



Penn Medicine
Lancaster General Health

Remote Access Guide

<https://access.lghealth.org>

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Zach Zeiset and Jim Roth

Revision 2.0

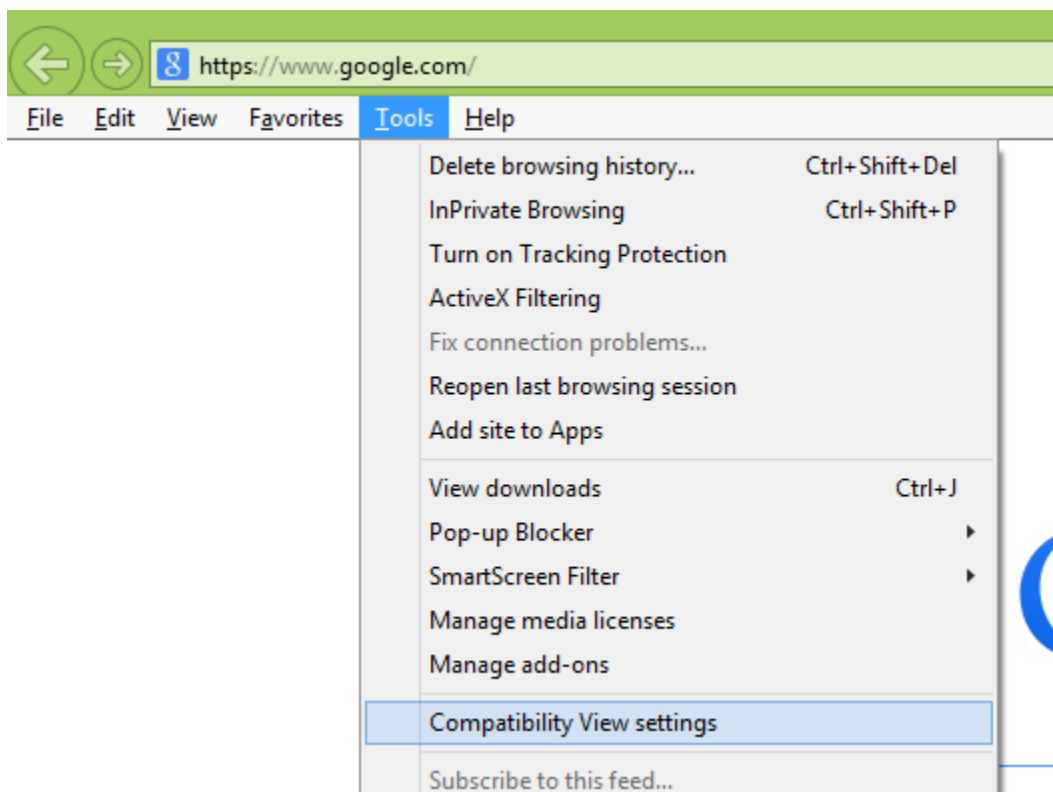
5/8/2019

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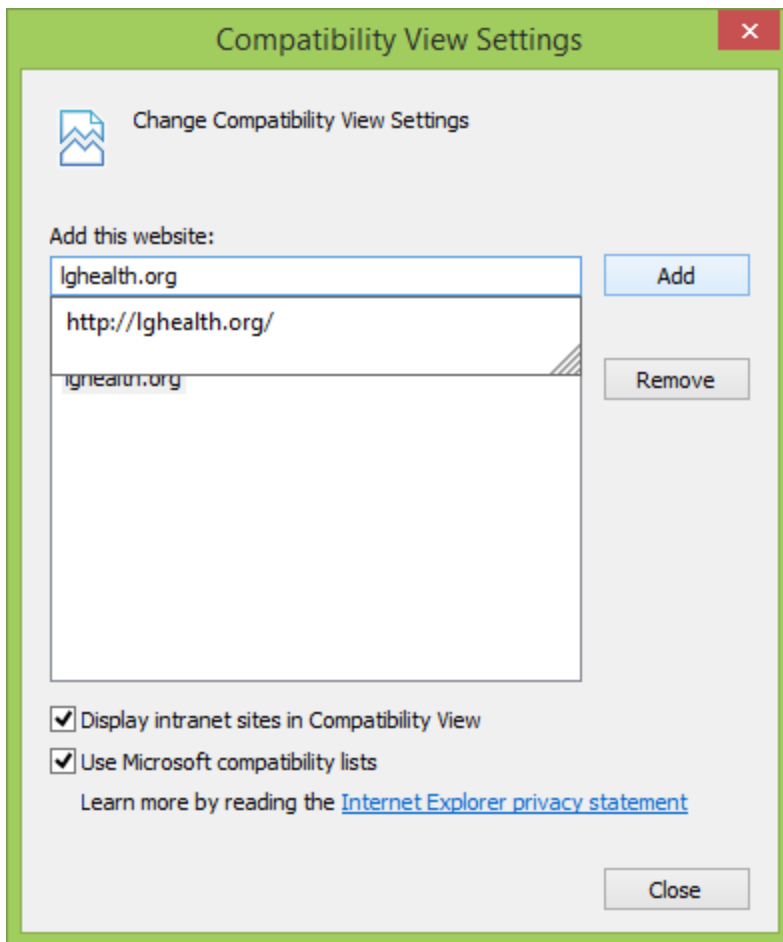
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Remote Access using Internet Explorer

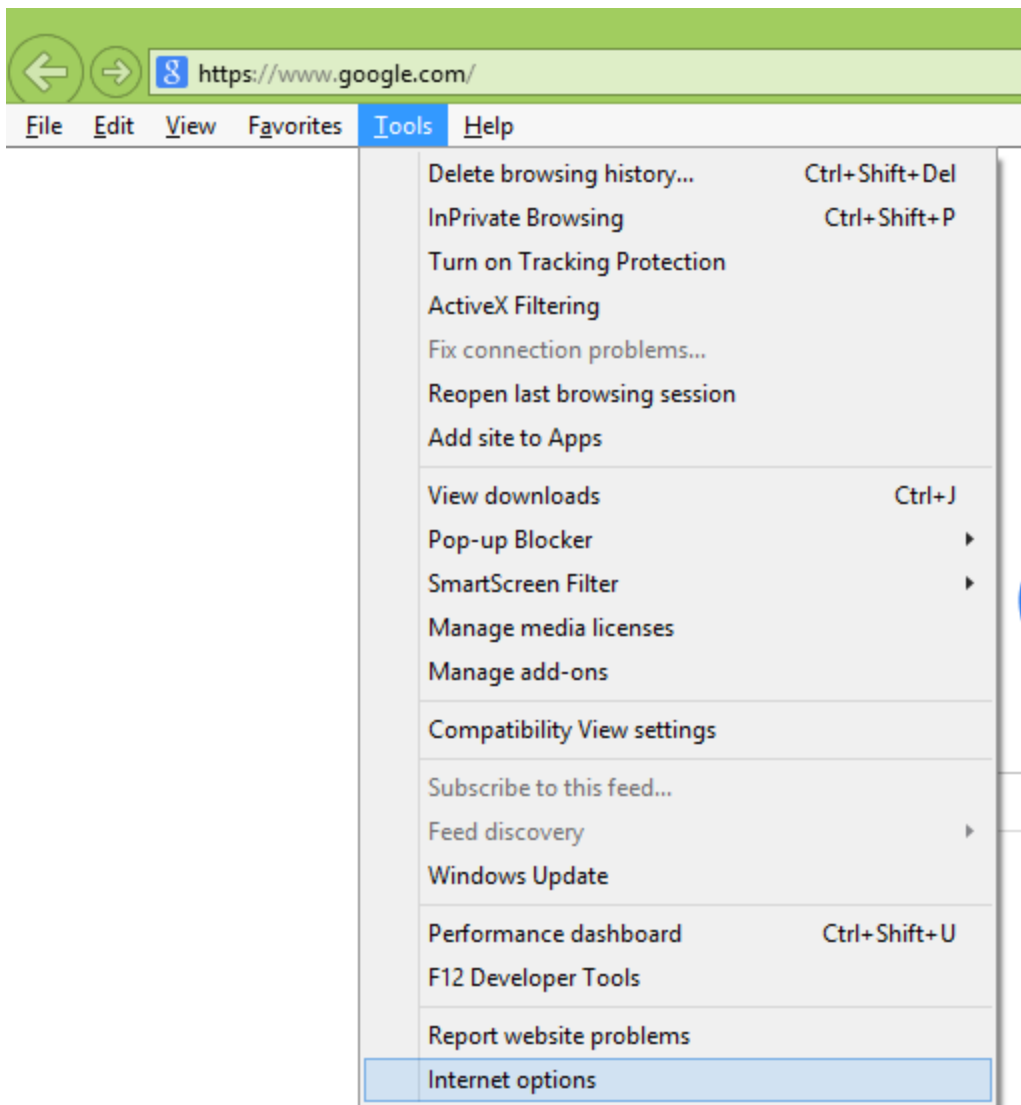
- I. Confirm you are using the latest version of Internet Explorer with all updates applied
- II. Open a new Internet Explorer browser window
- III. From the tools menu, click on **Compatibility View Settings**
 - a. **Note* - alt + T can be used as a keyboard shortcut*



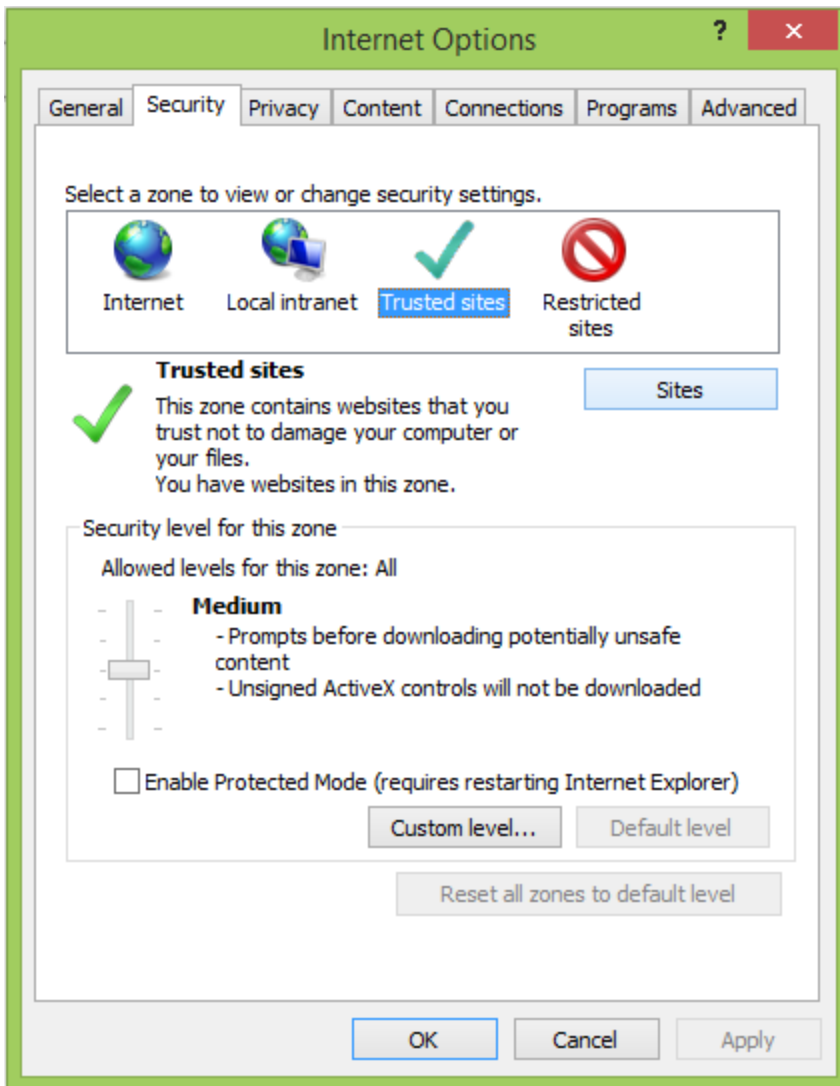
- IV. Add **lghealth.org** to the Compatibility View Settings list and click **Close** in the bottom right corner:



