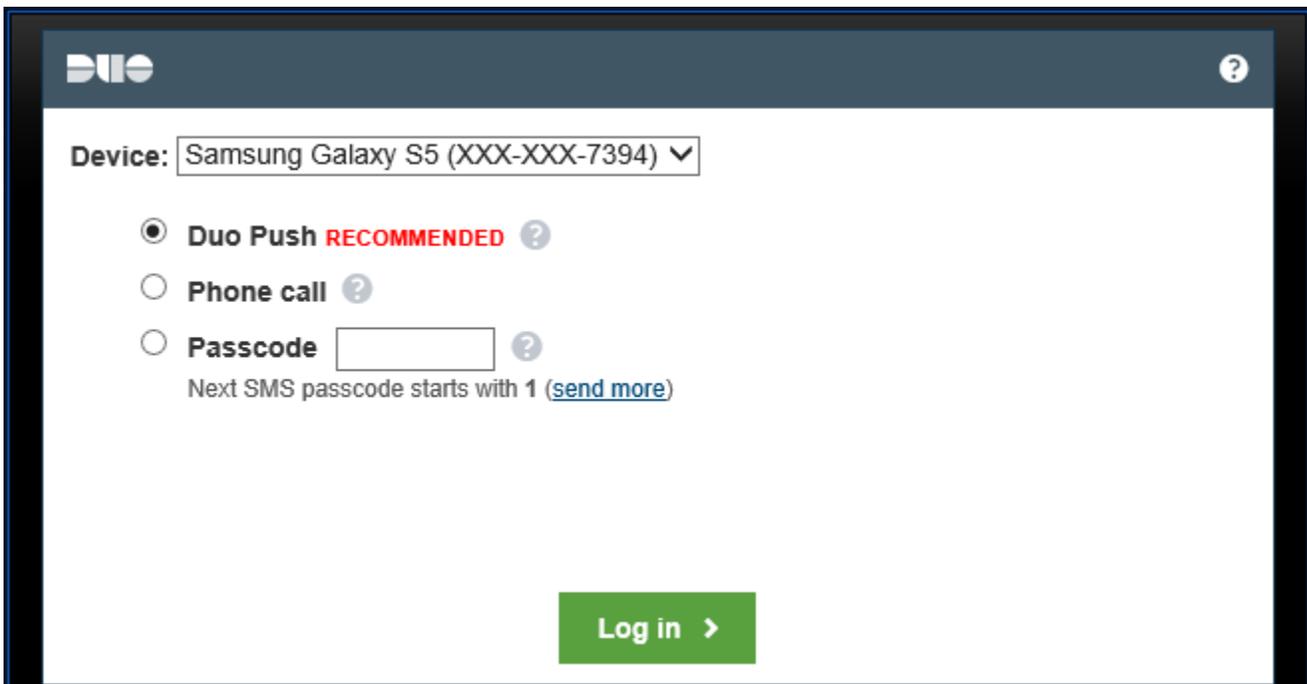
VIII. Click **OK**:

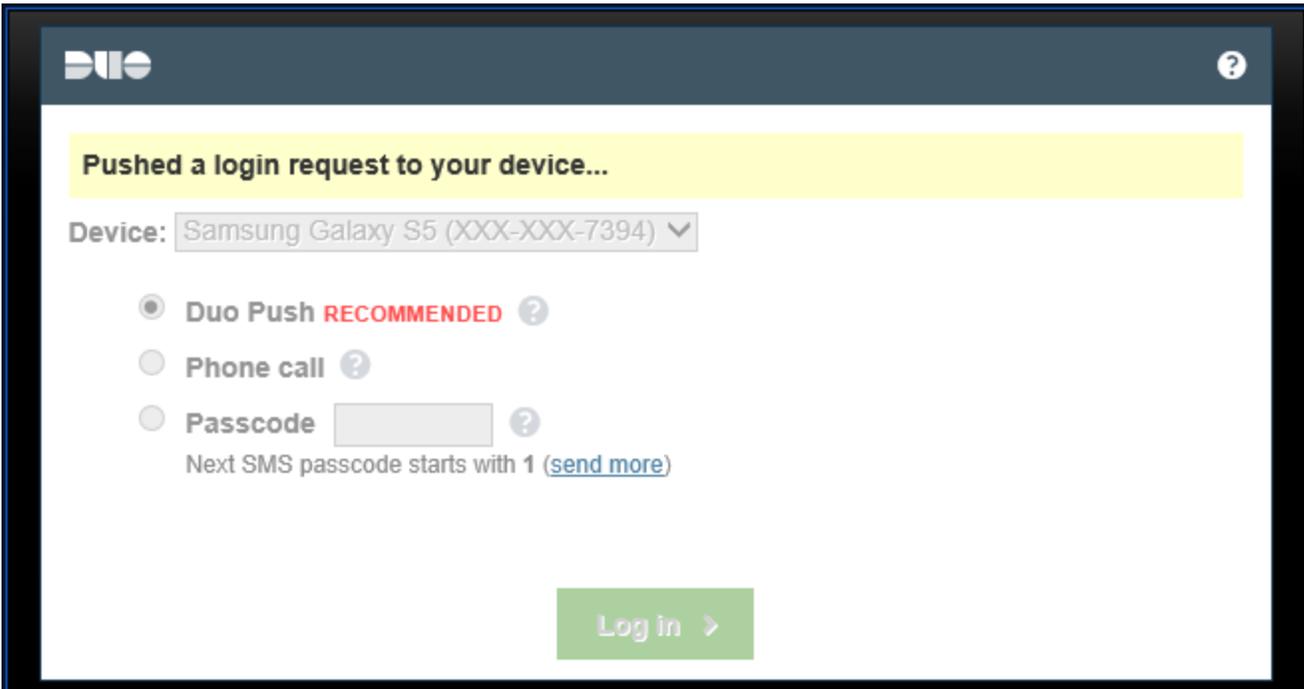


IX. Navigate to <https://access.lghealth.org> via your Internet Explorer browser and sign in with your LGH credentials:

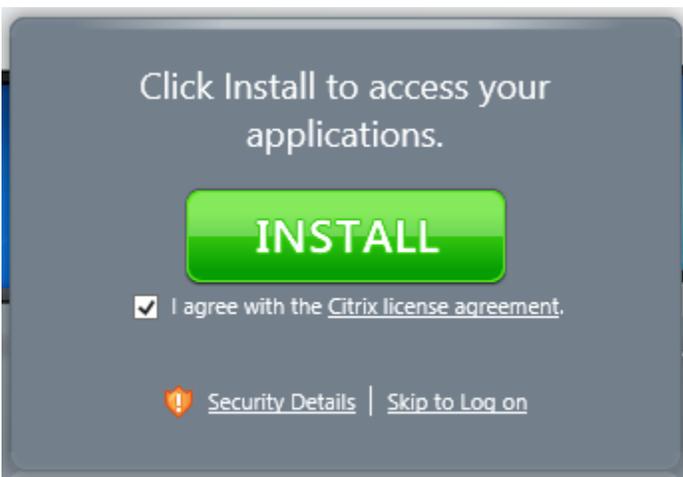


- X. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:





- XI. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:
- a. ***Note*** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation



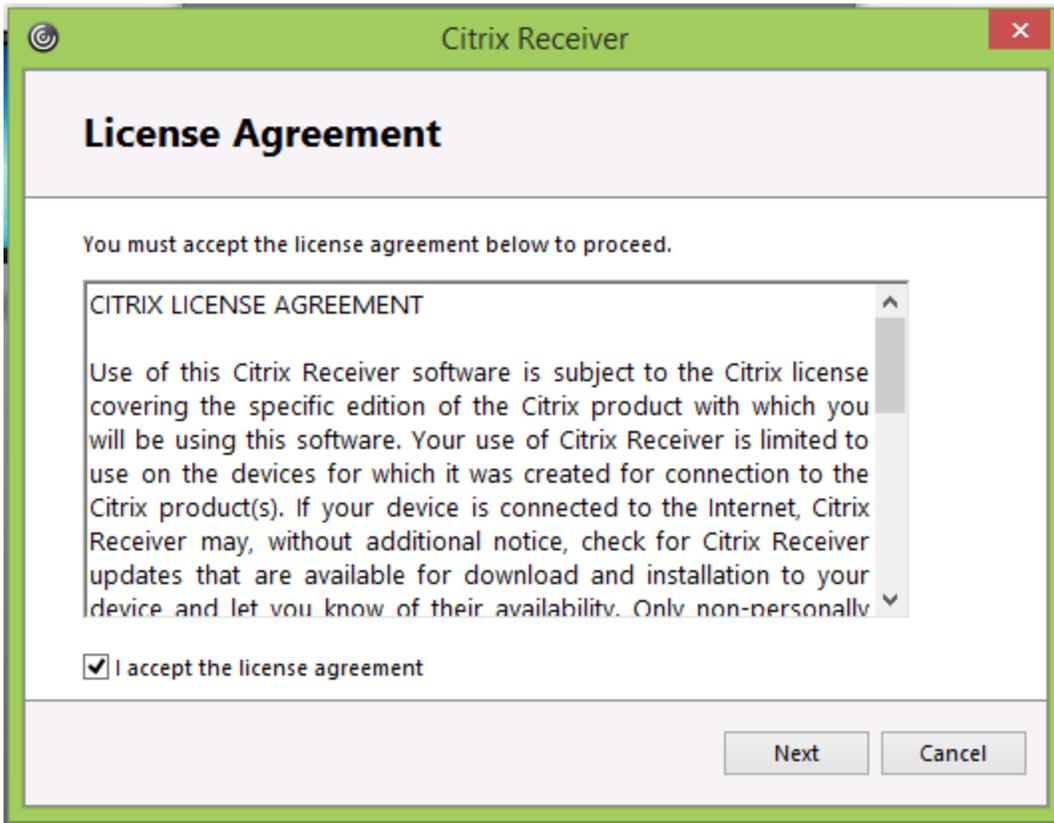
- XII. Click **Run** from the client installation prompt at the bottom of your screen:



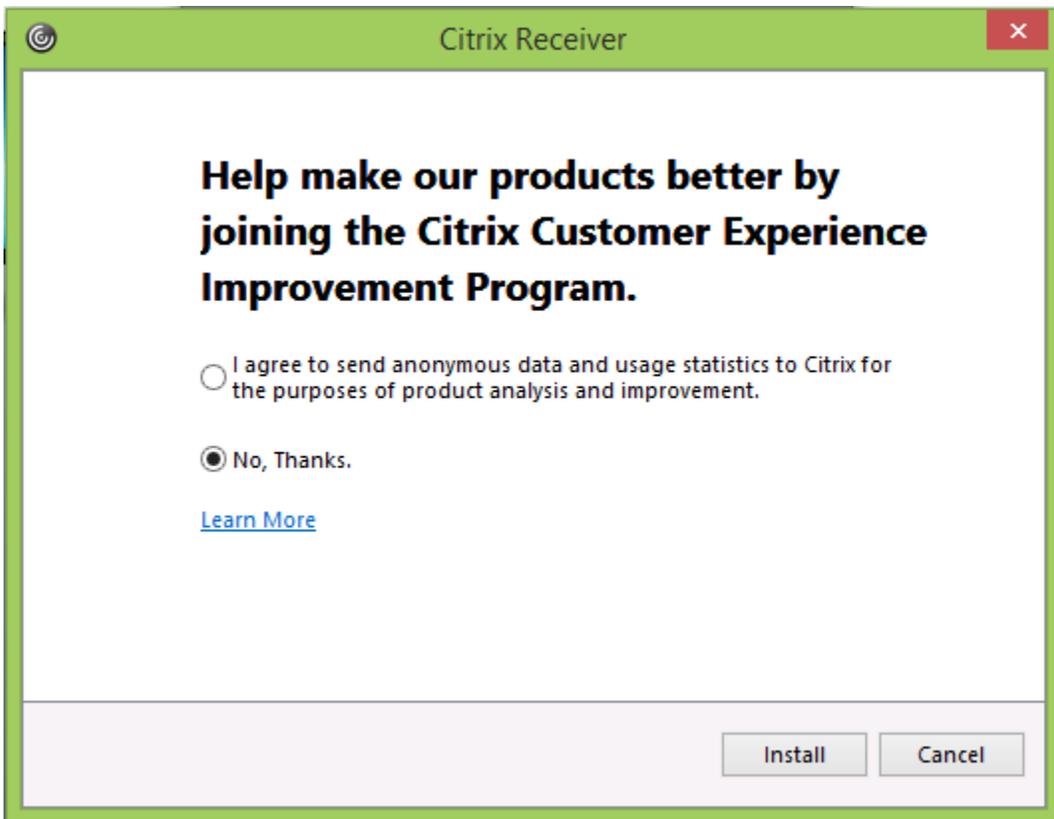
XIII. This will guide you through the installation process, click **Start**:

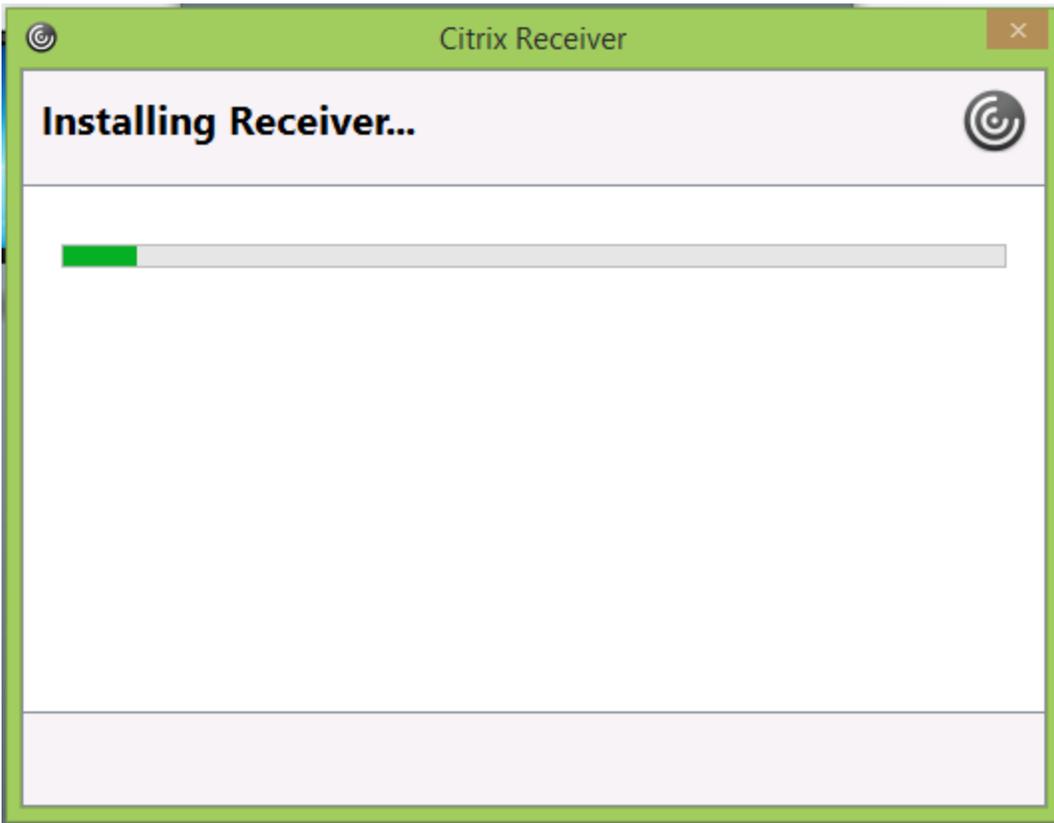


XIV. Accept the license agreement and Click **Next**:

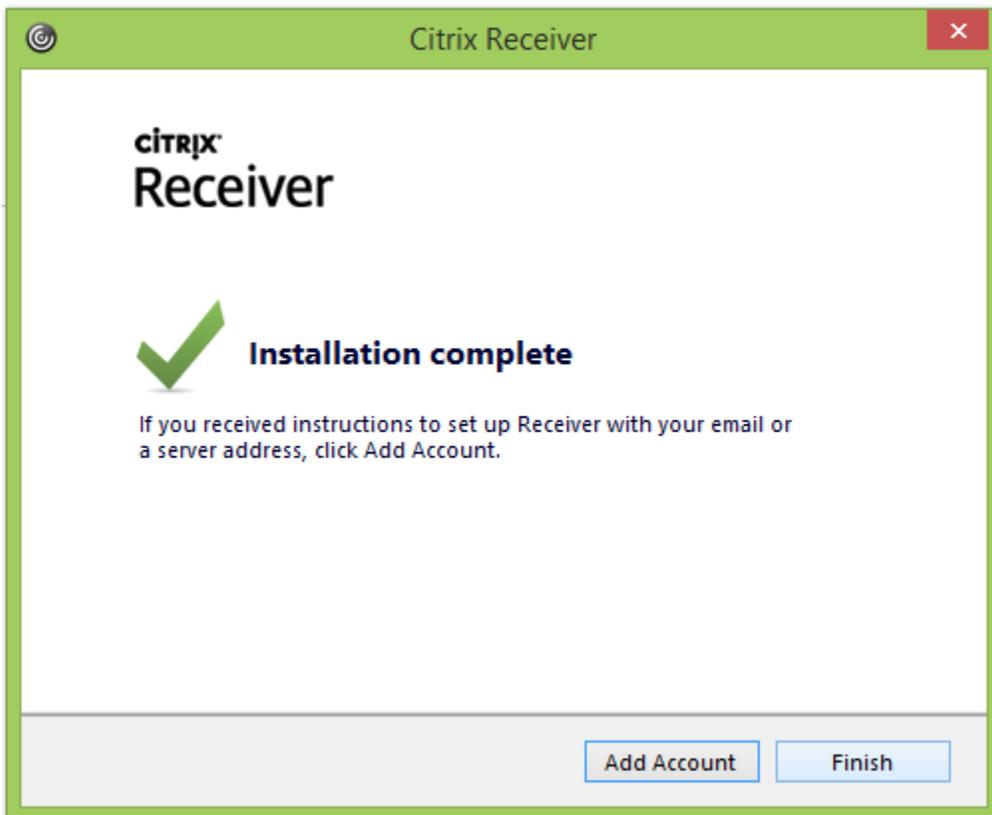


XV. Click “No, Thanks”, then **Install**:

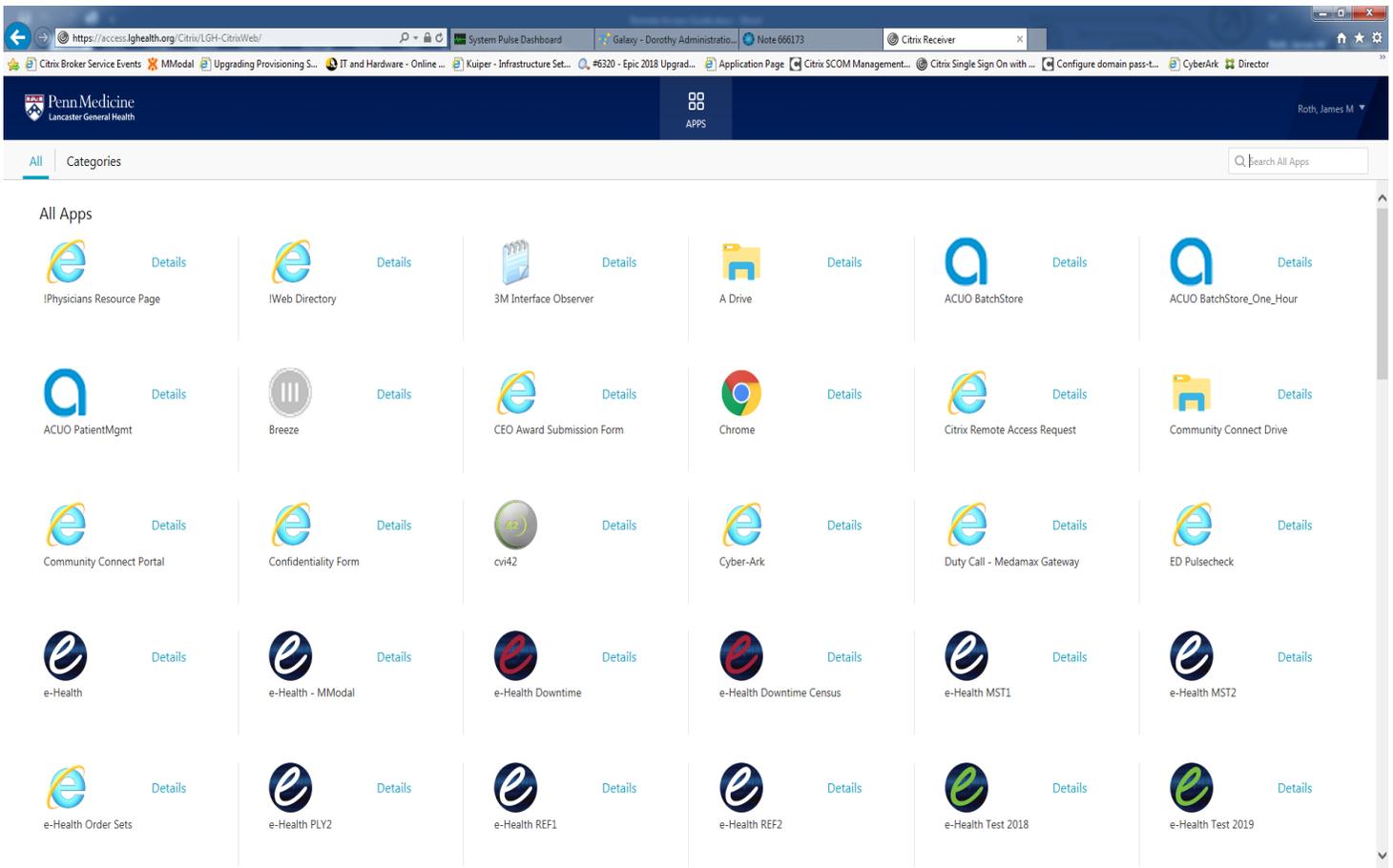




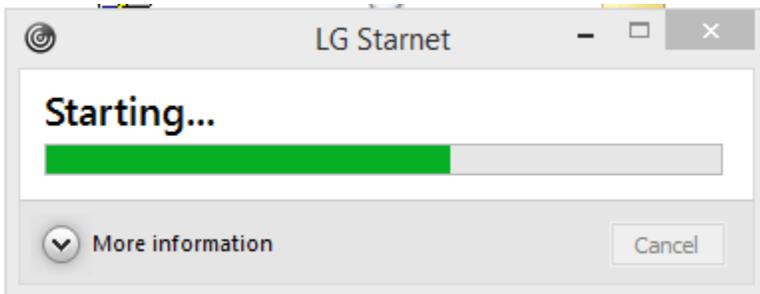
XVI. Click **Finish**:



XVII. You should then be directed to your list of available applications:

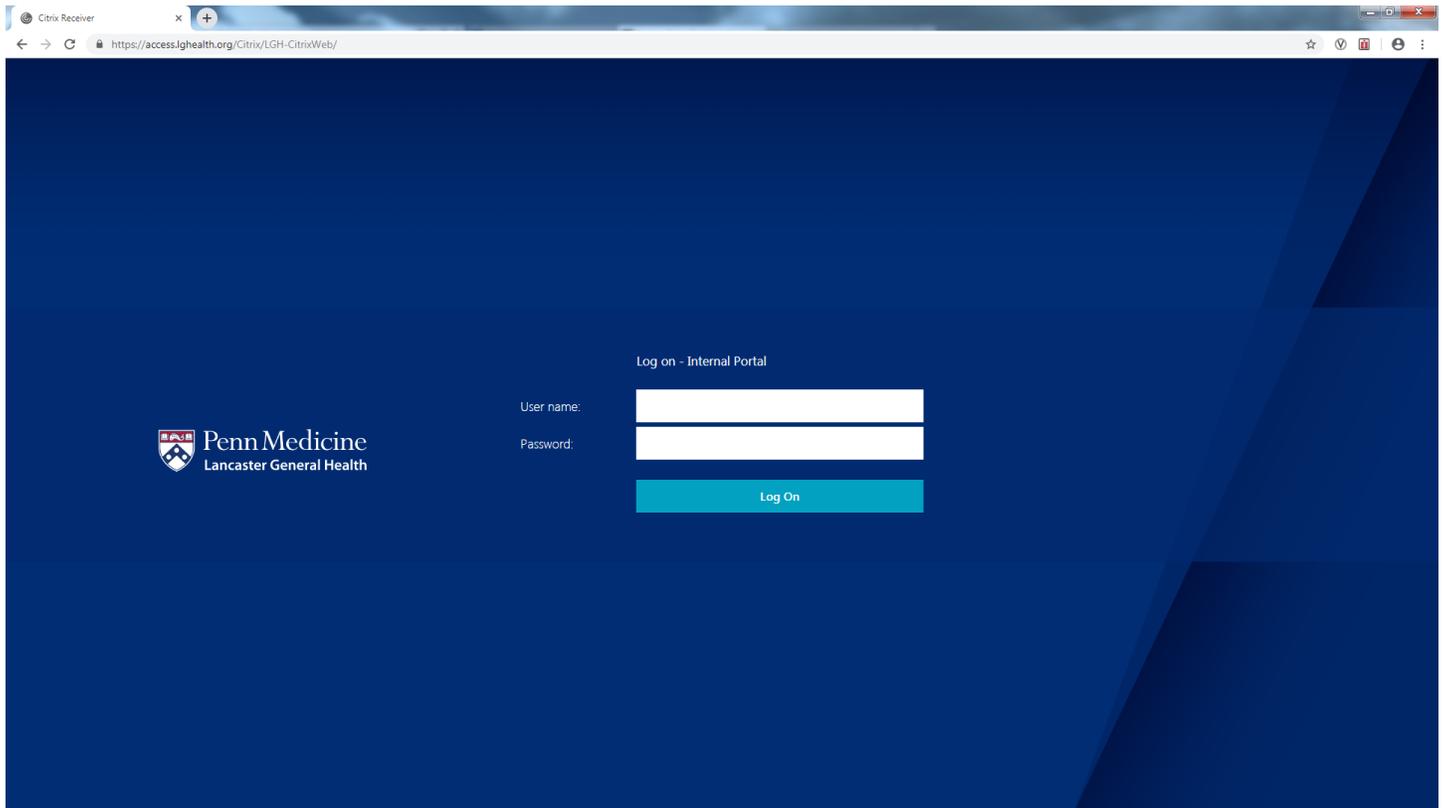


XVIII. Launch the application of your choosing:

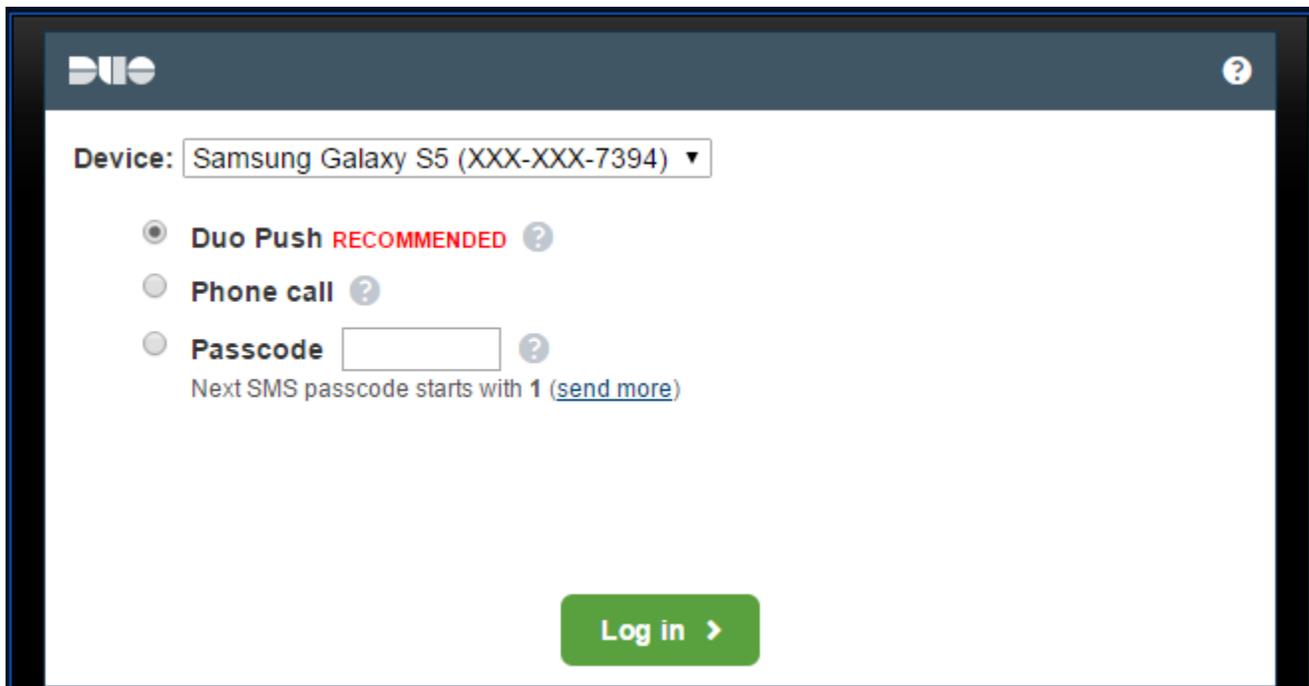


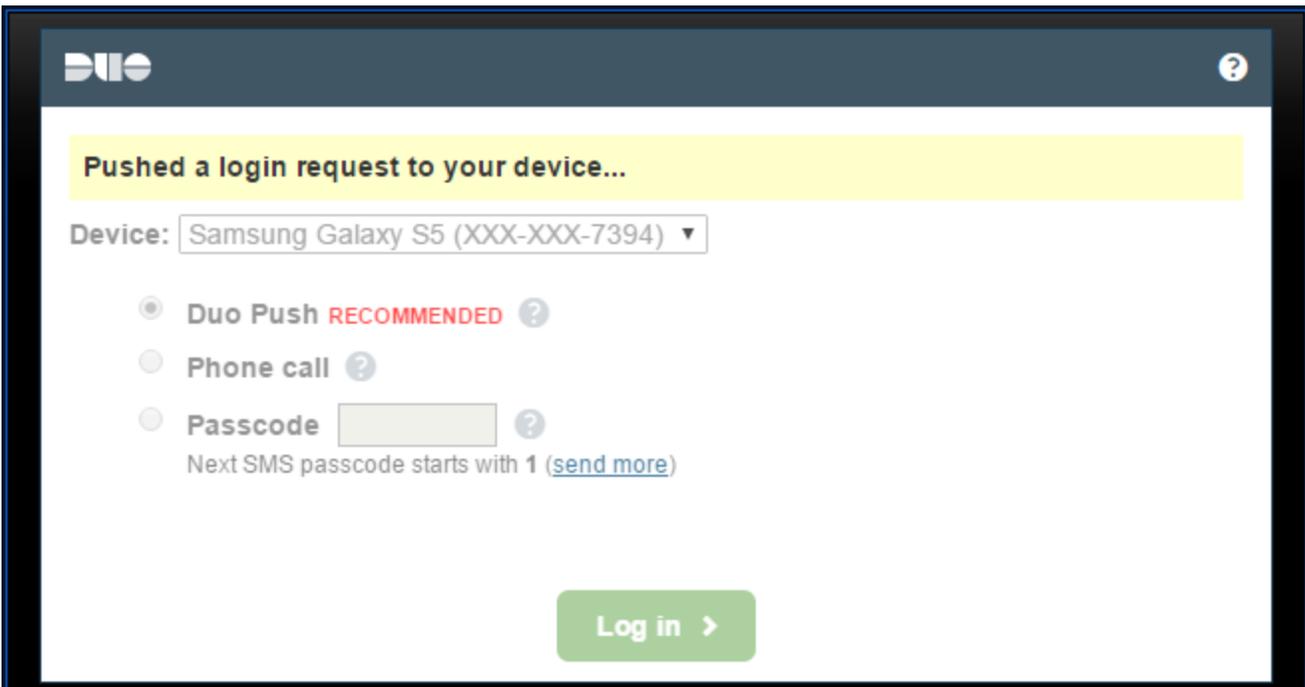
Remote Access using Google Chrome

- I. Confirm you are using the latest version of Google Chrome with all updates applied
- II. Open a new Chrome browser window
- III. Navigate to <https://access.lghealth.org> and log in with your LGH credentials:

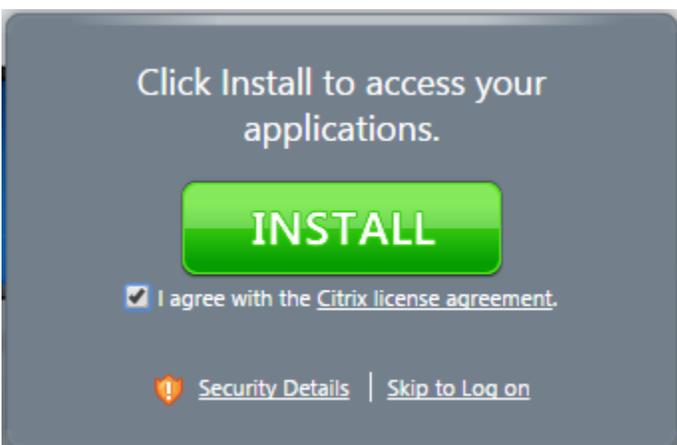


IV. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:

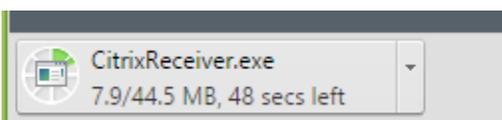




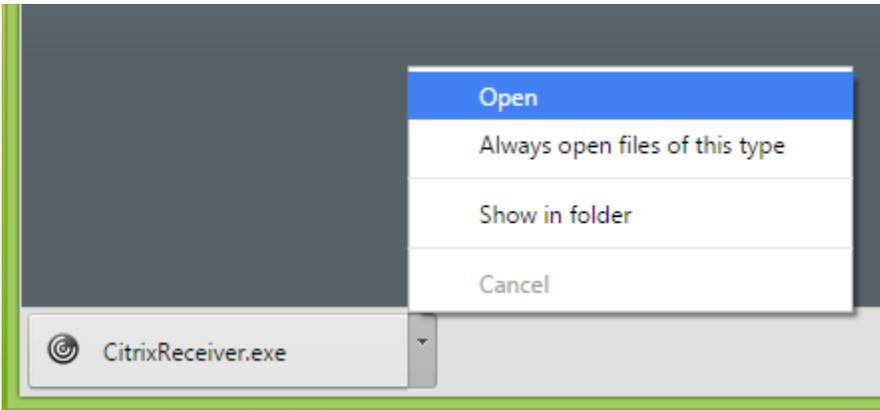
- V. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:
- *Note*** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine; please proceed to step XIII in the documentation below



- VI. After clicking **Install**, you will notice a “Citrix Receiver.exe” popup in the bottom left corner of your screen:



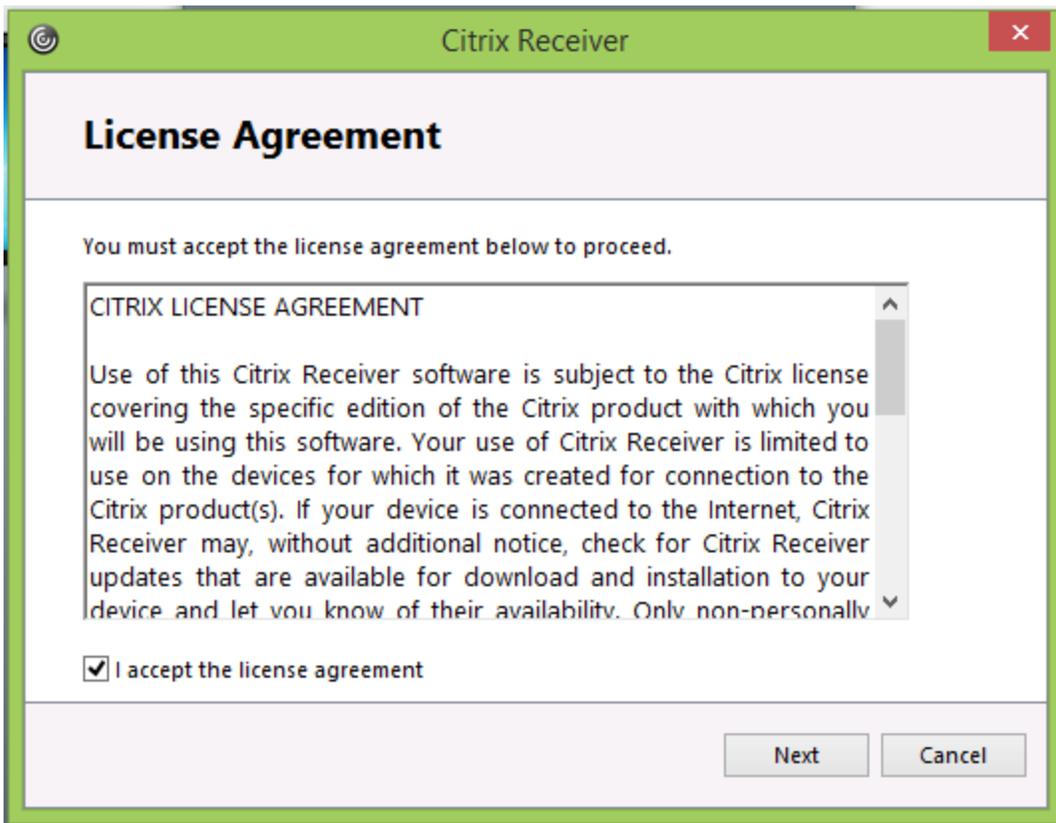
VII. Once the download is complete, click on the down arrow, then **Open**:



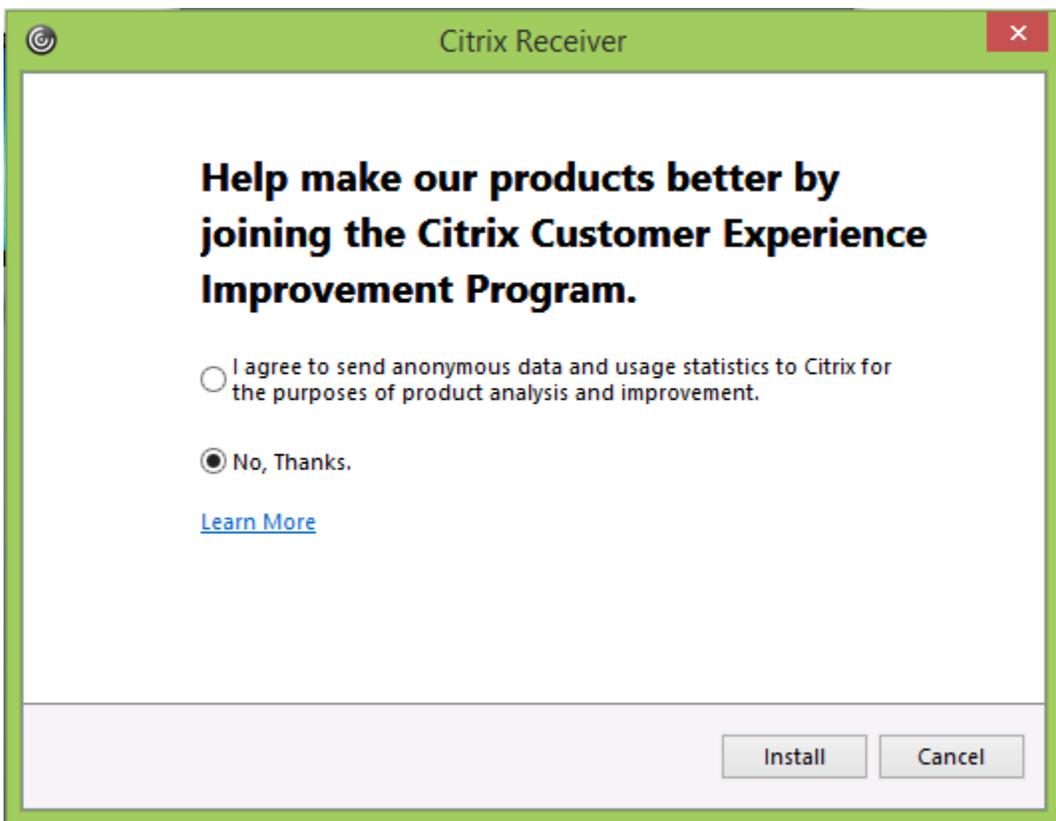
VIII. This will guide you through the installation process, click **Start**:

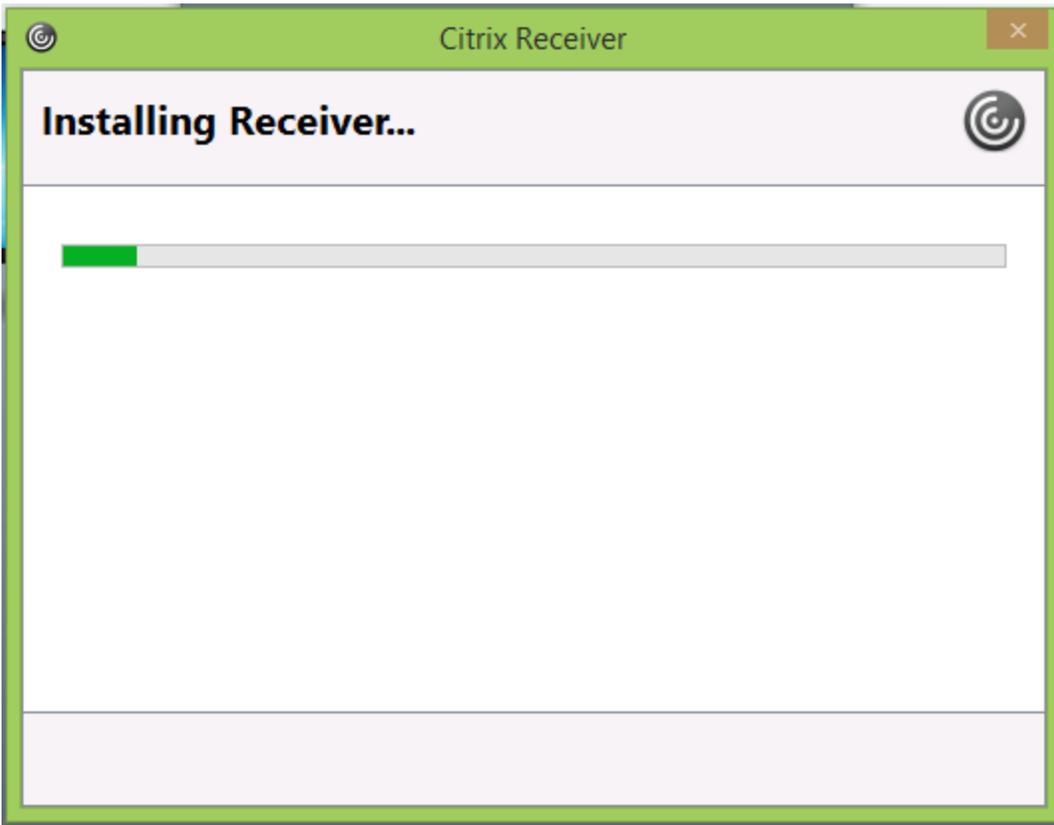


IX. Accept the license agreement and Click **Next**:

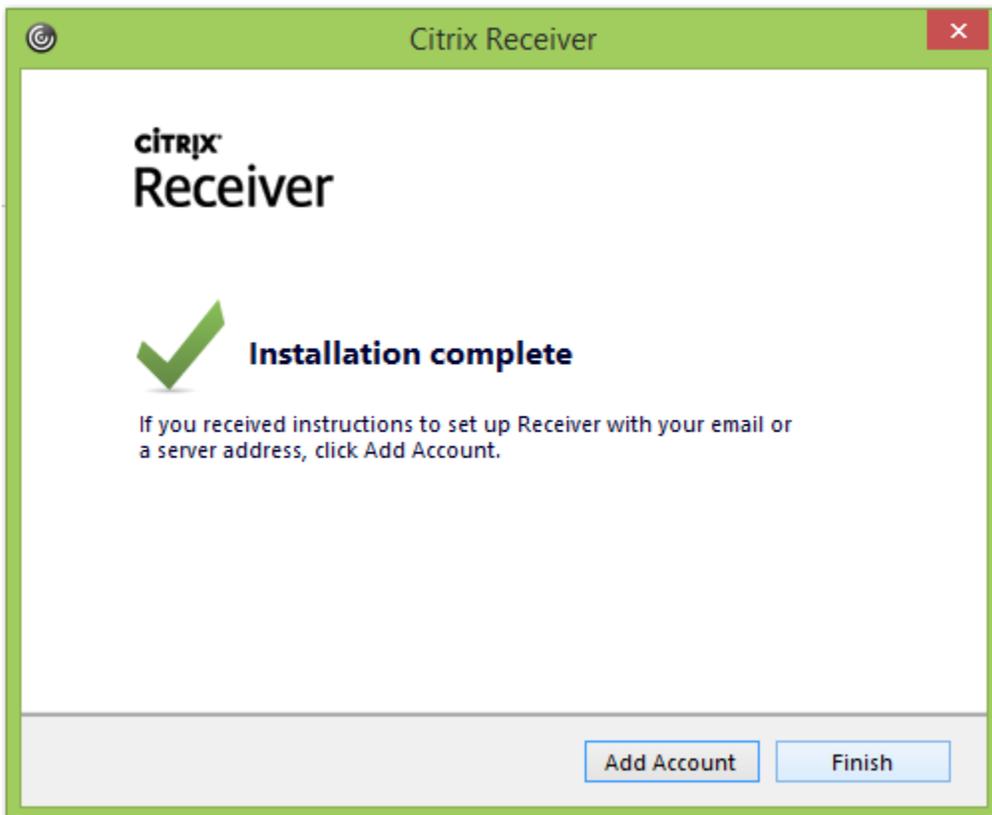


X. Click “No, Thanks”, then **Install**:

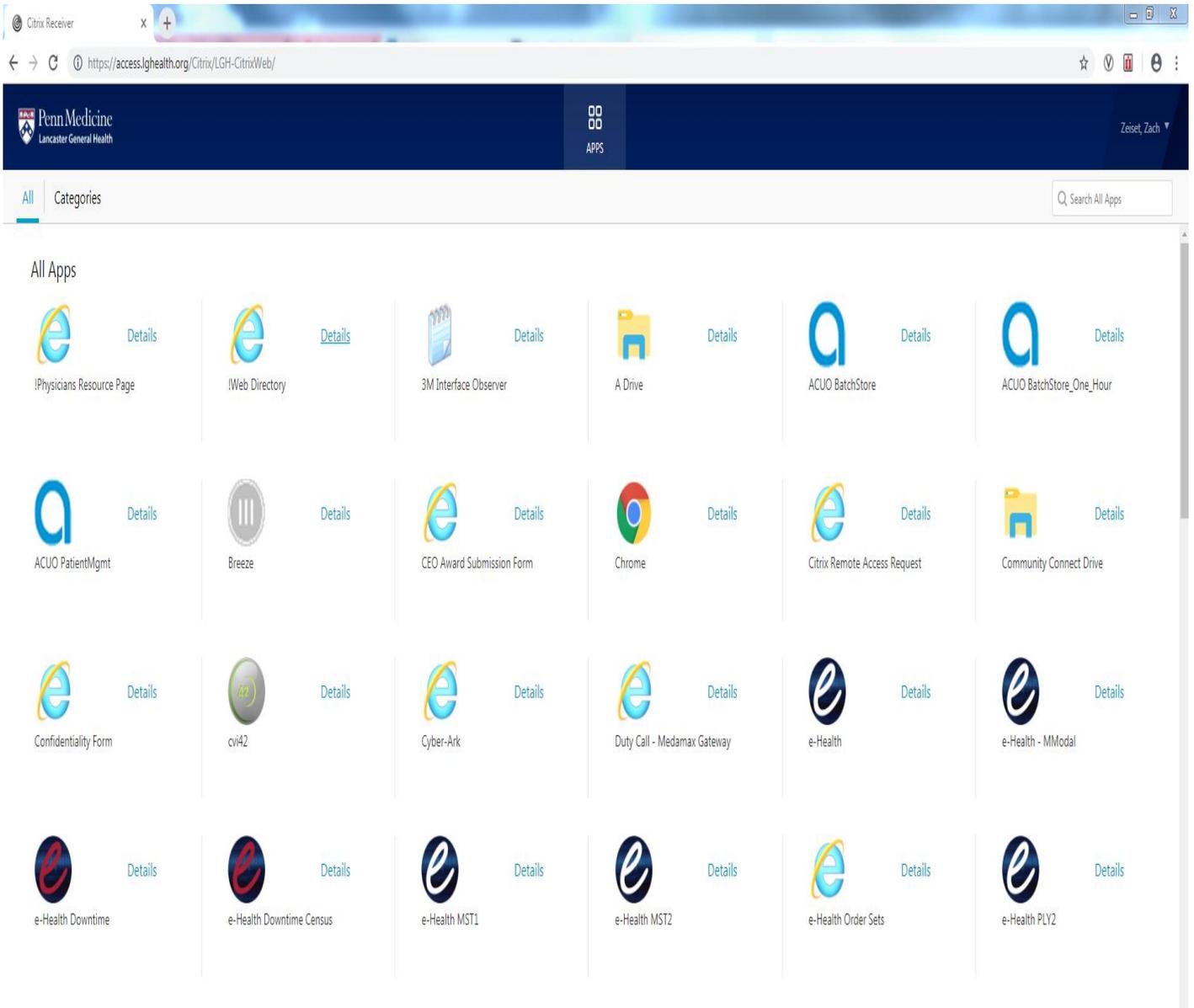
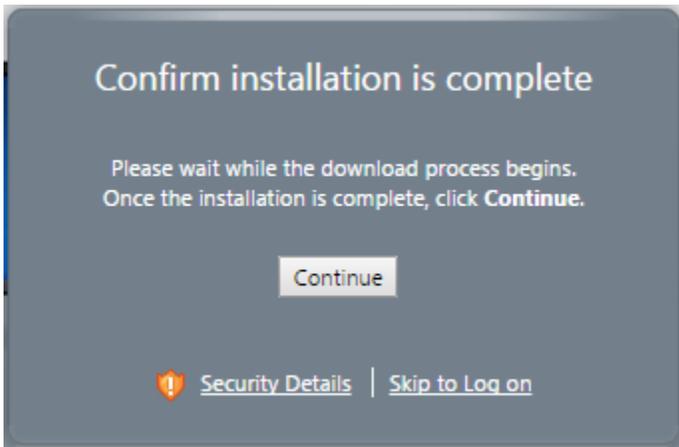




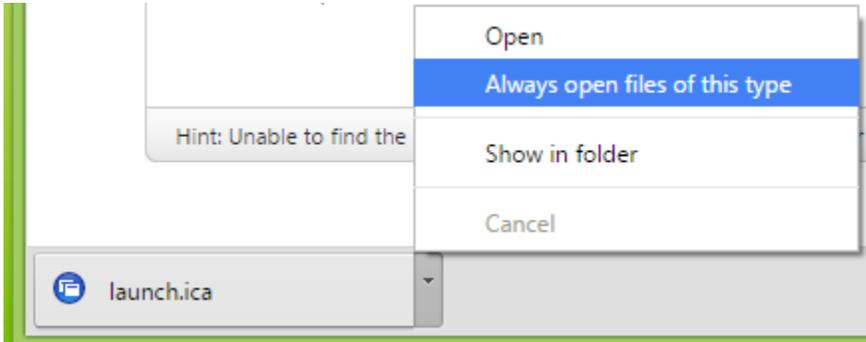
XI. Click **Finish**:



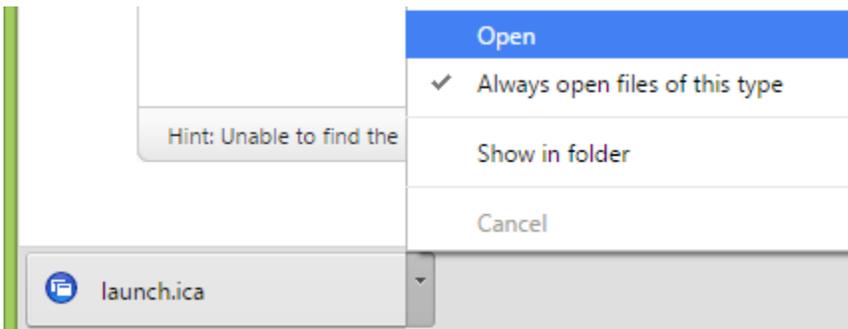
XII. If you aren't directed to your list of available applications, click **Continue** on the following screen:



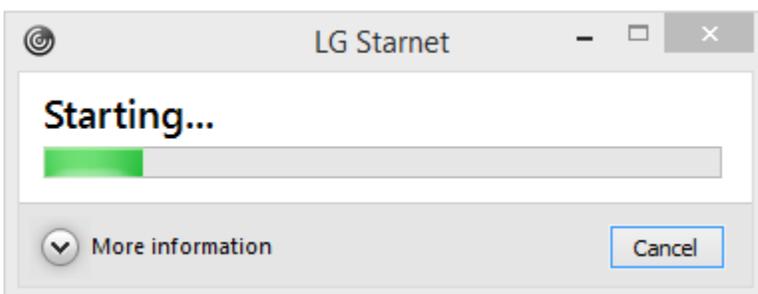
XIII. Upon clicking on an application, you will be presented with a “launch.ica” prompt in the bottom left corner of the screen. Click the down arrow to the right of this prompt and click “Always open files of this type:”



XIV. Click “Open:”



XV. The application should launch as expected:

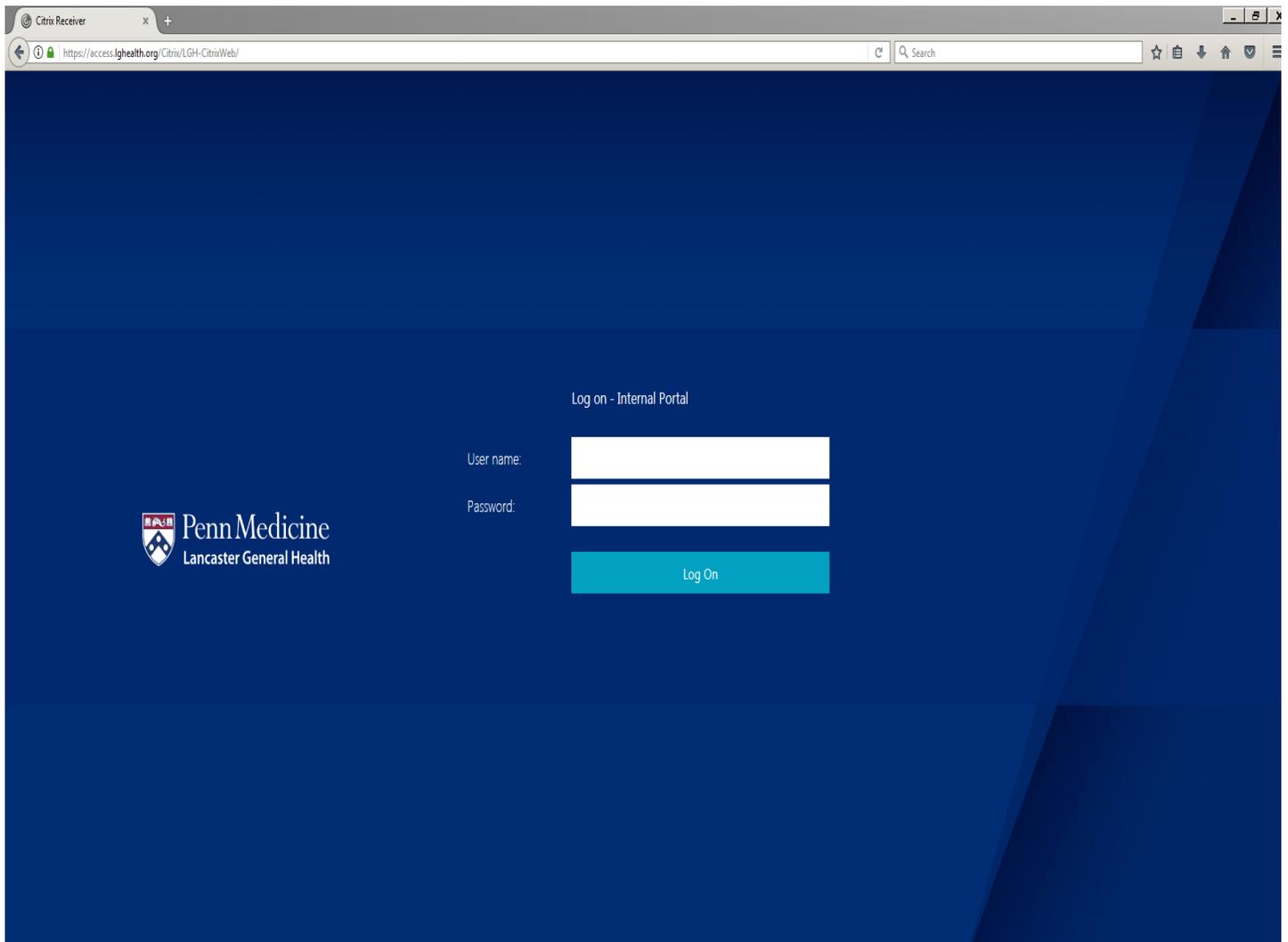


XVI. If presented with the following prompt, click “Permit Use:”

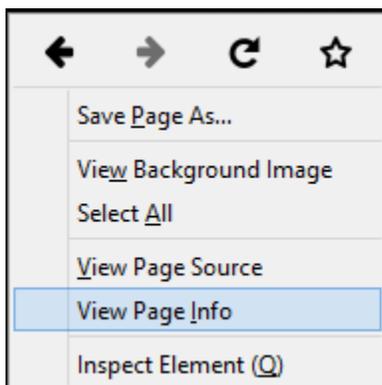


Remote Access using Mozilla Firefox

- I. Confirm you are using the latest version of Mozilla Firefox with all updates applied
- II. Open a new Firefox browser window
- III. Navigate to <https://access.lghealth.org>:



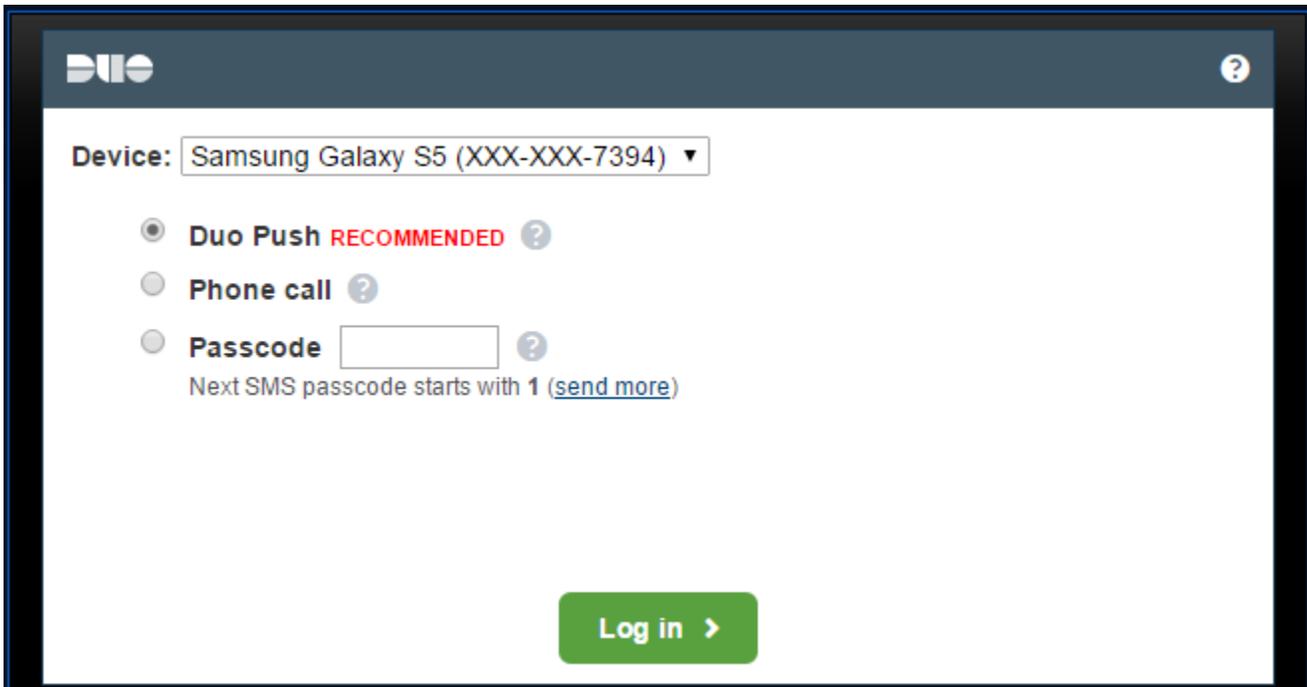
- IV. Before logging in, right-click anywhere in the blue area of the screen and click “View Page Info:”



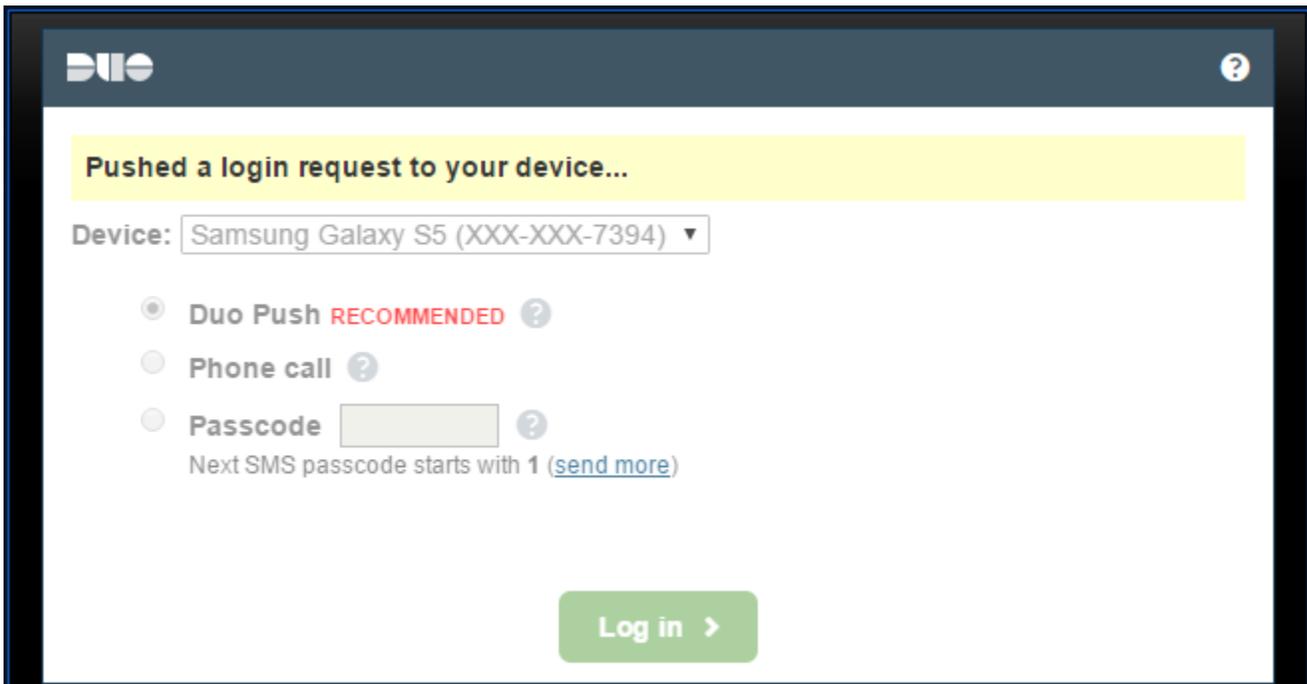
- V. Under the Permissions -> Install Add-ons section, uncheck “Use Default” and click the “Allow” radio button:

VI. Close the “Page Info” window and log in with your LGH credentials

VII. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:

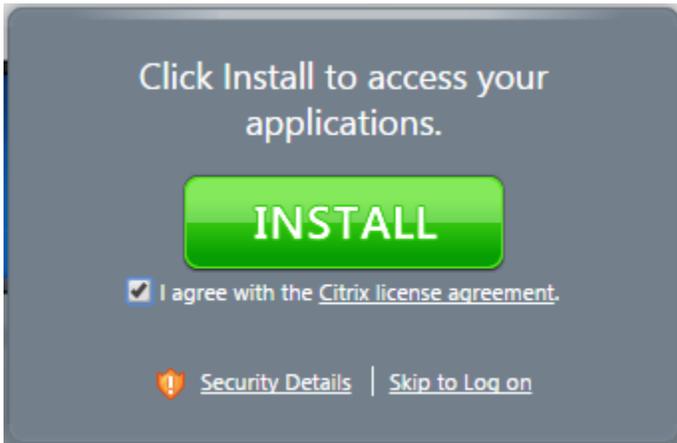


The screenshot shows the Duo authentication interface. At the top left is the Duo logo, and at the top right is a help icon. Below the logo, there is a dropdown menu for "Device:" with "Samsung Galaxy S5 (XXX-XXX-7394)" selected. Underneath, there are three radio button options: "Duo Push RECOMMENDED" (selected), "Phone call", and "Passcode" (with an empty input field). Below the "Passcode" option, it says "Next SMS passcode starts with 1 (send more)". At the bottom center, there is a green "Log in >" button.

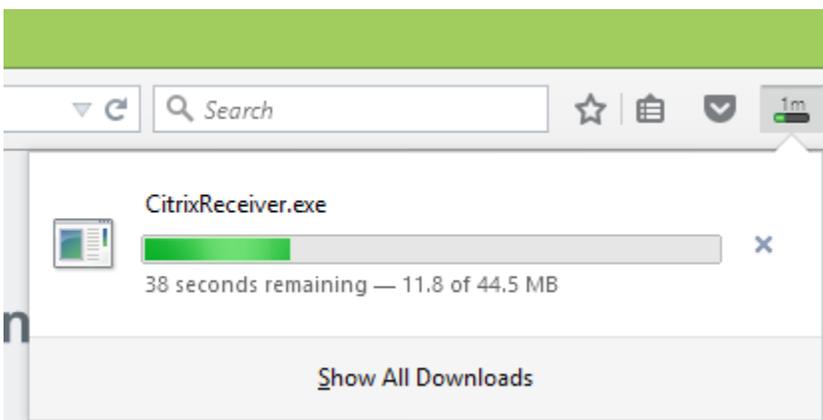
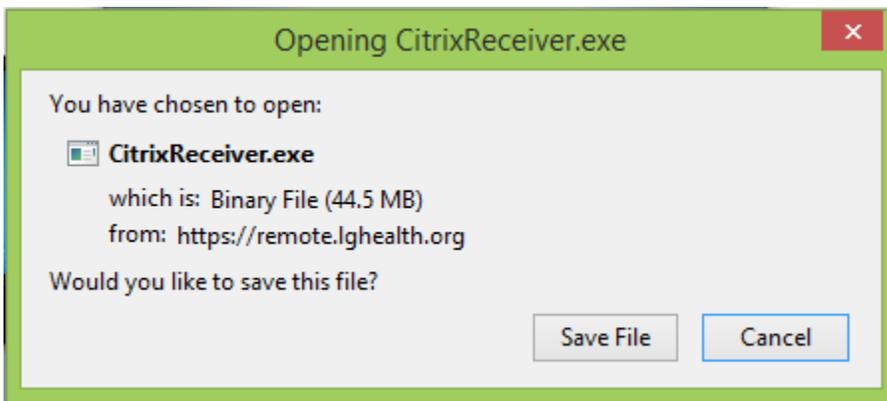


The screenshot shows the Duo authentication interface with a notification banner. At the top left is the Duo logo, and at the top right is a help icon. Below the logo, there is a yellow banner that says "Pushed a login request to your device...". Below the banner, there is a dropdown menu for "Device:" with "Samsung Galaxy S5 (XXX-XXX-7394)" selected. Underneath, there are three radio button options: "Duo Push RECOMMENDED" (selected), "Phone call", and "Passcode" (with an empty input field). Below the "Passcode" option, it says "Next SMS passcode starts with 1 (send more)". At the bottom center, there is a green "Log in >" button.

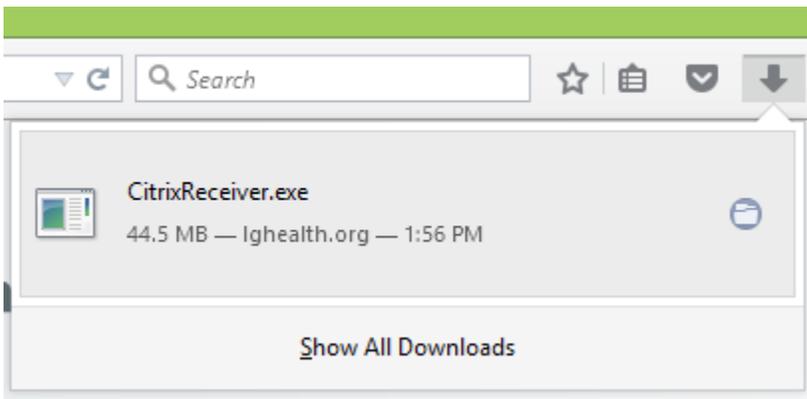
- VIII. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:
- a. ***Note*** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation



- IX. After clicking **Install**, you will notice a “Citrix Receiver.exe” popup; click “Save File:”



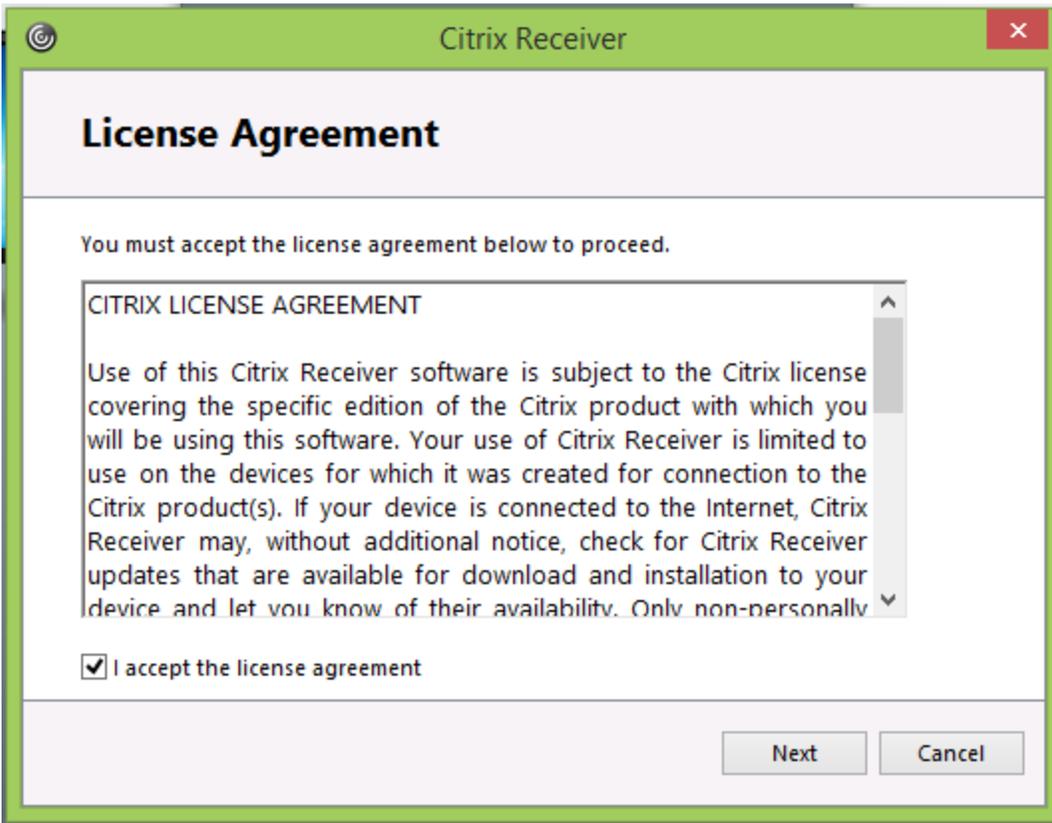
- X. Once the download is complete, right-click on the executable in this window, then **Open**:



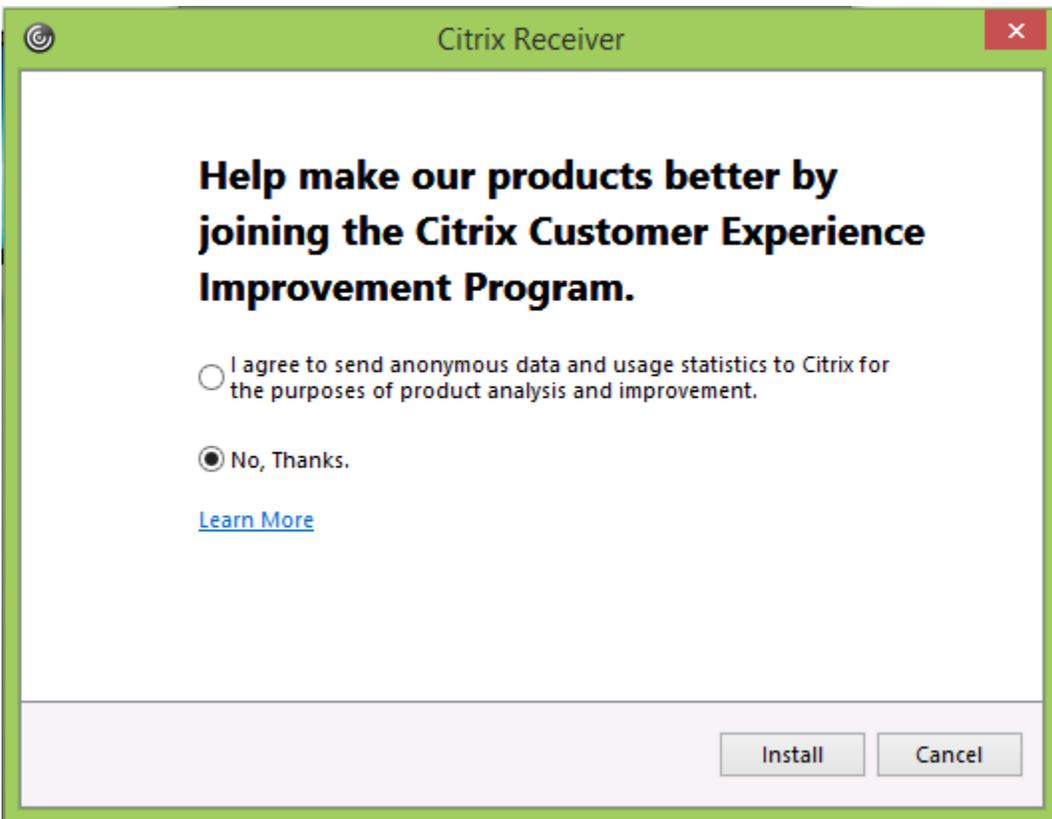
- XI. This will guide you through the installation process, click **Start**:

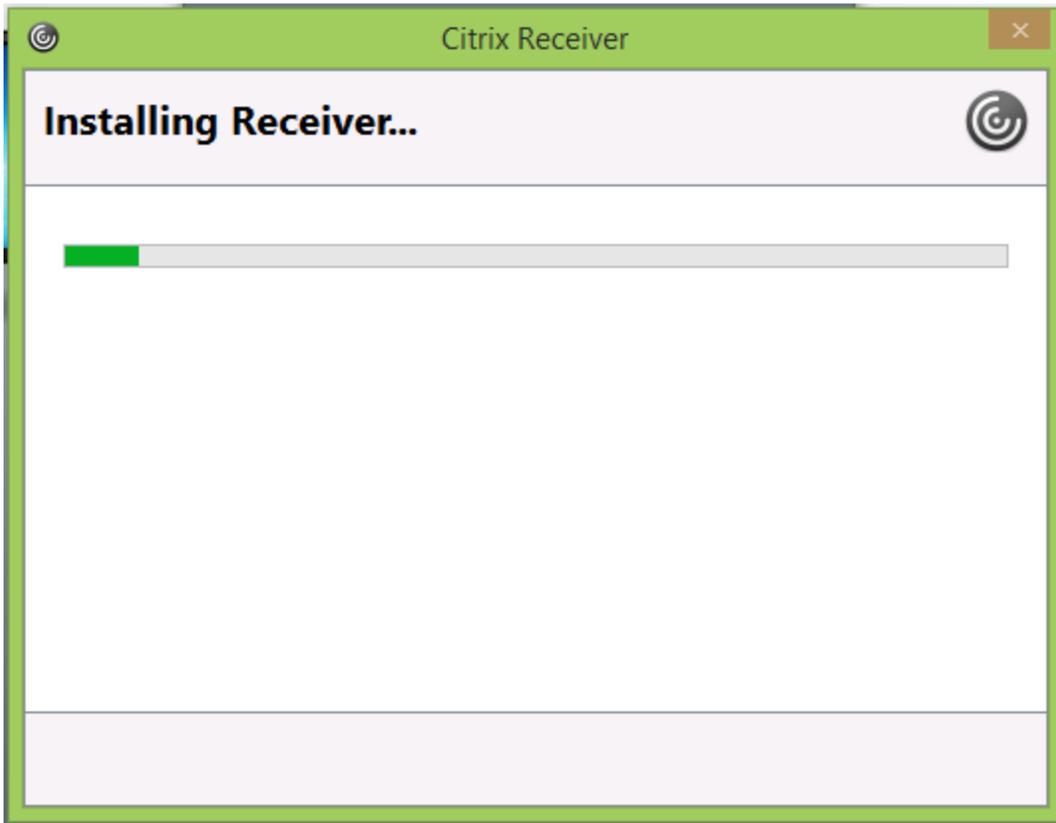


- XII. Accept the license agreement and Click **Next**:

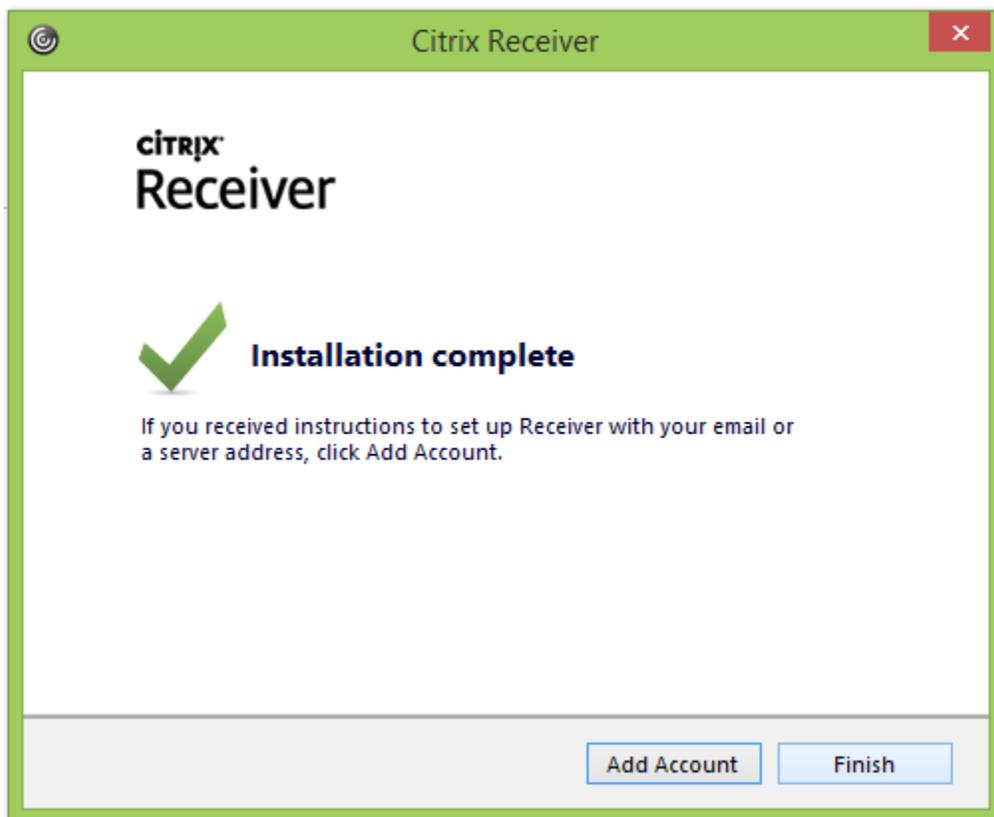


XIII. Click “No, Thanks”, then **Install**:

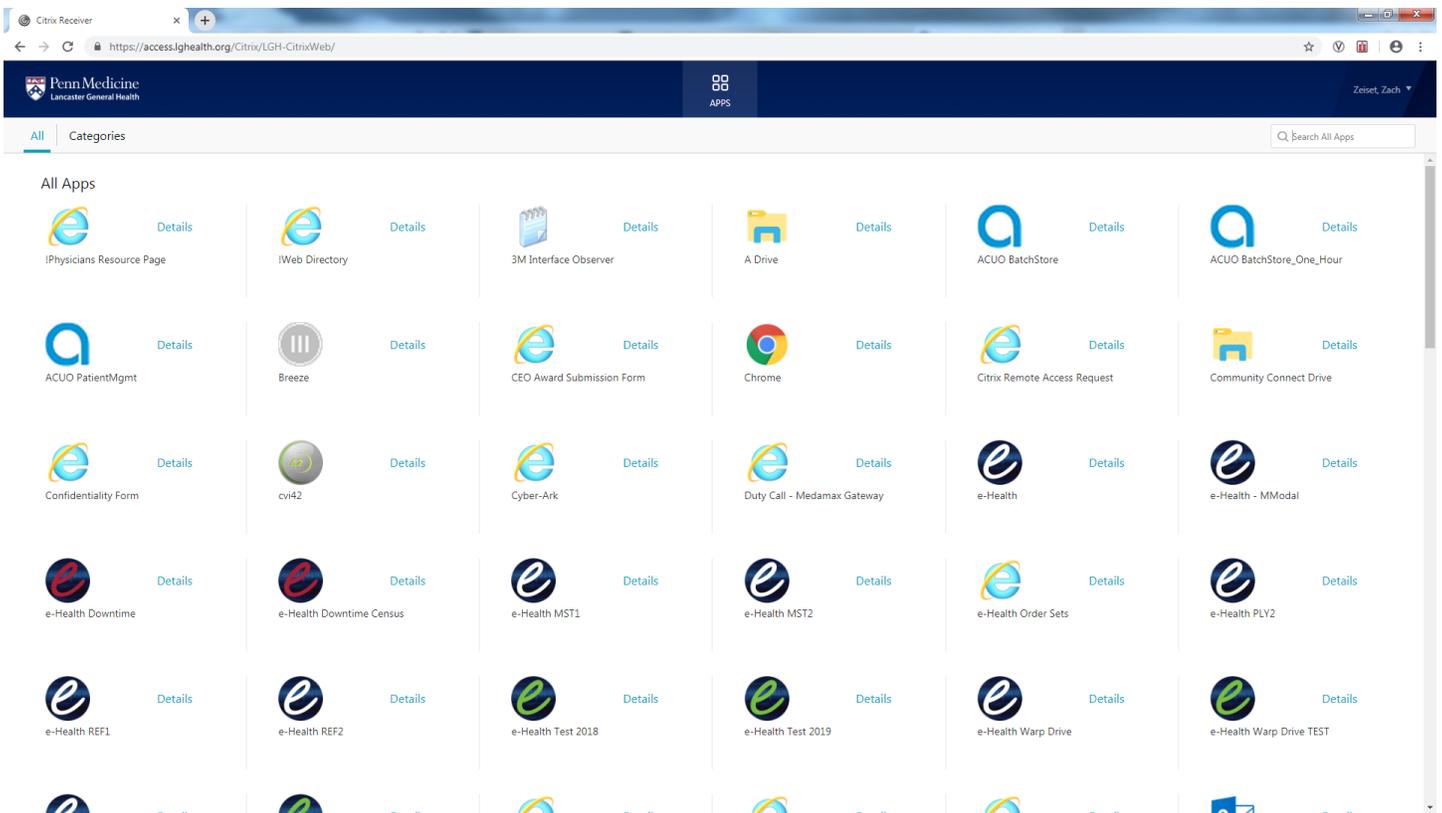
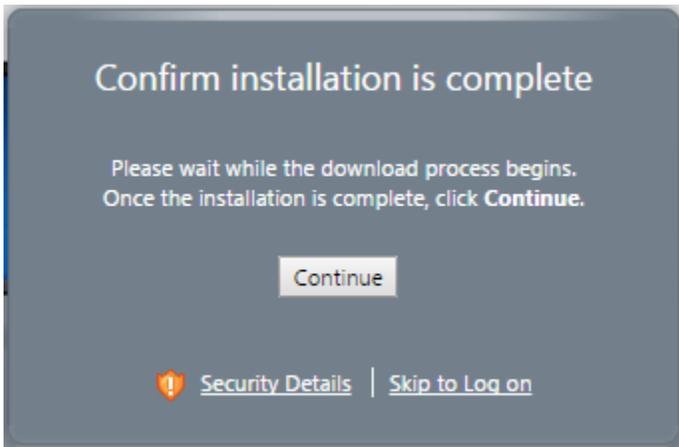




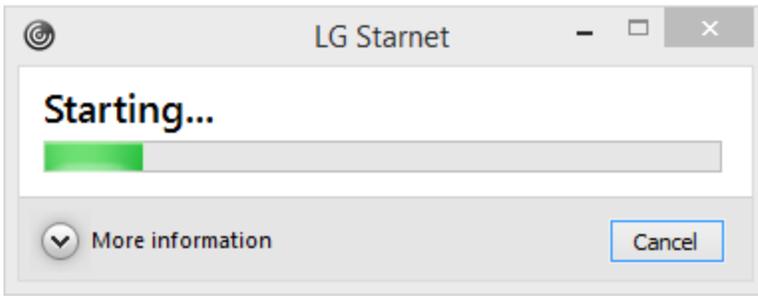
XIV. Click **Finish**:



XV. If you aren't directed to your list of available applications, click **Continue** on the following screen:



XVI. Launch the application of your choosing:

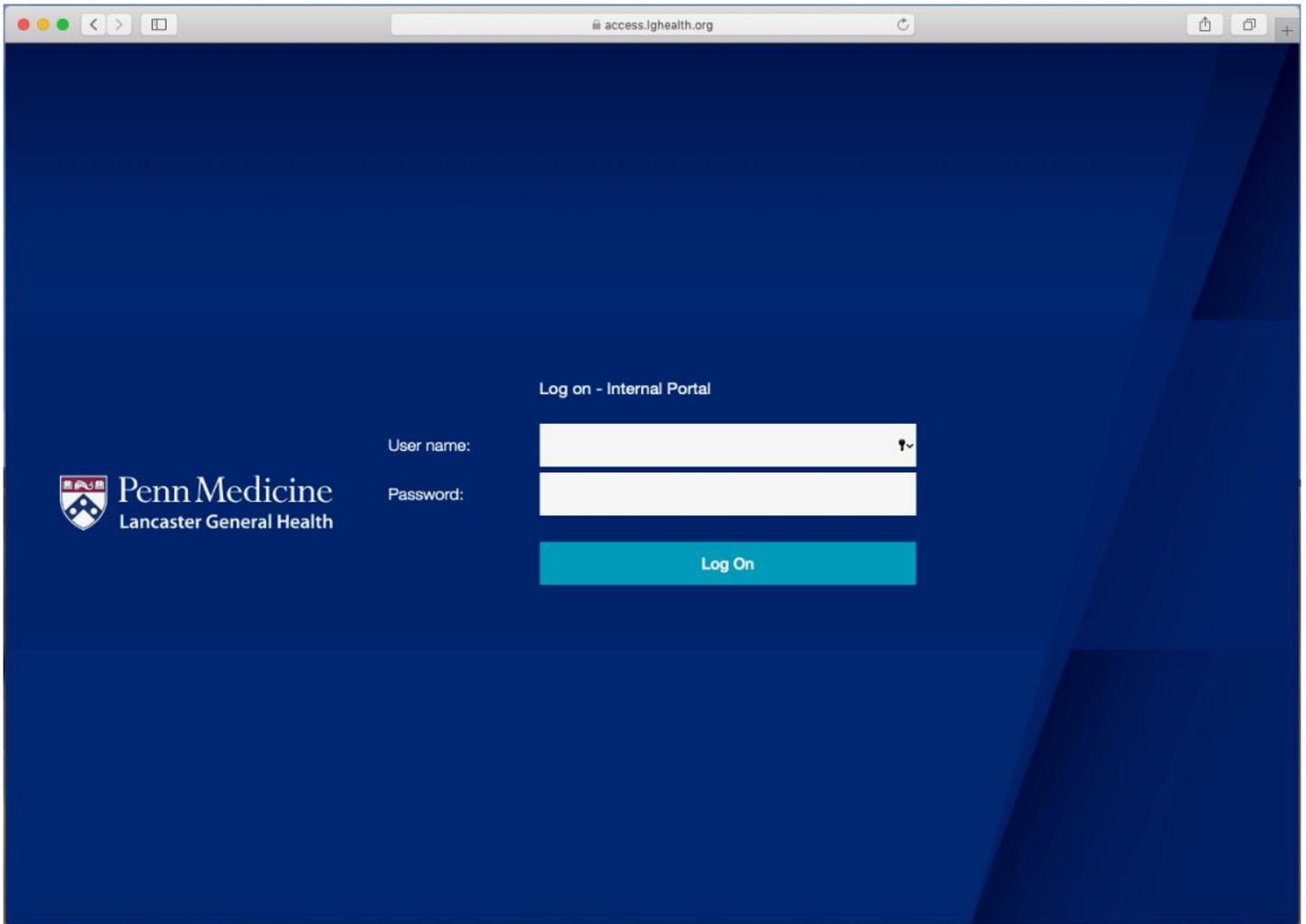


XVII. If presented with the following prompt, click “Permit Use:”

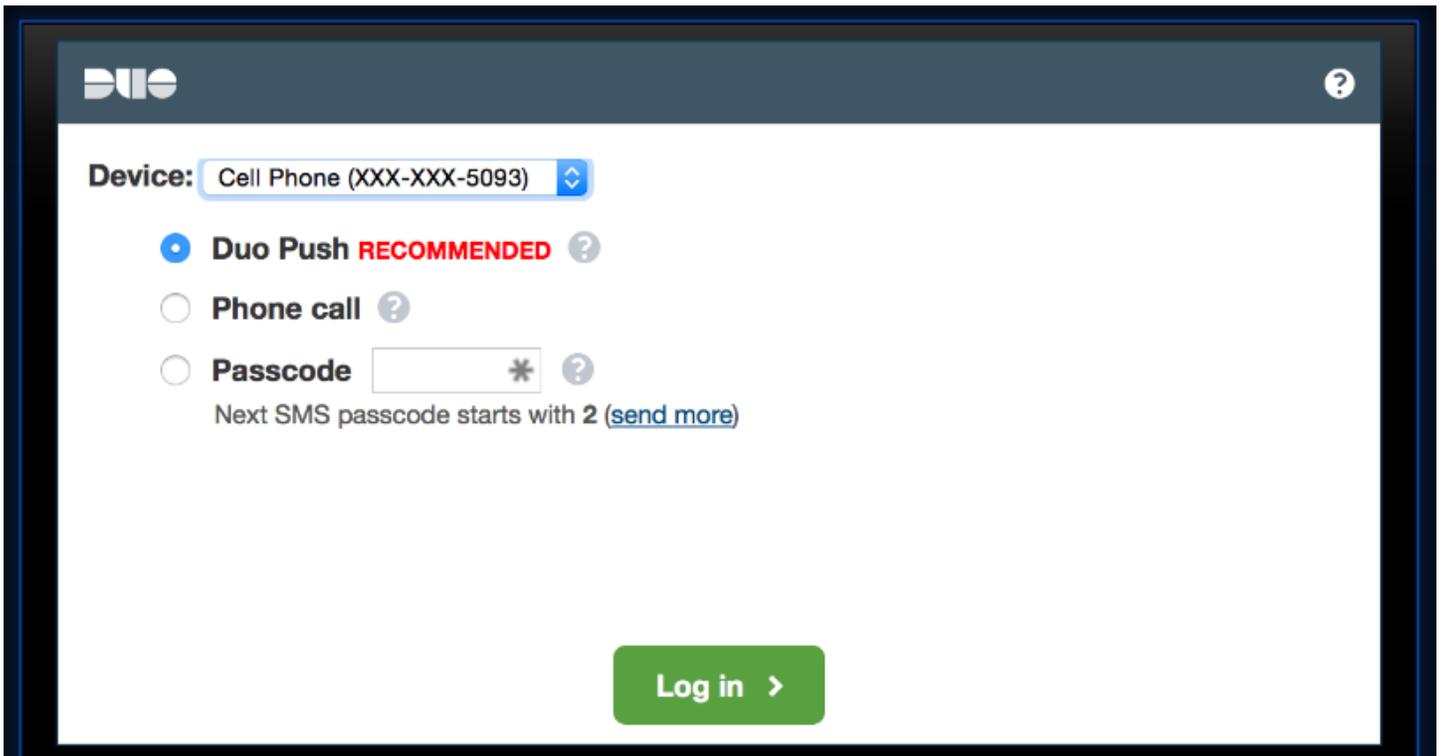


Remote Access using Safari

- I. Open a new Safari browser window
- II. Navigate to <https://access.lghealth.org> and log in:

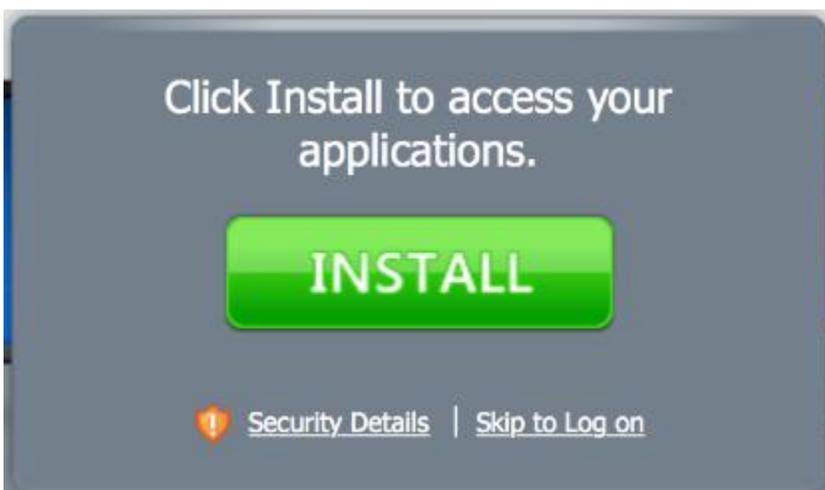


- III. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:

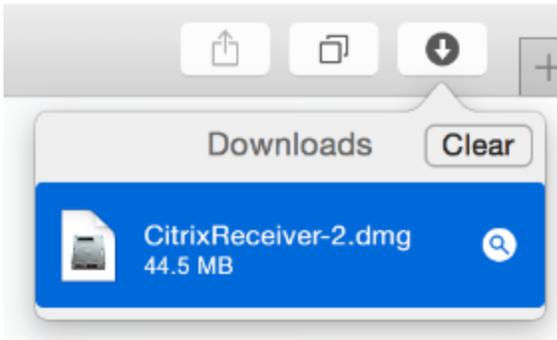


- IV. You will then be given the option to trust this website to use the Citrix plug-in; click “Trust:”

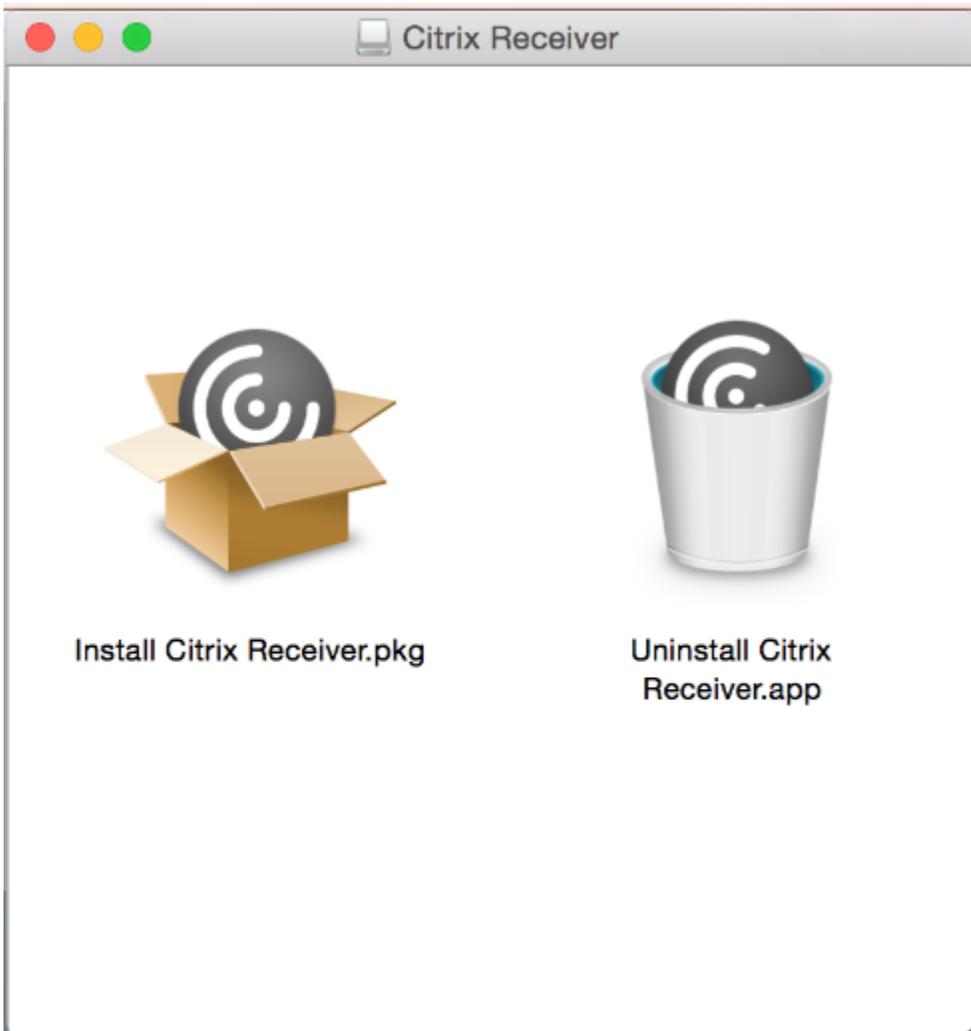
- V. After trusting the site, you will be redirected to an install page; click **Install**:
 - a. ***Note*** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation



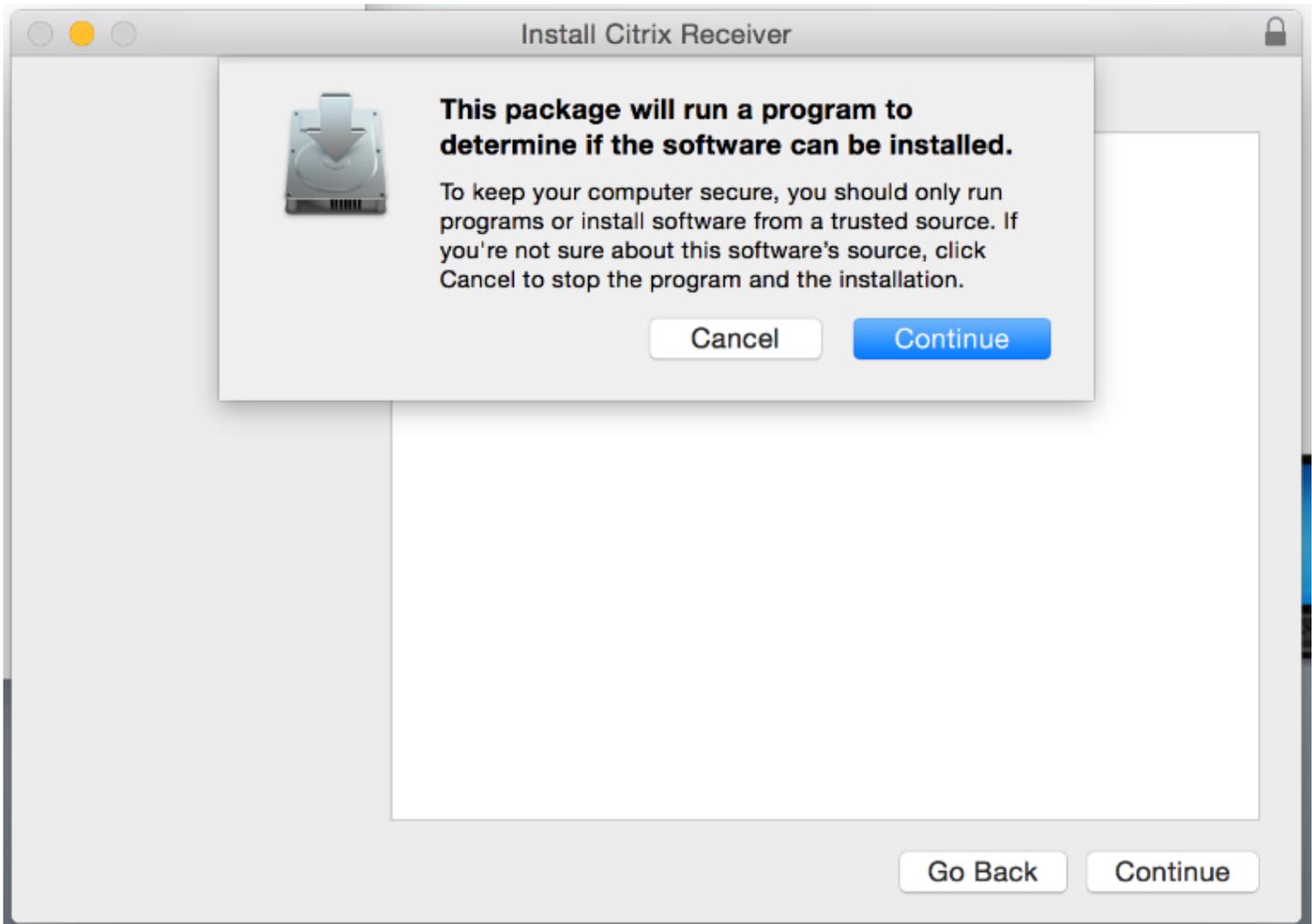
- VI. The receiver client will download:



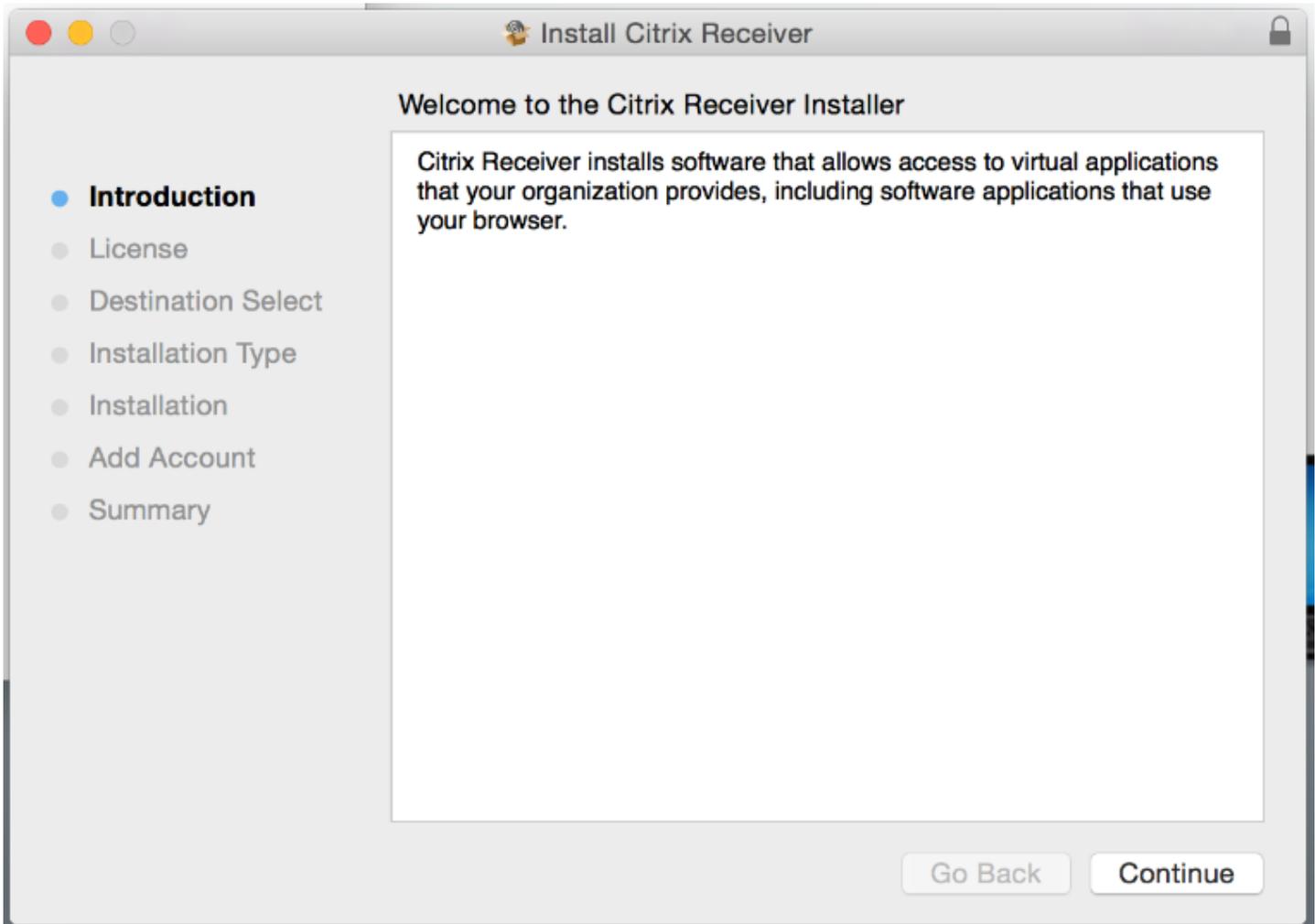
VII. Click **Install Citrix Receiver.pkg**:



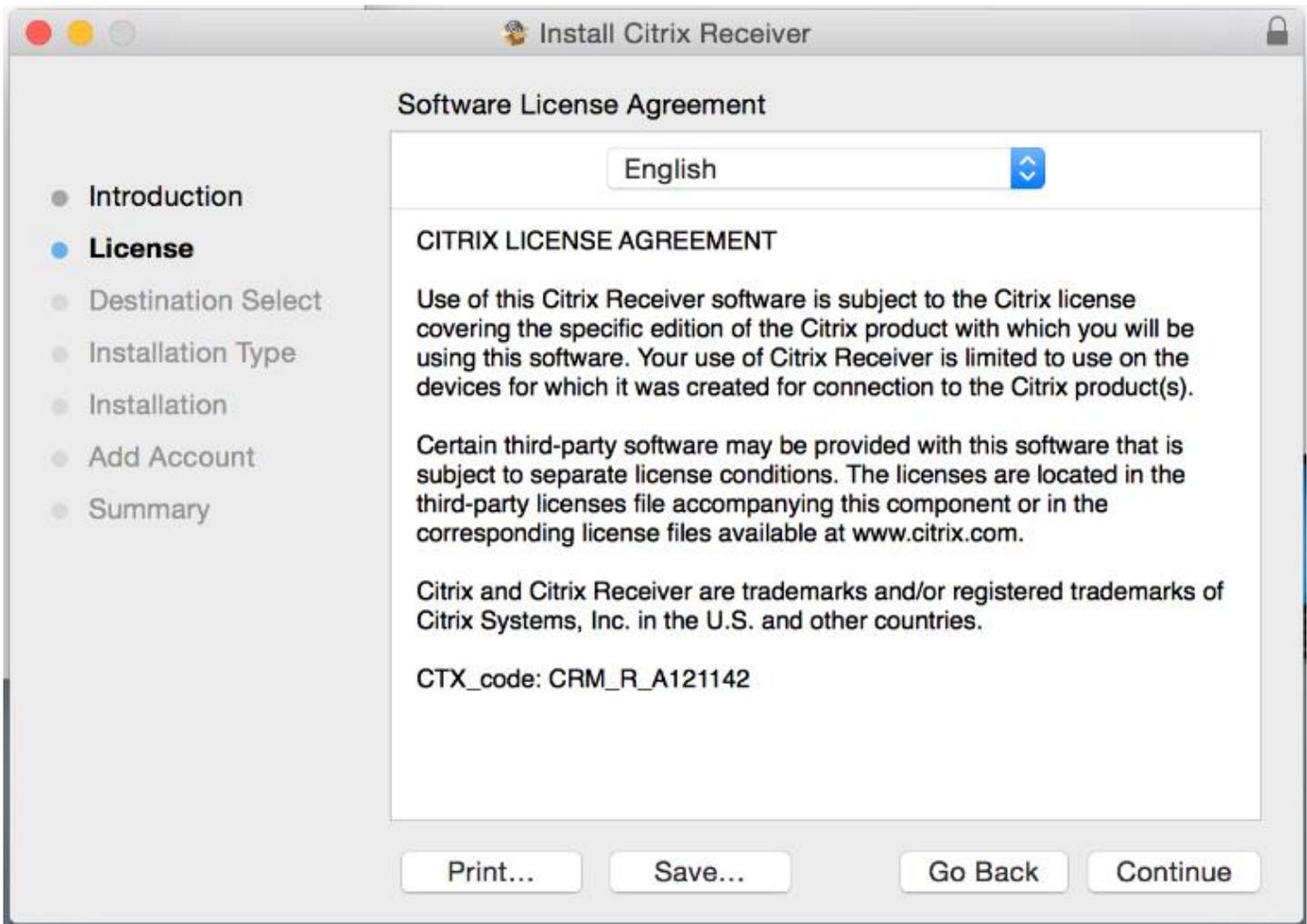
VIII. Click **Continue**:



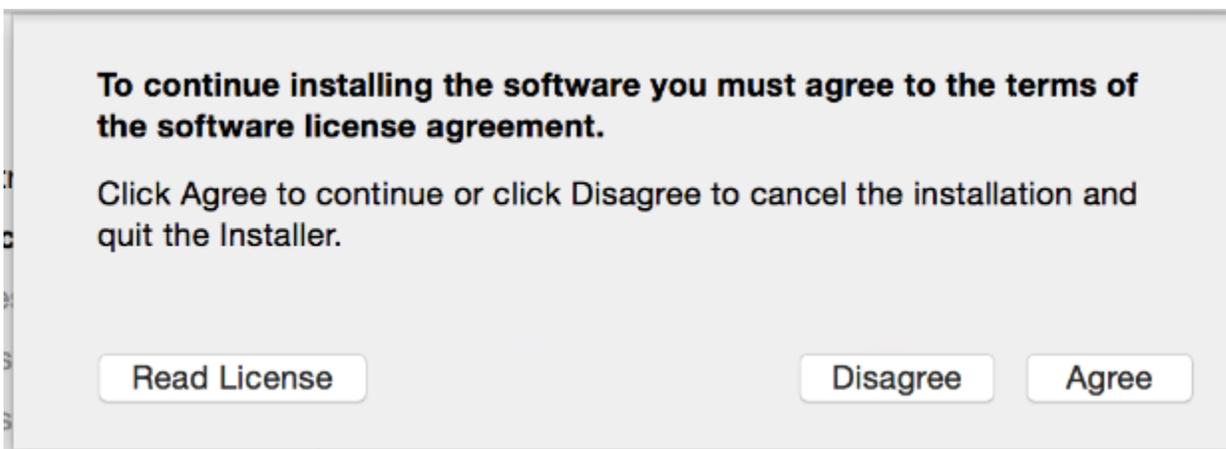
IX. Click **Continue**:



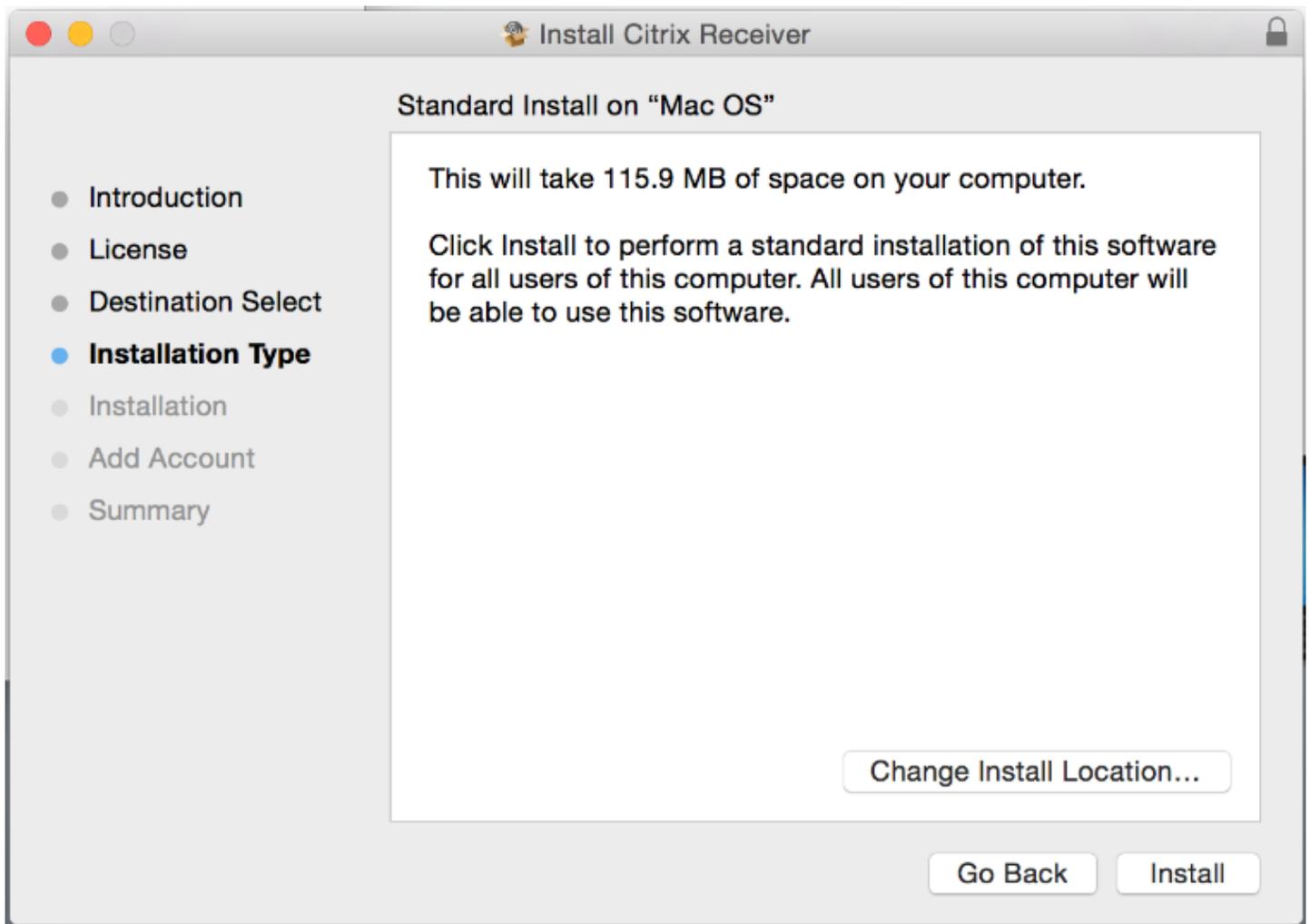
X. Click **Continue**:



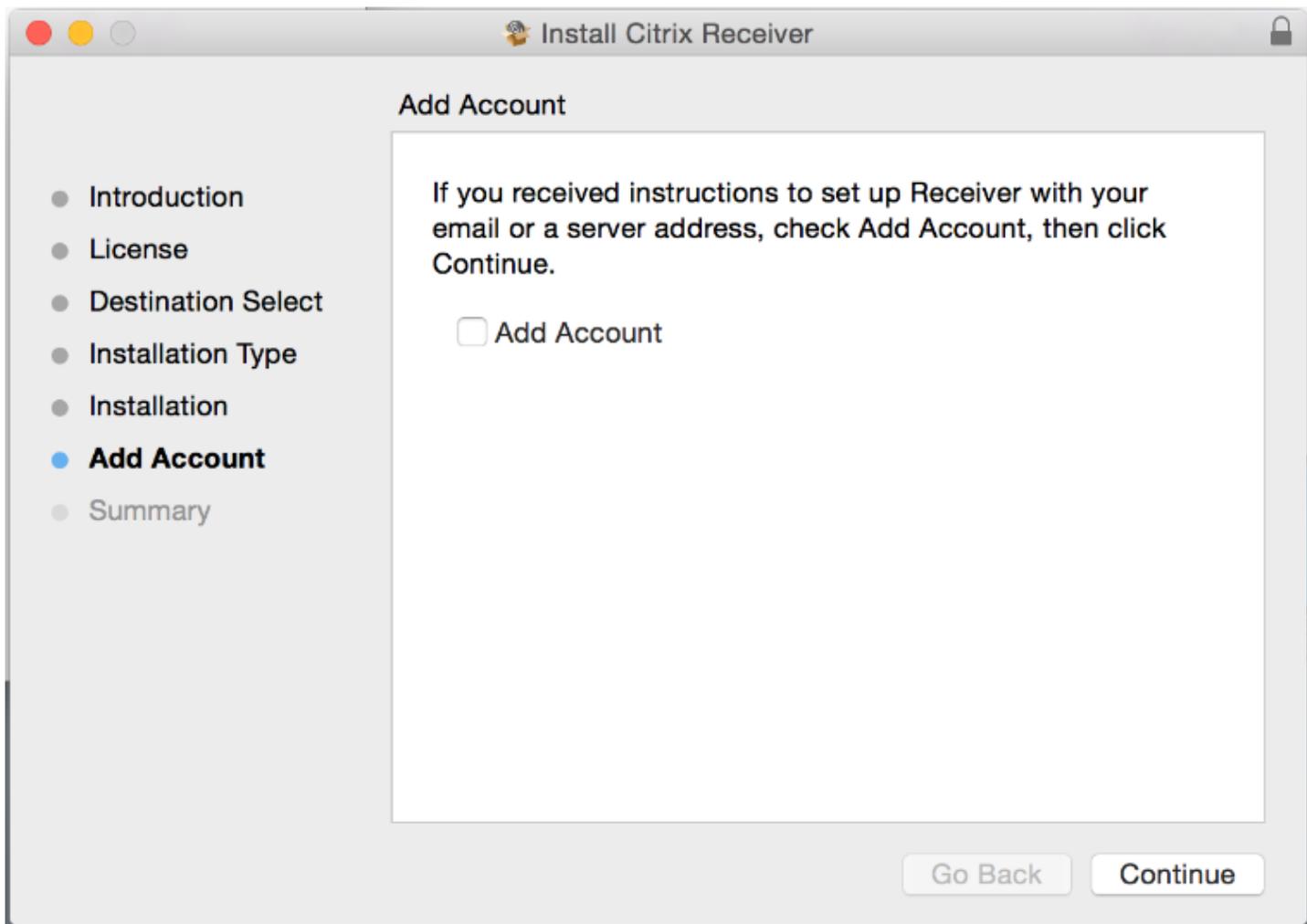
XI. Click **Agree**:



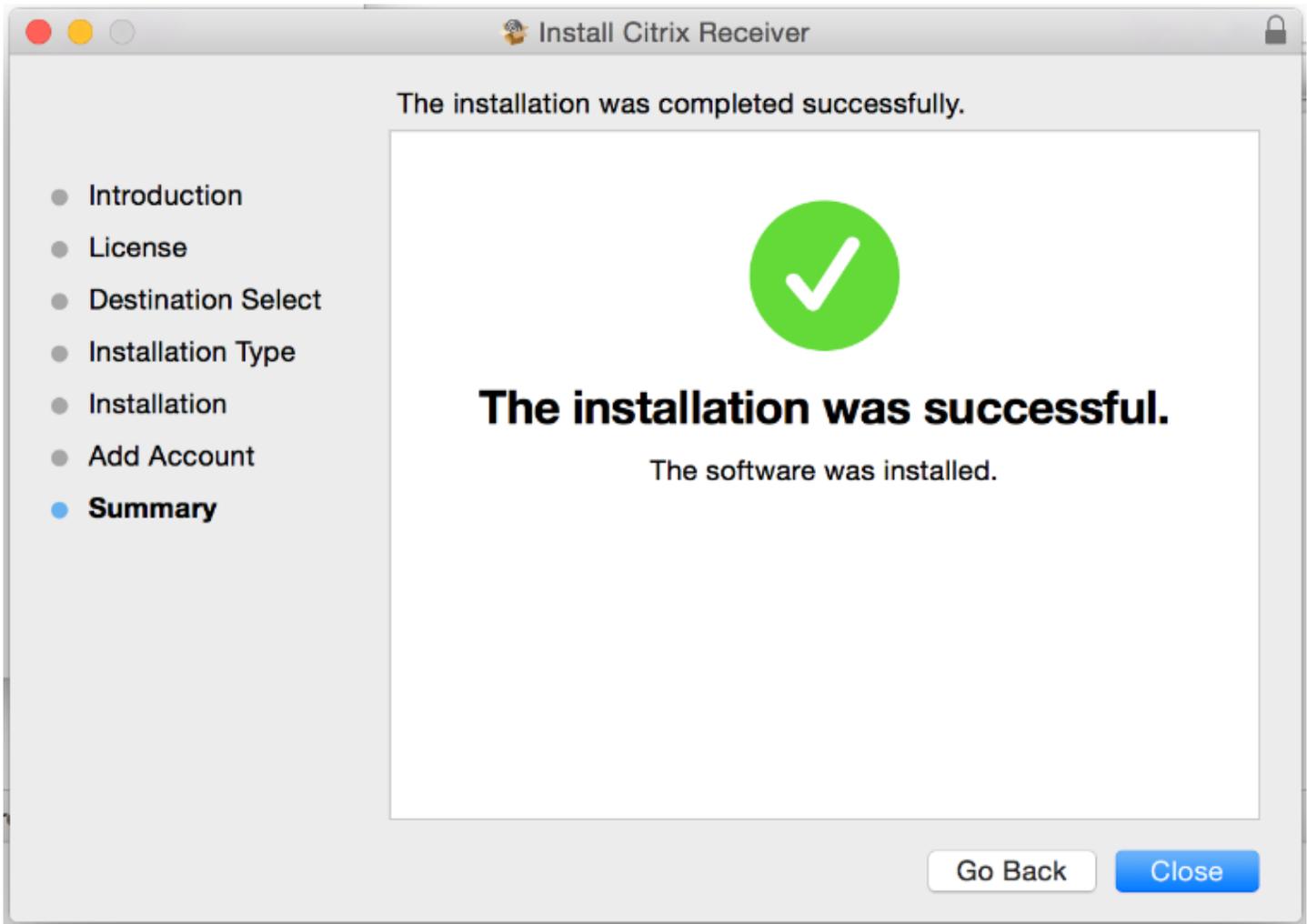
XII. Click **Install**:



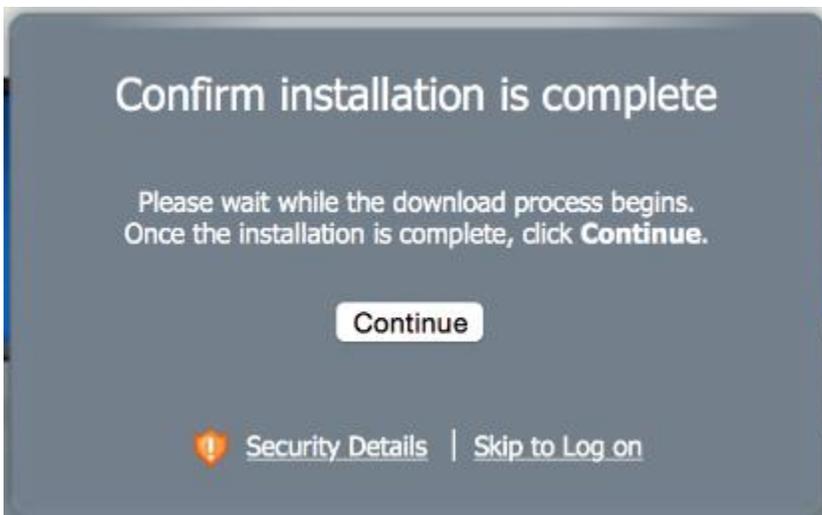
XIII. Click **Continue**:



XIV. Click **Close**:



XV. Click **Continue**:



XVI. Launch an application of your choosing:



Time and Attendance