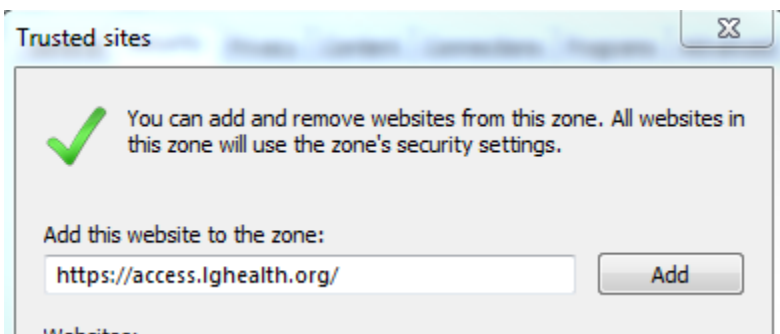
V. From the same **Tools** menu that you utilized earlier, click on **Internet Options**:



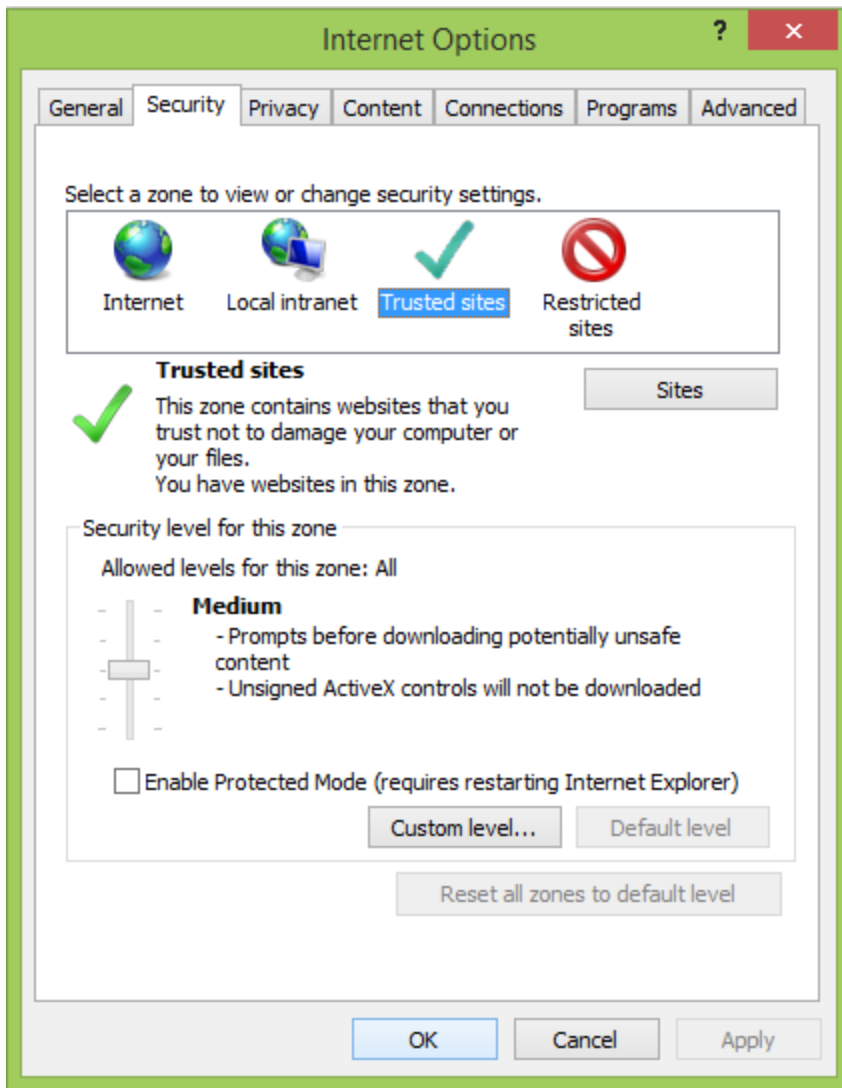
VI. Click on **Trusted Sites**, then **Sites** under the **Security** tab:



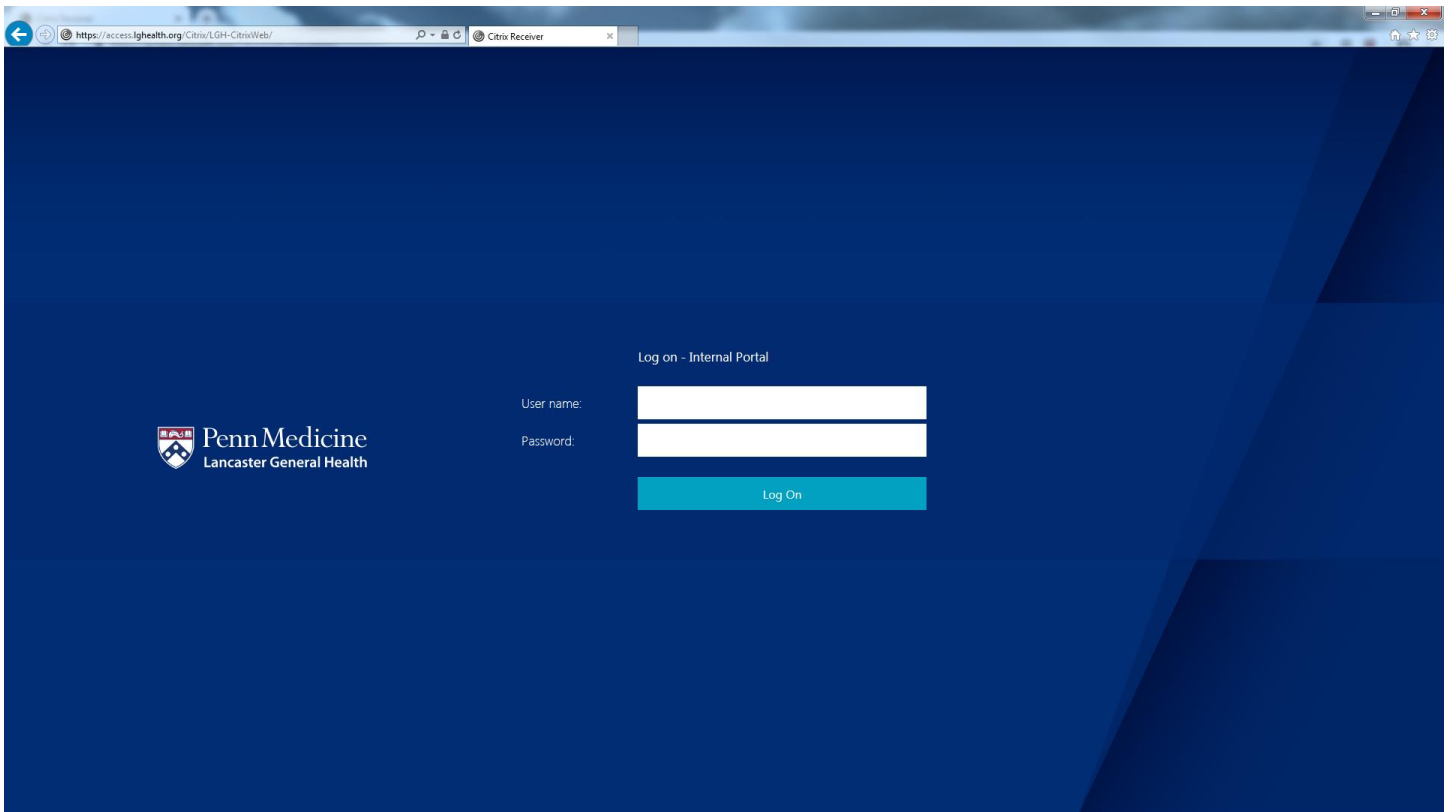
VII. Add <https://access.lghealth.org> as a trusted site, then click **Close** in the lower right corner:



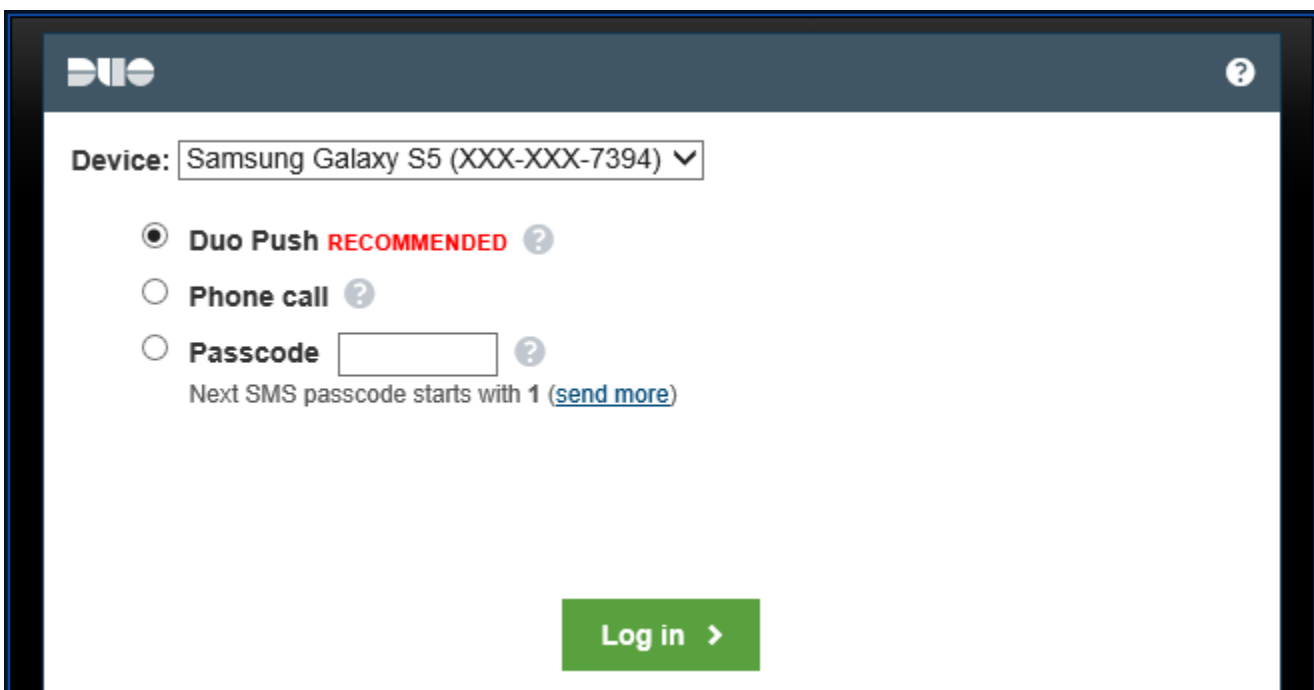
VIII. Click **OK**:

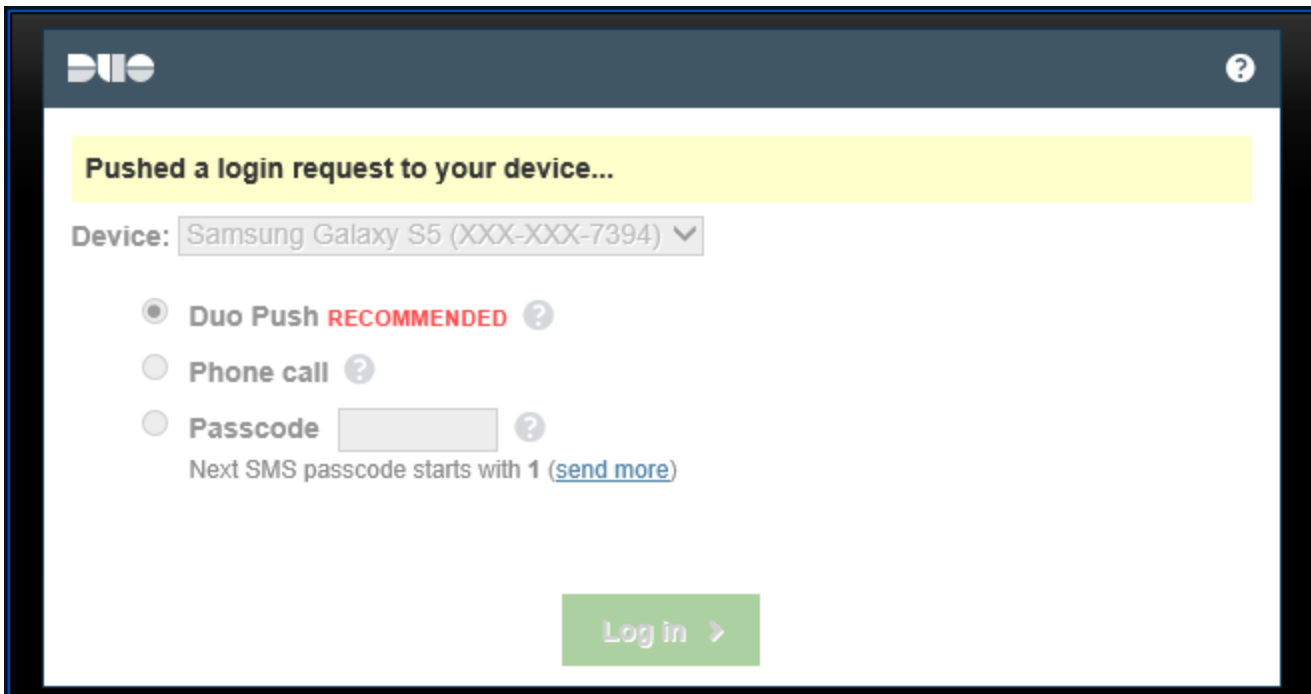


- IX. Navigate to <https://access.lghealth.org> via your Internet Explorer browser and sign in with your LGH credentials:



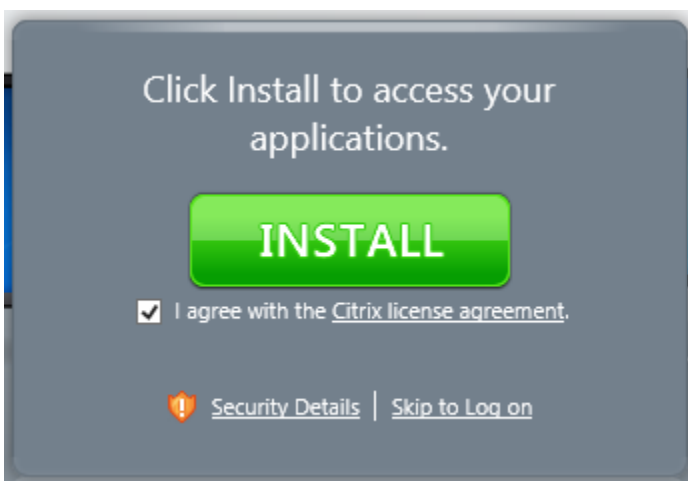
- X. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:





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



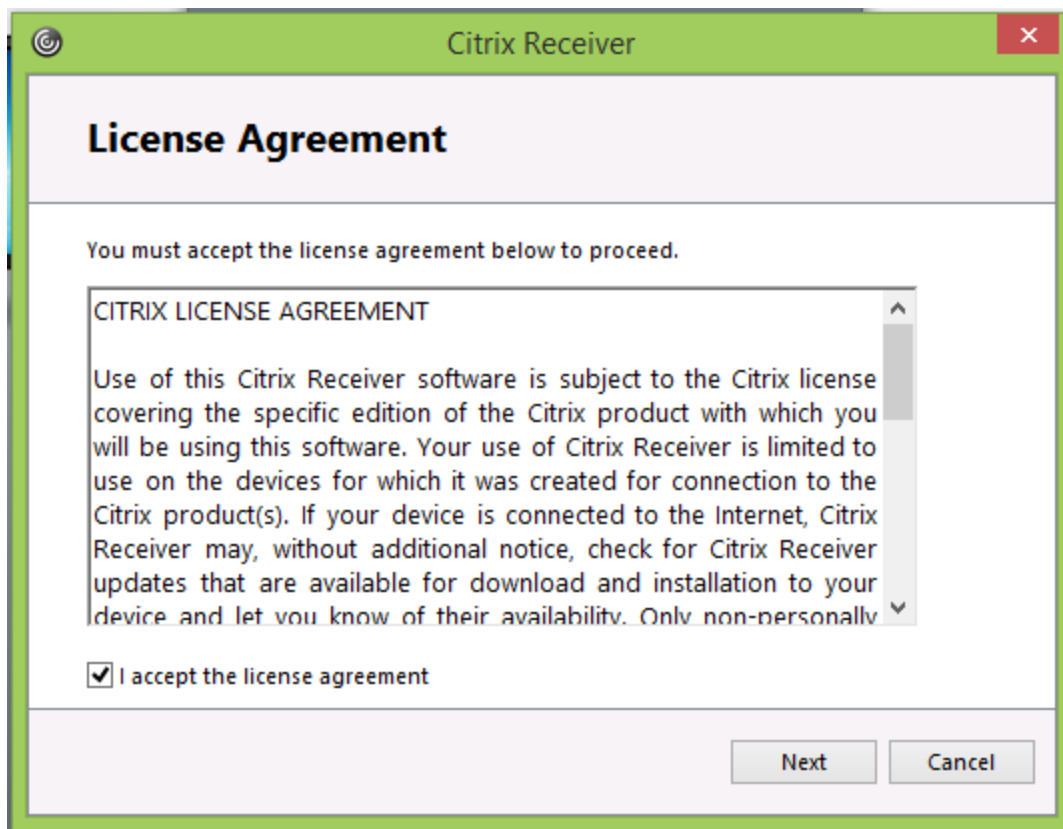
XII. Click **Run** from the client installation prompt at the bottom of your screen:



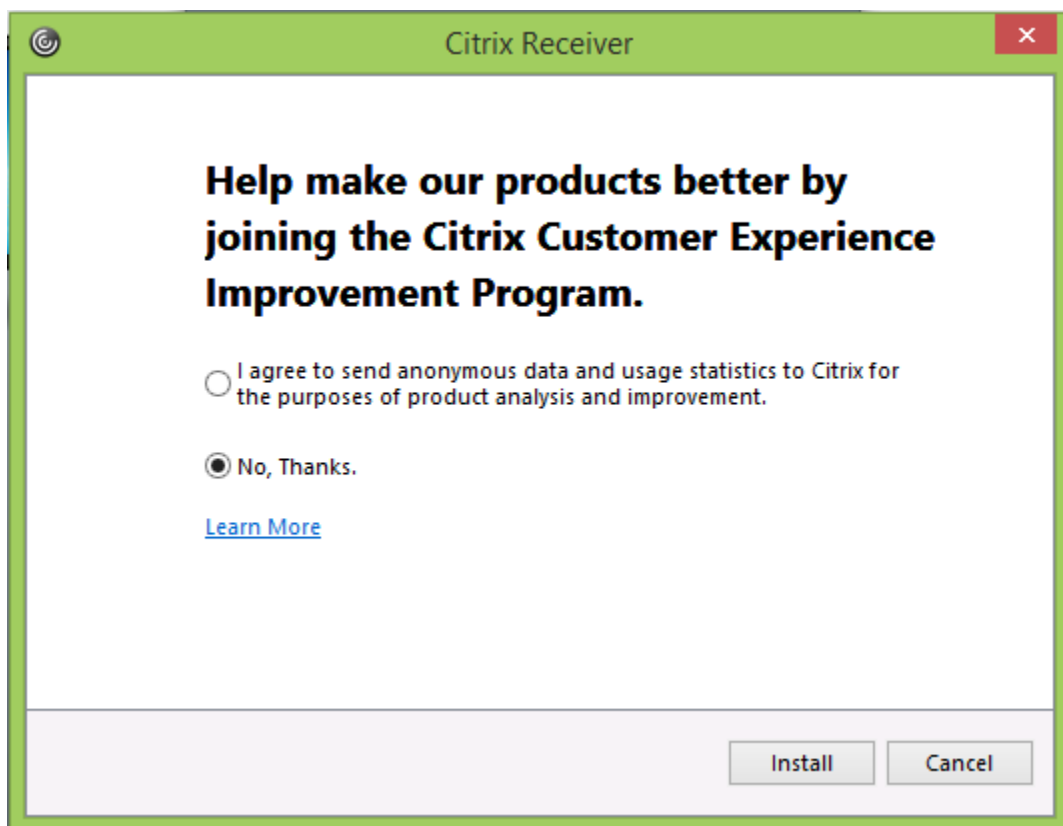
XIII. This will guide you through the installation process, click **Start**:

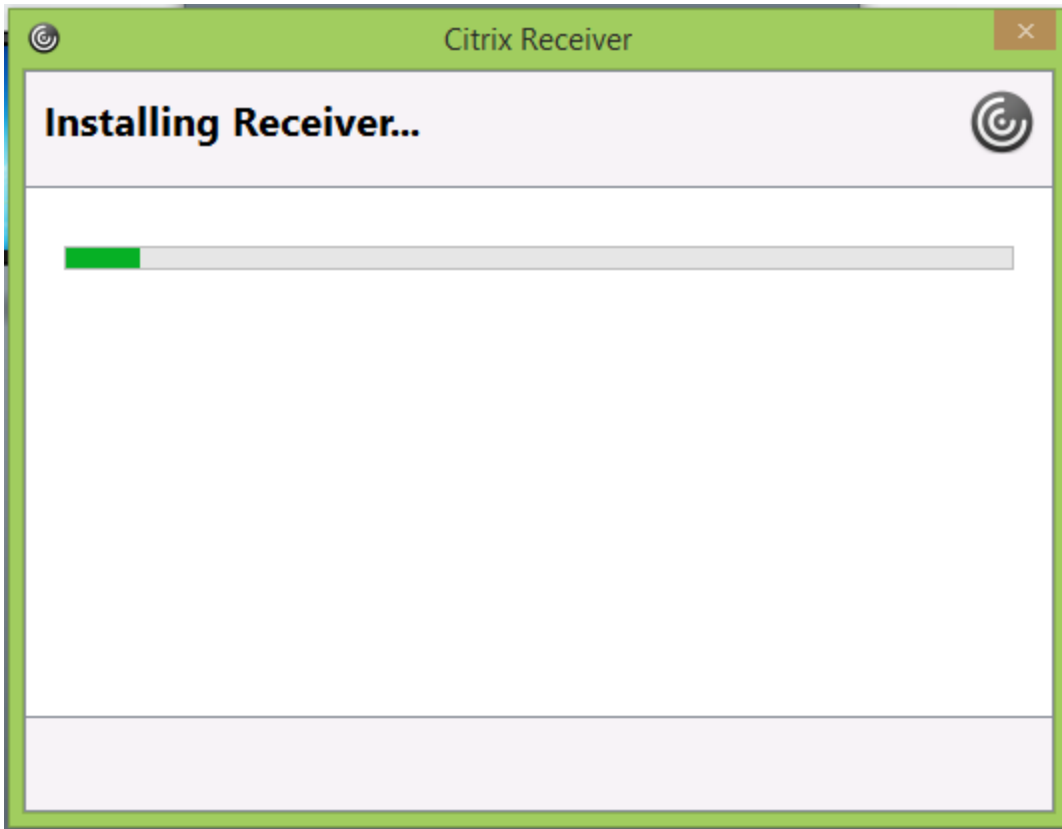


XIV. Accept the license agreement and Click **Next**:



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

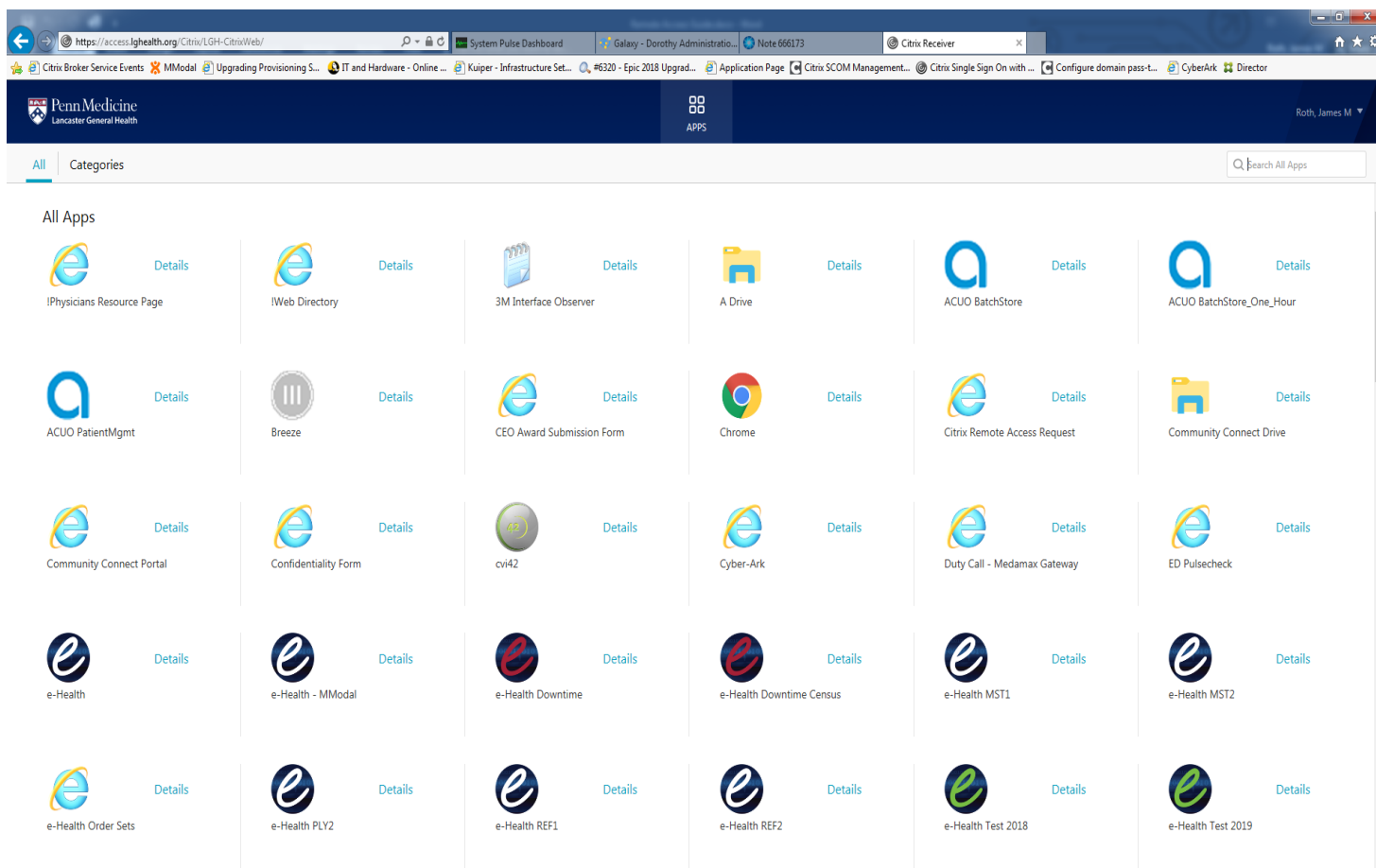




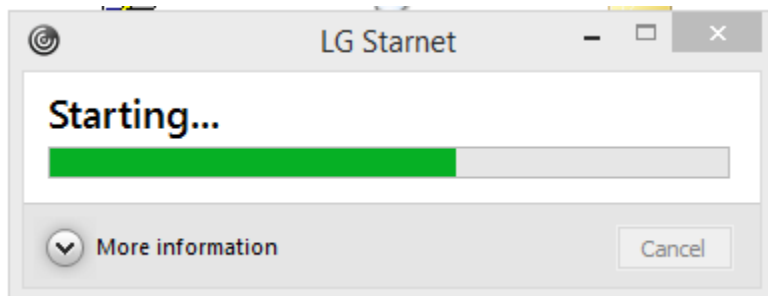
XVI. Click **Finish**:



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

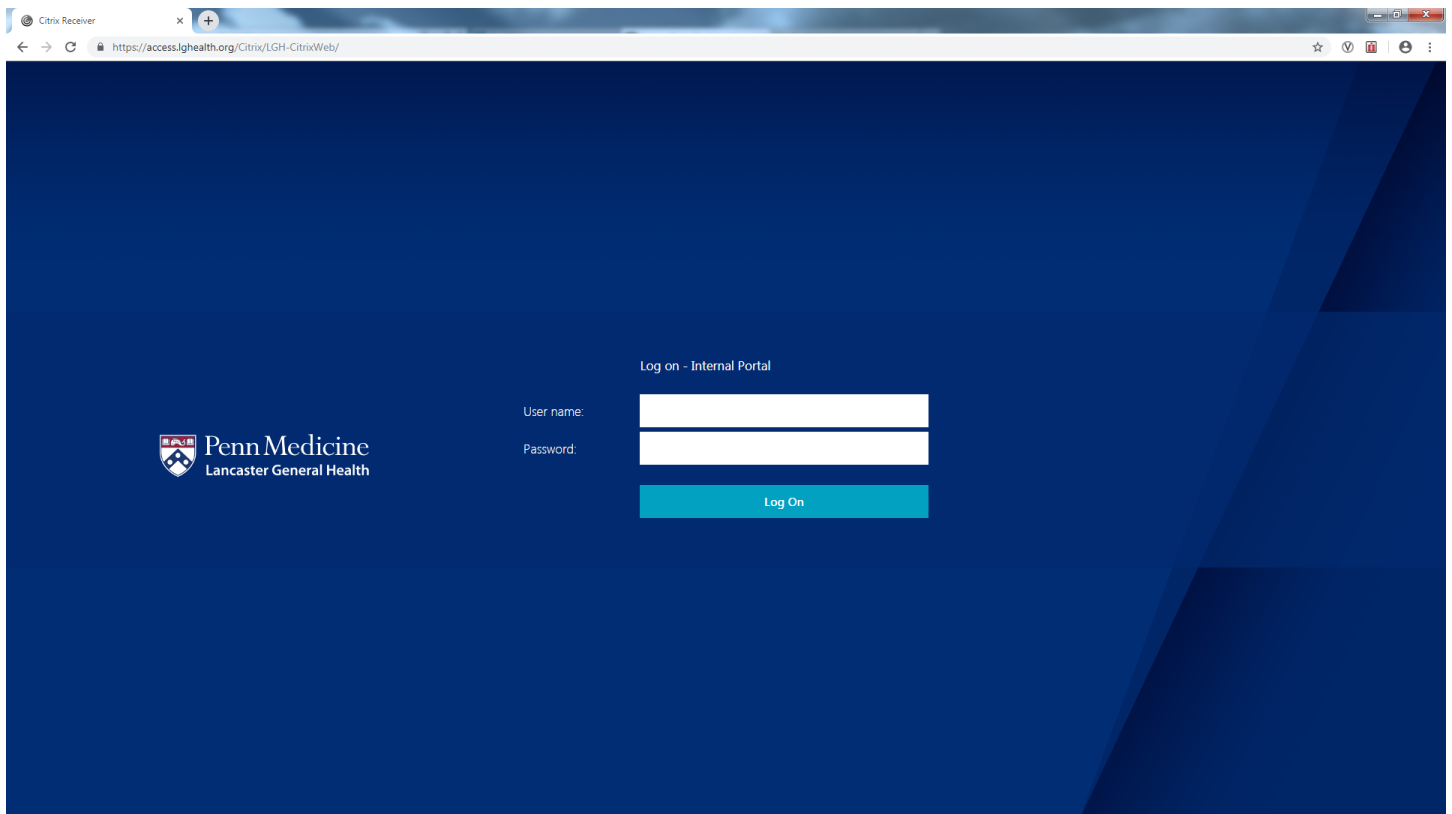


XVIII. Launch the application of your choosing:

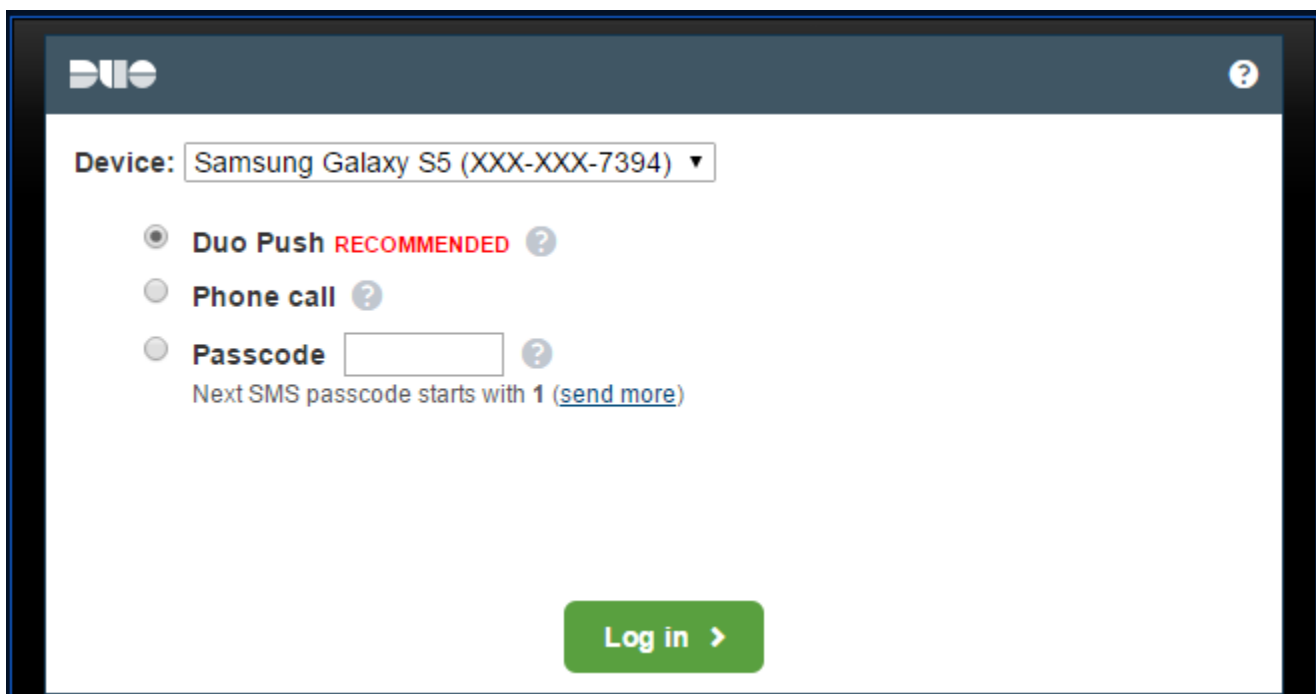


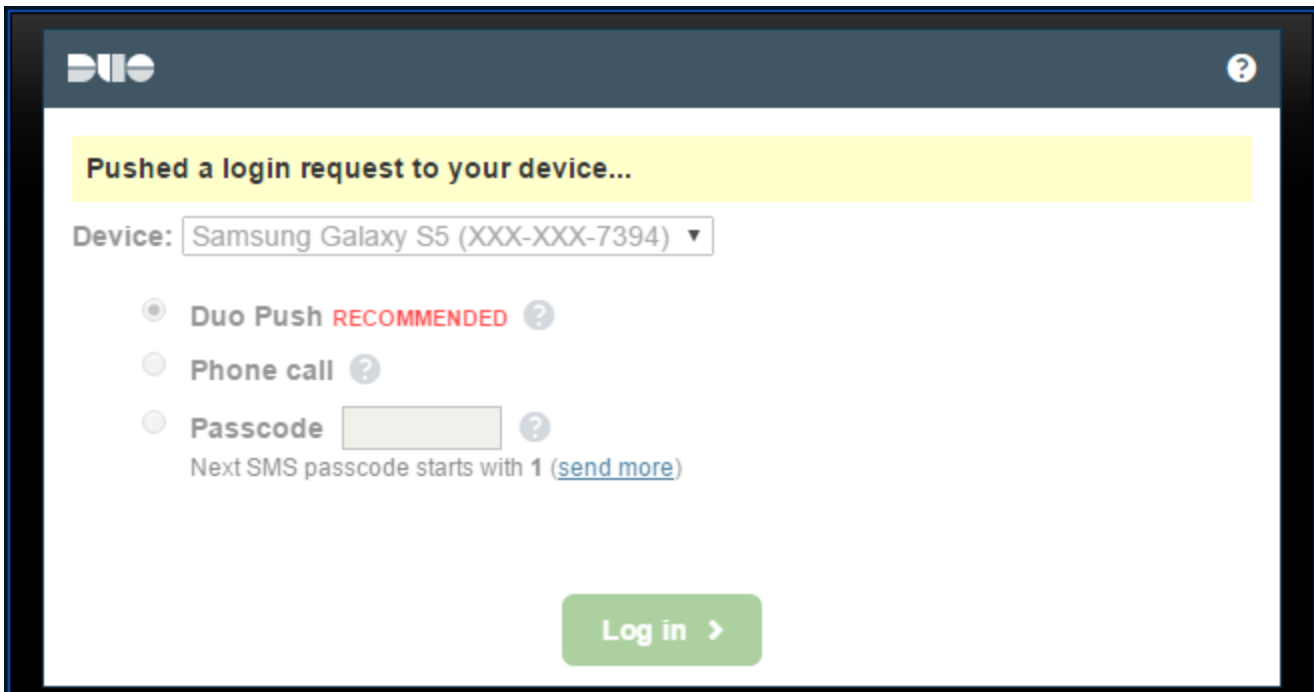
Remote Access using Google Chrome

- 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:

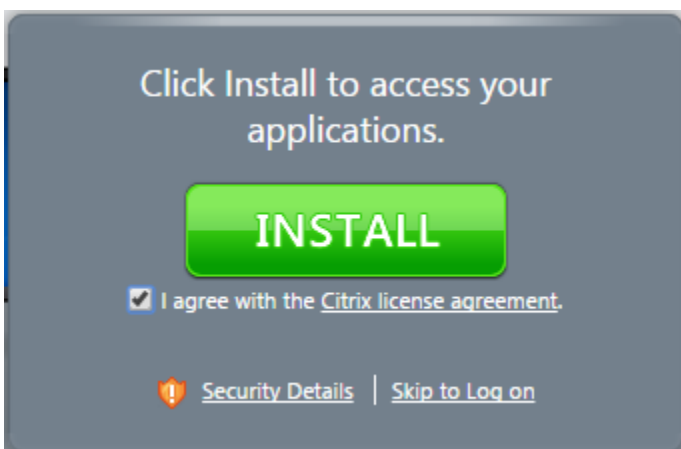


- IV. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:

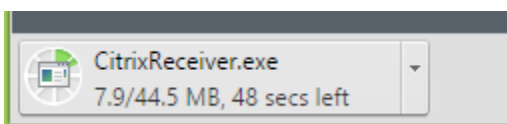




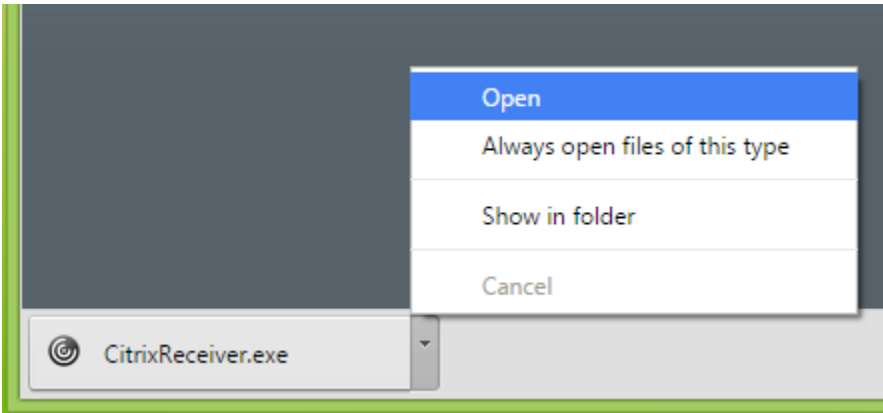
- V. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:
- *Note*** - If you are automatically redirected to your list of applications, an approved Citrix client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



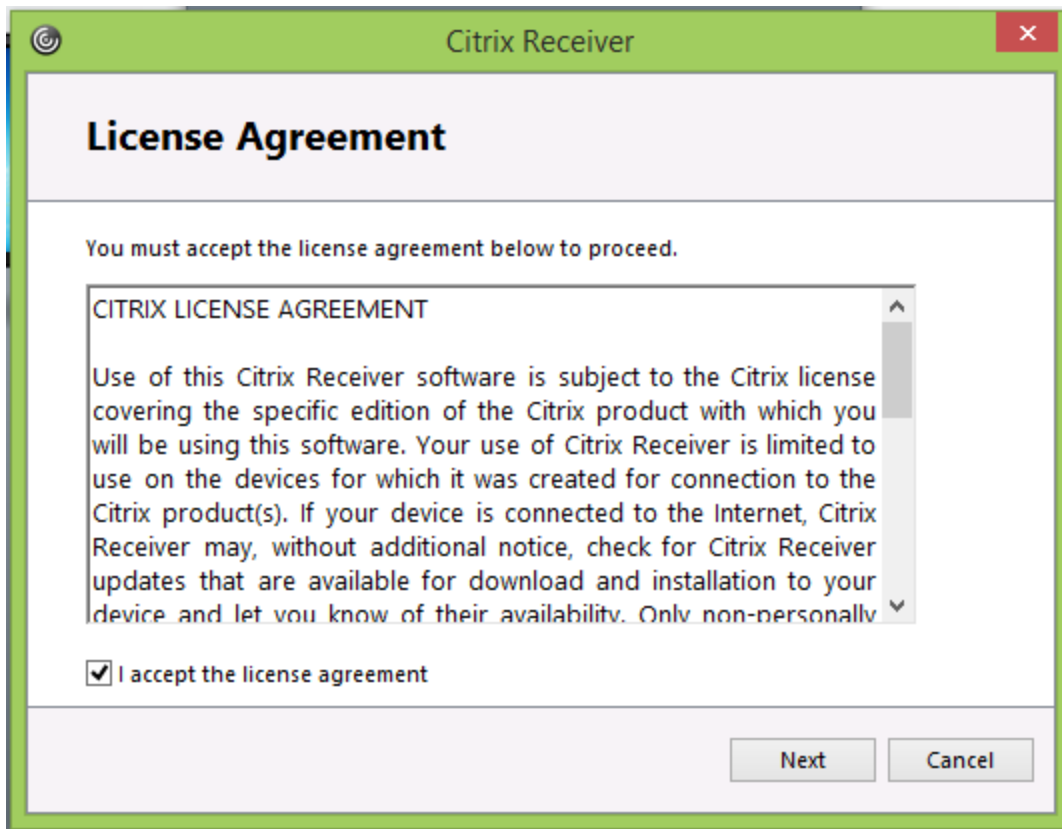
VII. Once the download is complete, click on the down arrow, then **Open**:



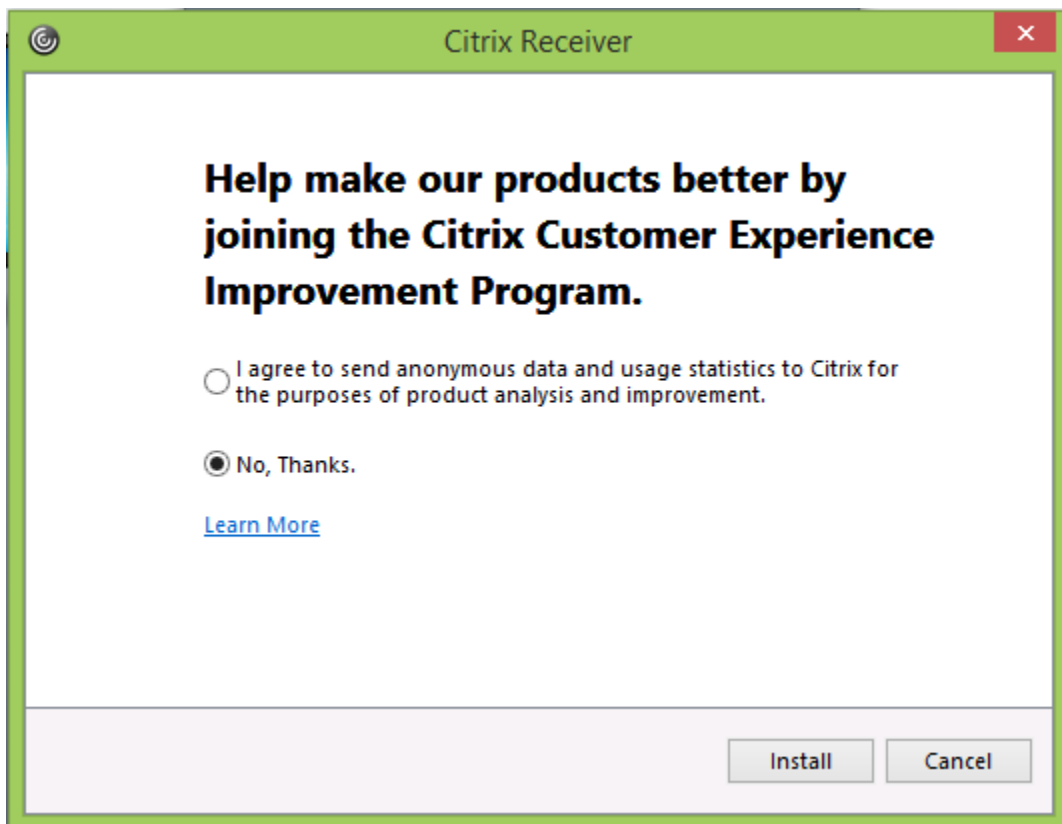
VIII. This will guide you through the installation process, click **Start**:

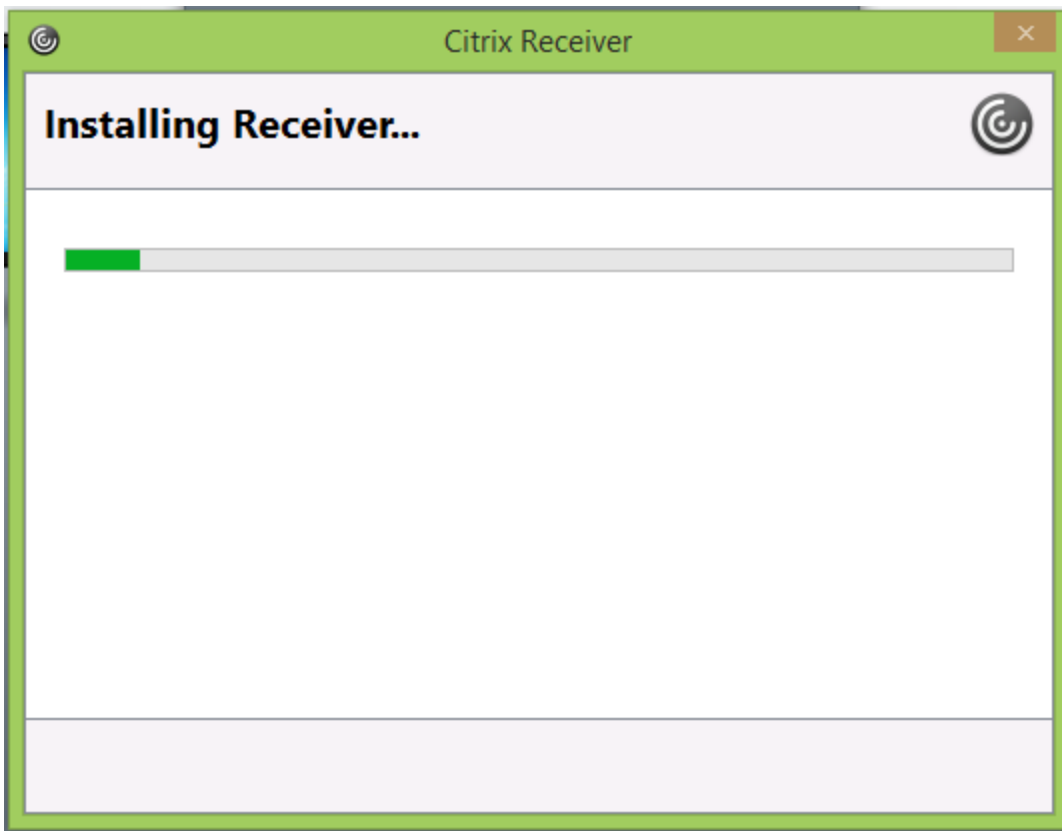


IX. Accept the license agreement and Click **Next**:



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

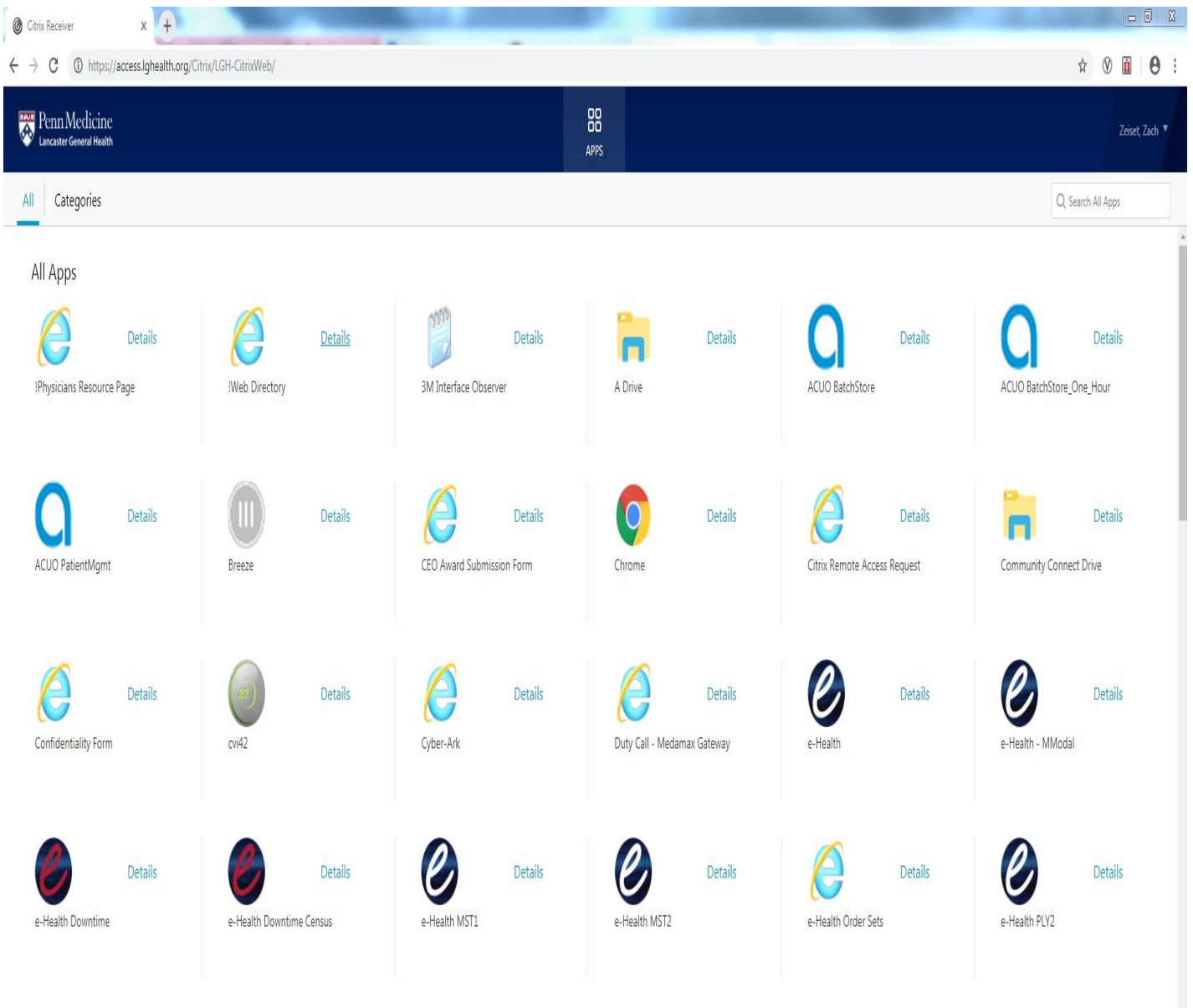
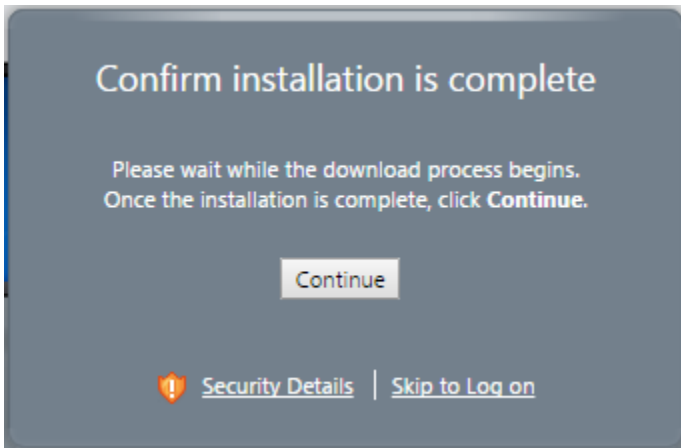




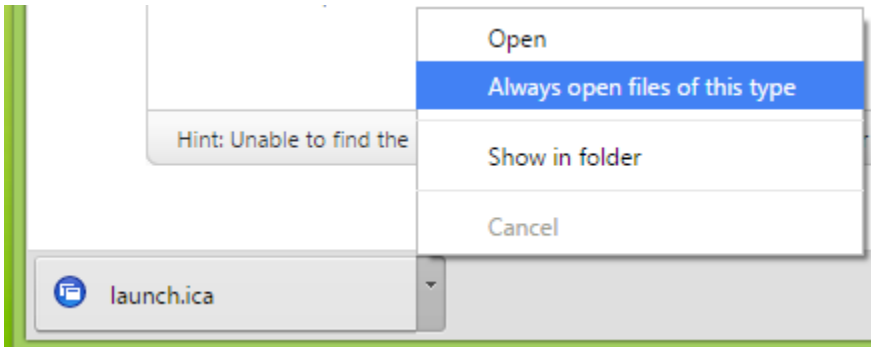
XI. Click **Finish**:



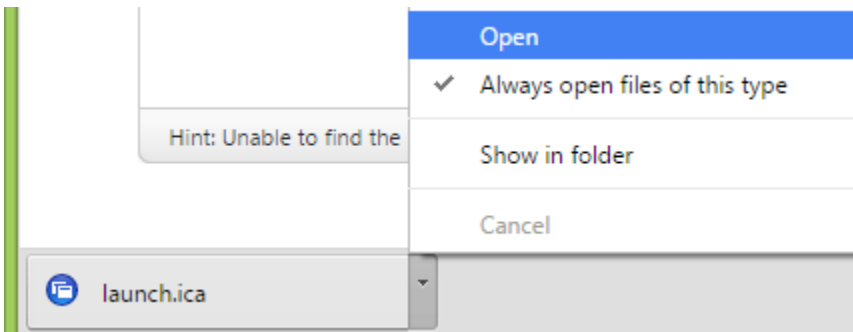
- XII. If you aren't directed to your list of available applications, click **Continue** on the following screen:



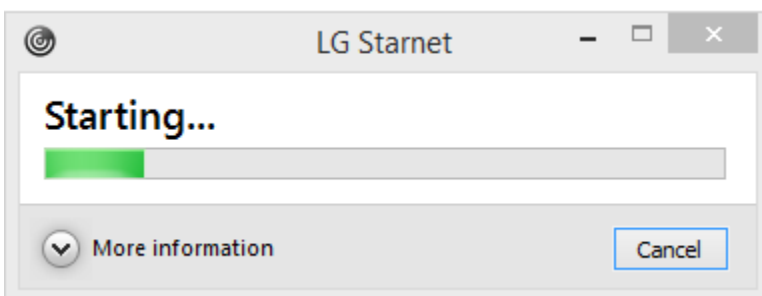
- XIII. Upon clicking on an application, you will be presented with a “launch.ica” prompt in the bottom left corner of the screen. Click the down arrow to the right of this prompt and click “Always open files of this type:”



- XIV. Click “Open:”



- XV. The application should launch as expected:

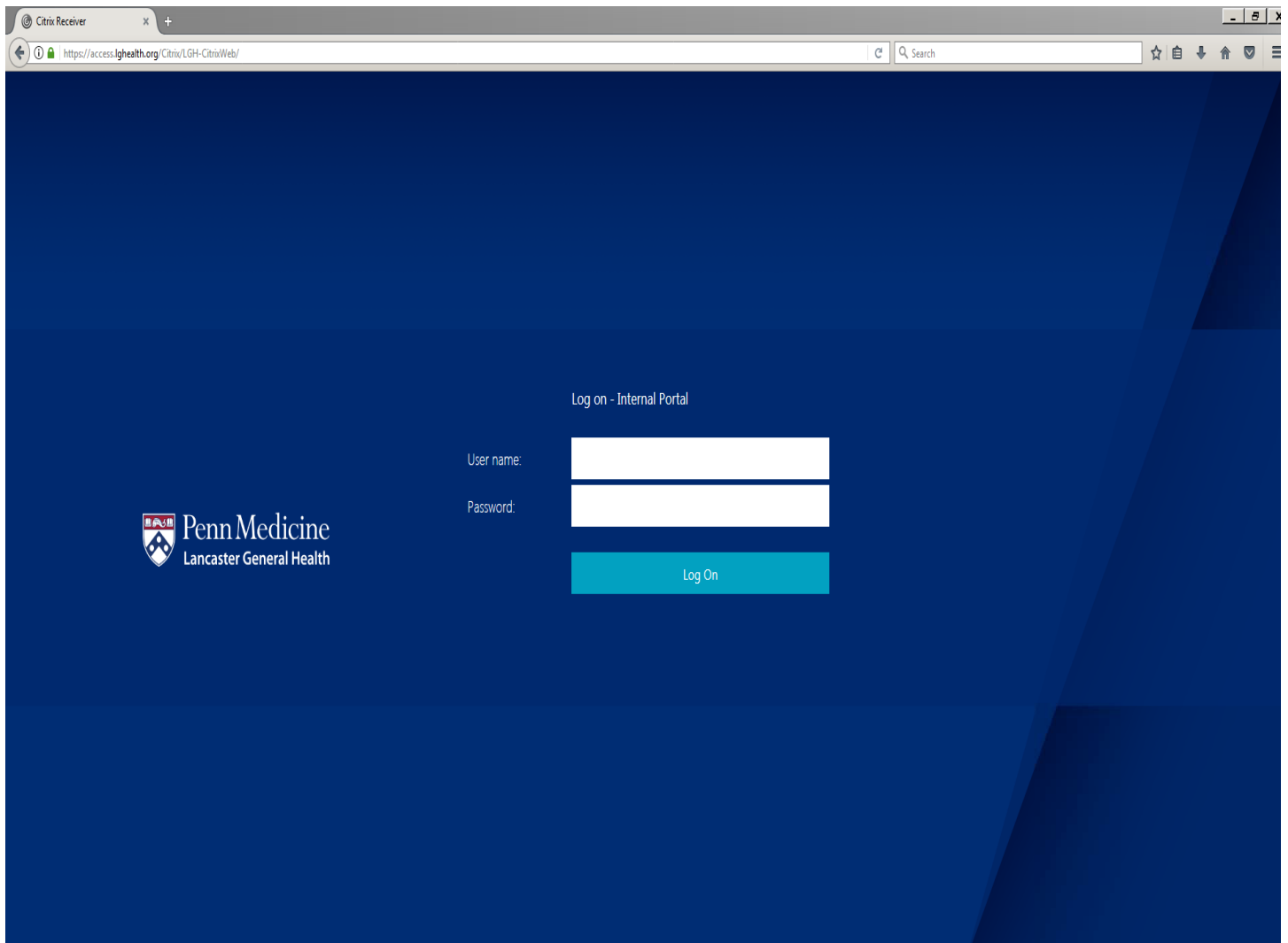


- XVI. If presented with the following prompt, click “Permit Use:”

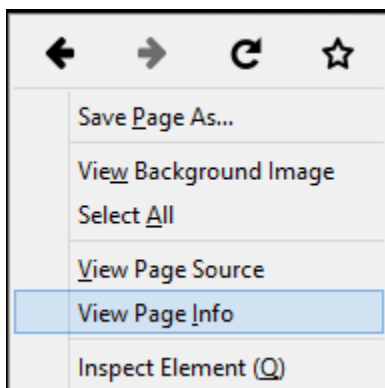


Remote Access using Mozilla Firefox

- 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>:



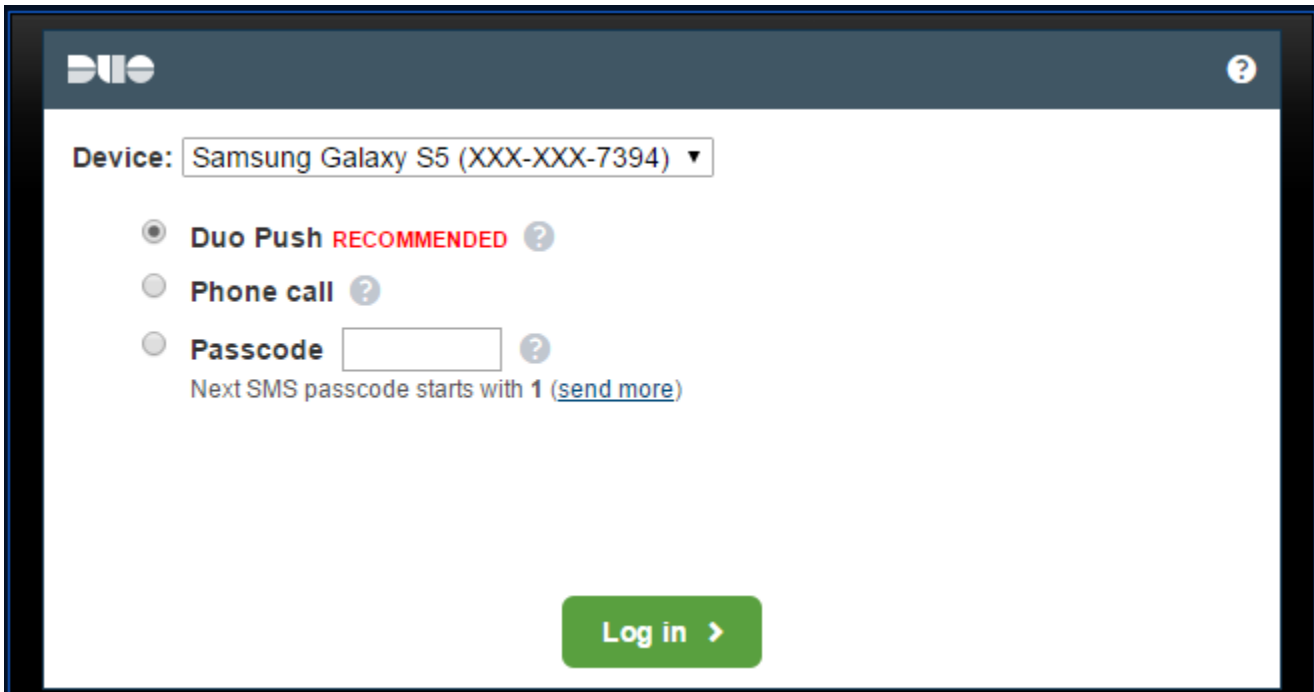
- IV. Before logging in, right-click anywhere in the blue area of the screen and click “View Page Info:”



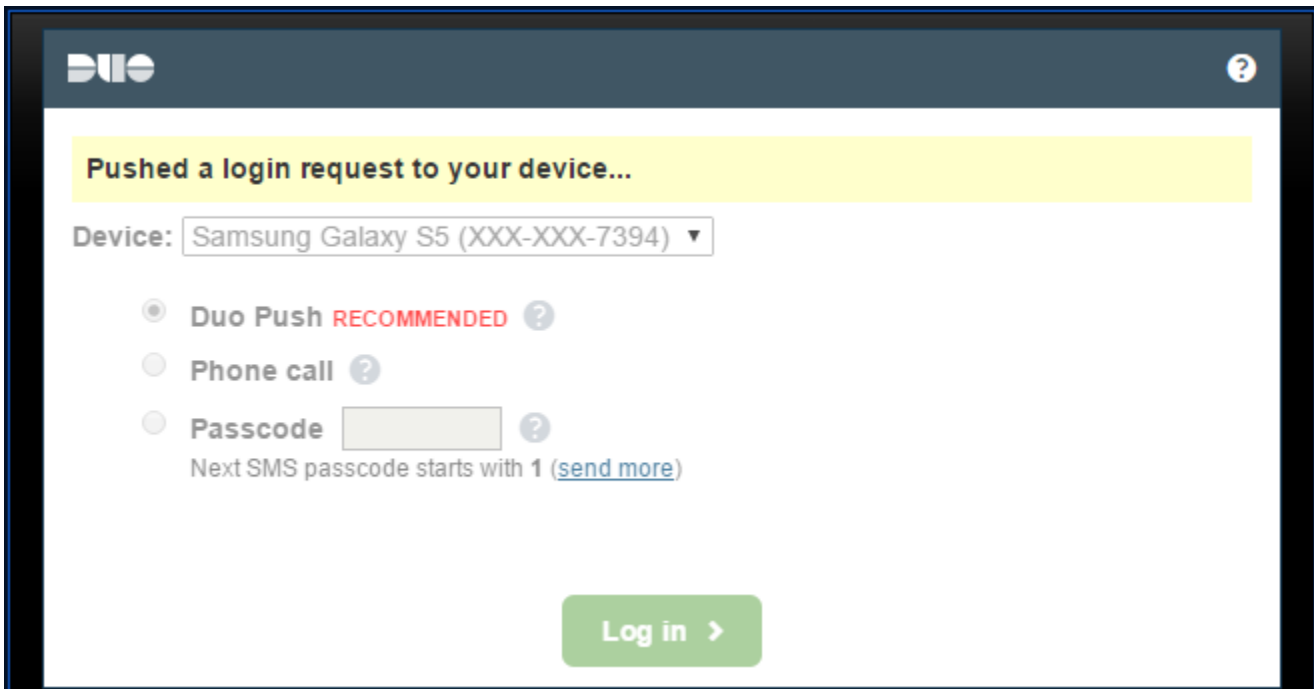
- V. Under the Permissions -> Install Add-ons section, uncheck “Use Default” and click the “Allow” radio button:

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:

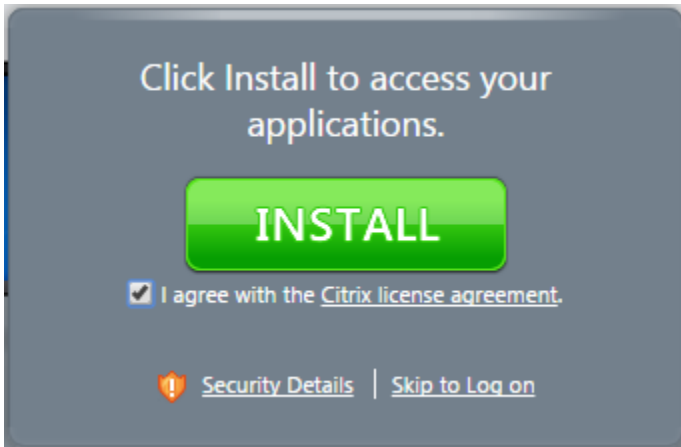


The screenshot shows the Duo login interface. At the top left is the Duo logo, and at the top right is a help icon (question mark). Below the header, there is a "Device:" label followed by a dropdown menu showing "Samsung Galaxy S5 (XXX-XXX-7394)". Underneath, there are three radio button options: "Duo Push" (which is selected and has the word "RECOMMENDED" in red next to it), "Phone call", and "Passcode" (which has an empty input field next to it). Each option has a help icon to its right. Below the "Passcode" option, it says "Next SMS passcode starts with 1" followed by a blue link "send more". At the bottom center is a green button with the text "Log in >".

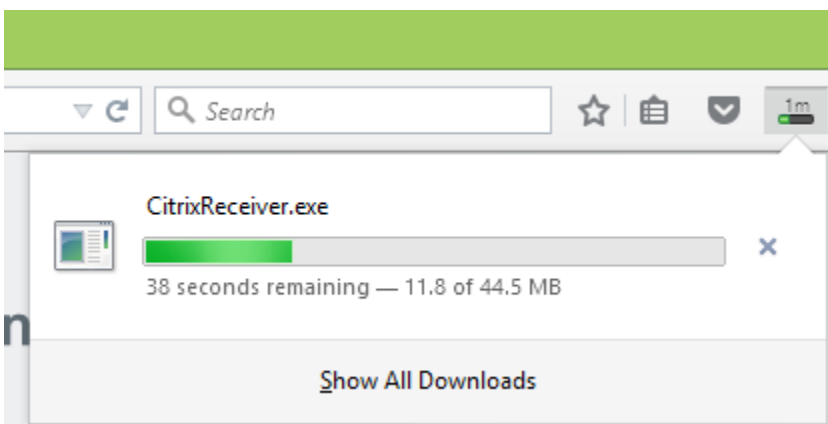
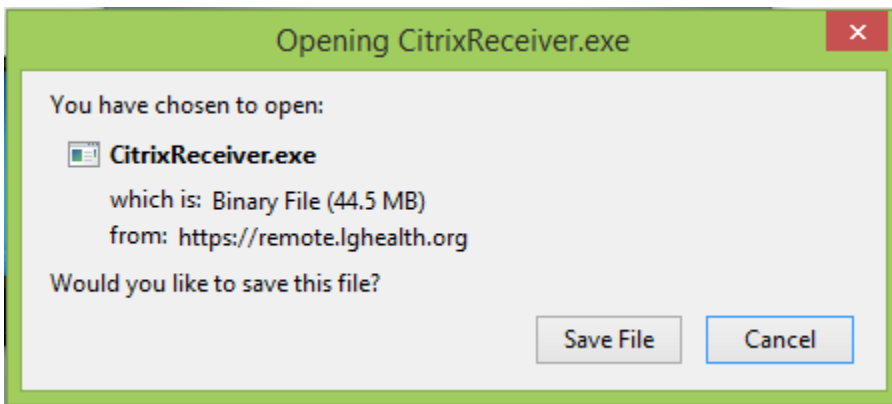


This screenshot is identical to the previous one, but with an additional yellow banner at the top of the main content area that reads "Pushed a login request to your device...". The rest of the interface, including the device dropdown, radio button options, and the "Log in >" button, remains the same.

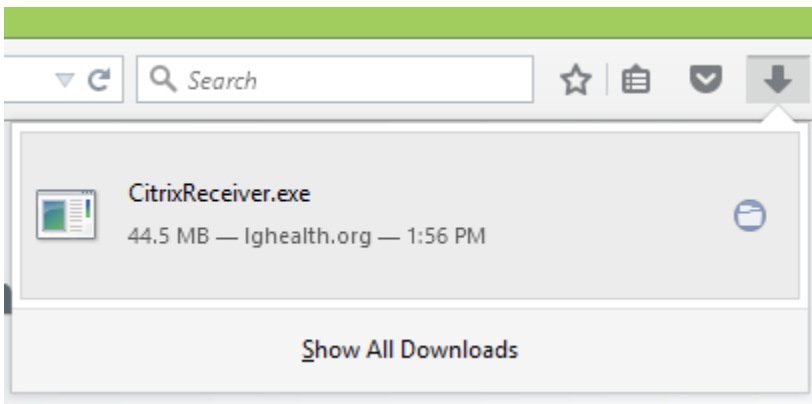
- VIII. Once you have approved the log in via the option chosen, you should be redirected to the client installation page. Select “I agree with the Citrix license agreement”, then click **Install**:
- *Note*** - If you are automatically redirected to your list of applications, an approved Citrix client 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:”



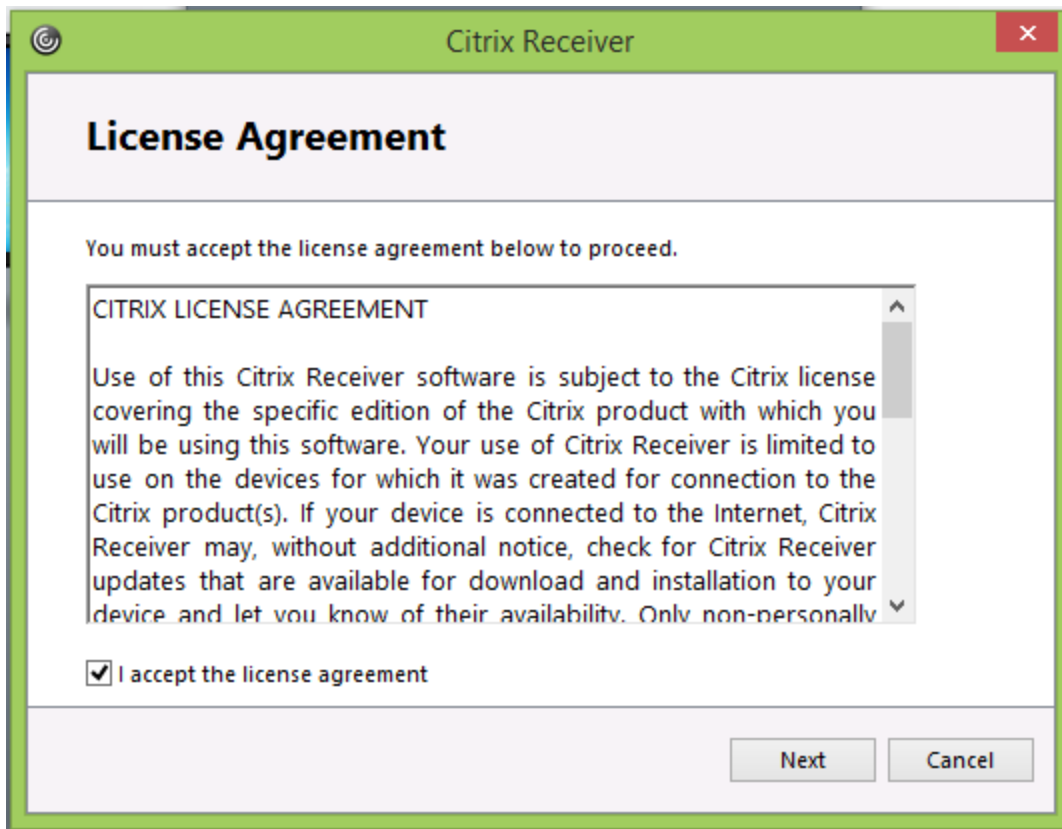
- X. Once the download is complete, right-click on the executable in this window, then **Open**:



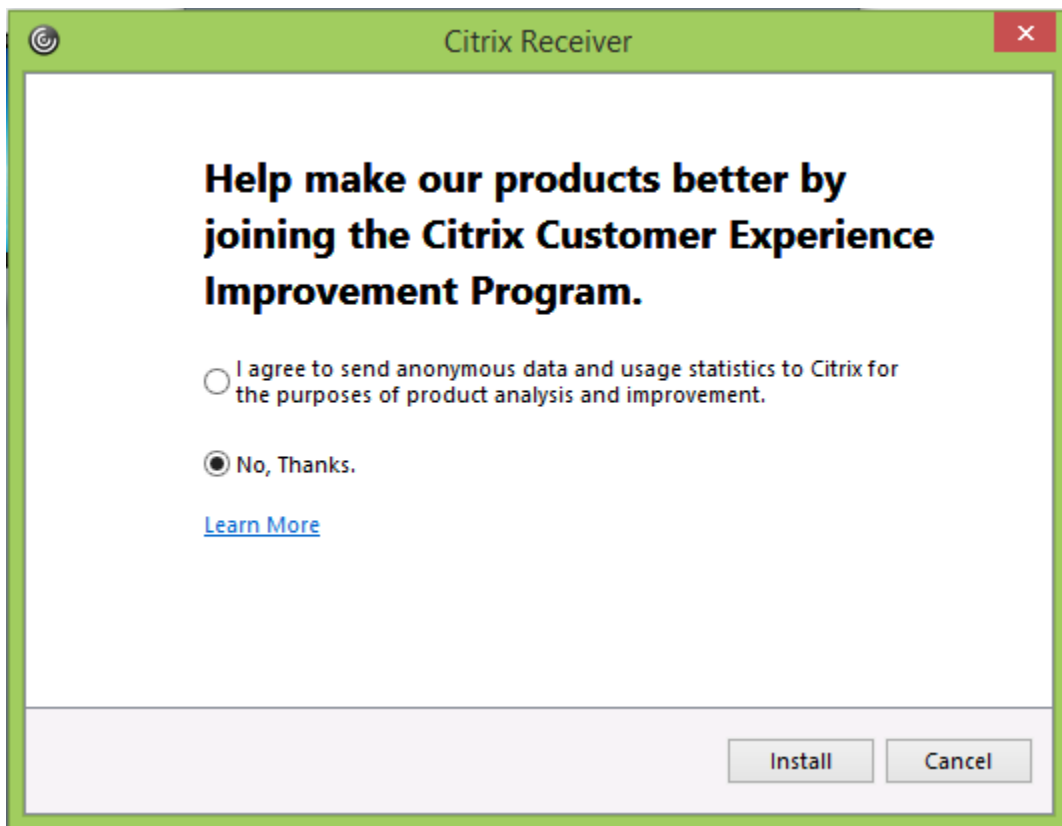
- XI. This will guide you through the installation process, click **Start**:

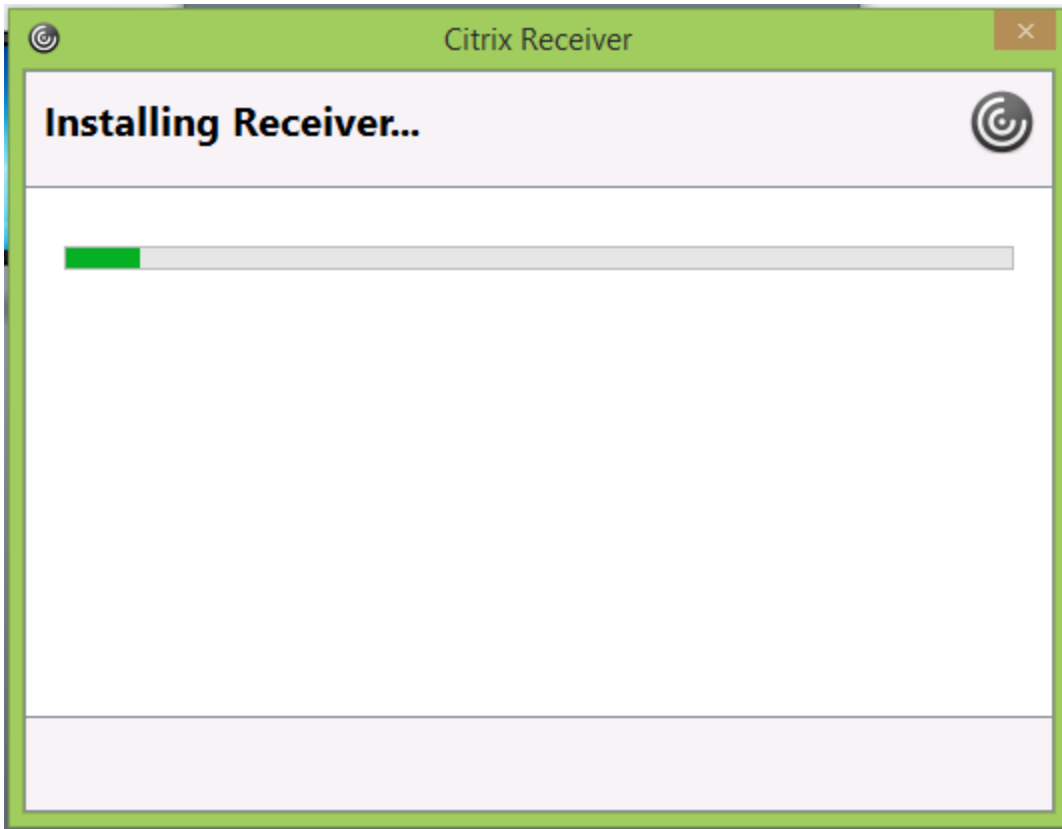


- XII. Accept the license agreement and Click **Next**:



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

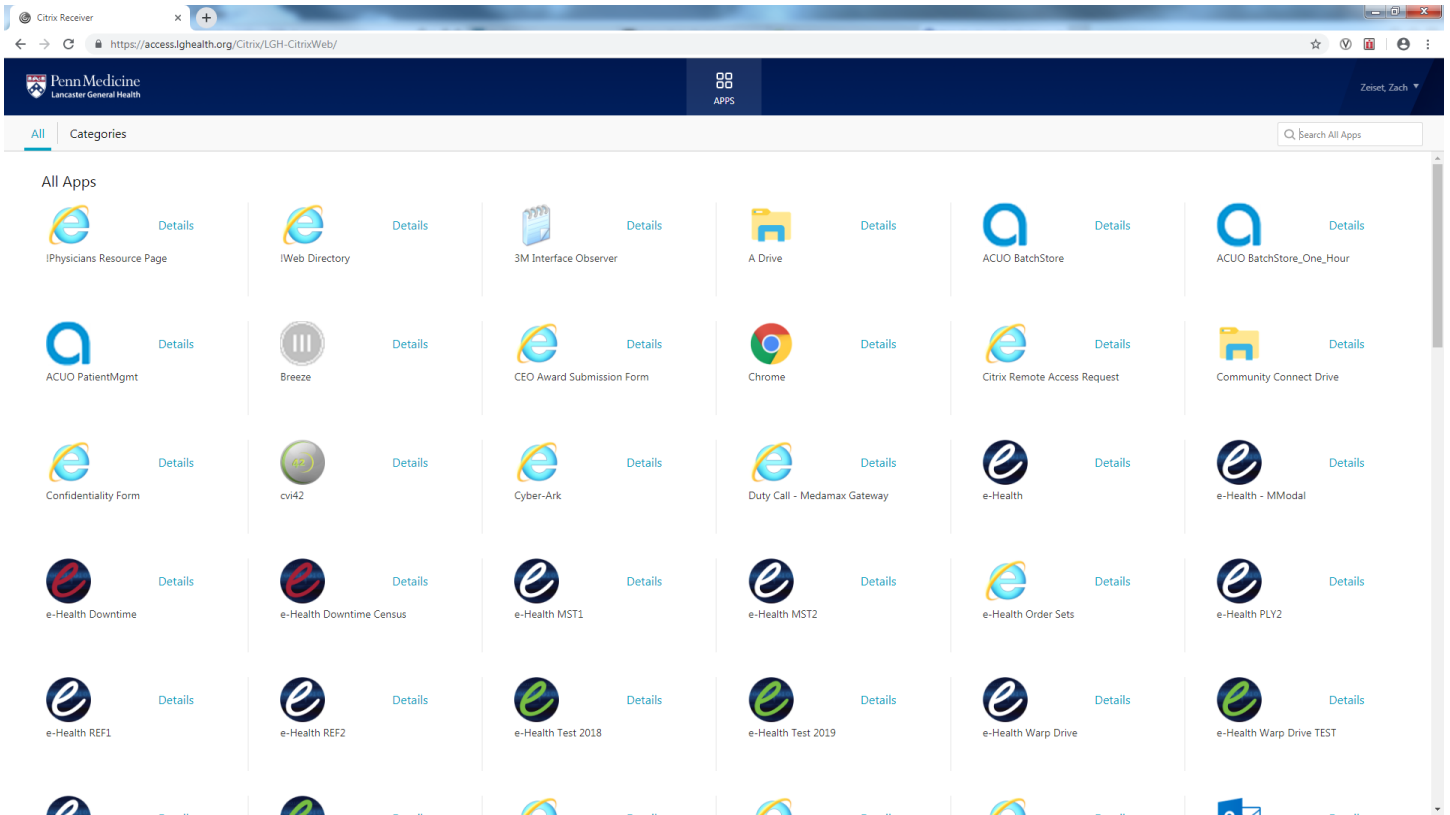
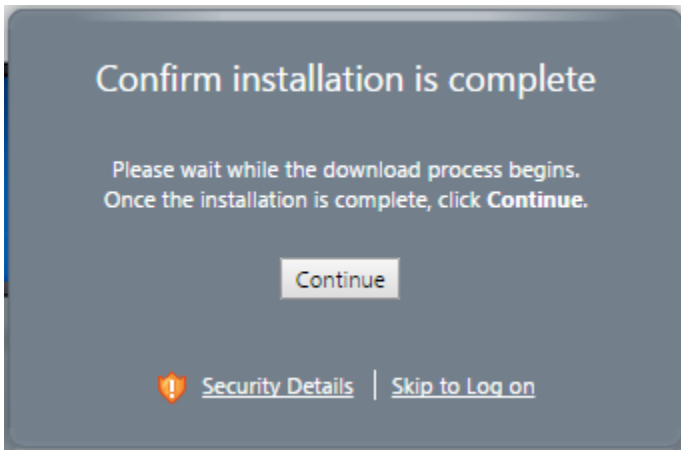




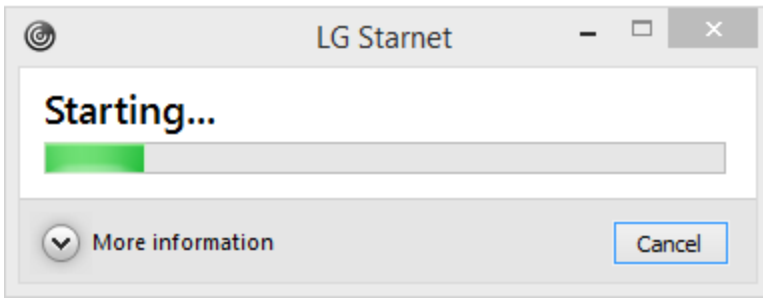
XIV. Click **Finish**:



- 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:

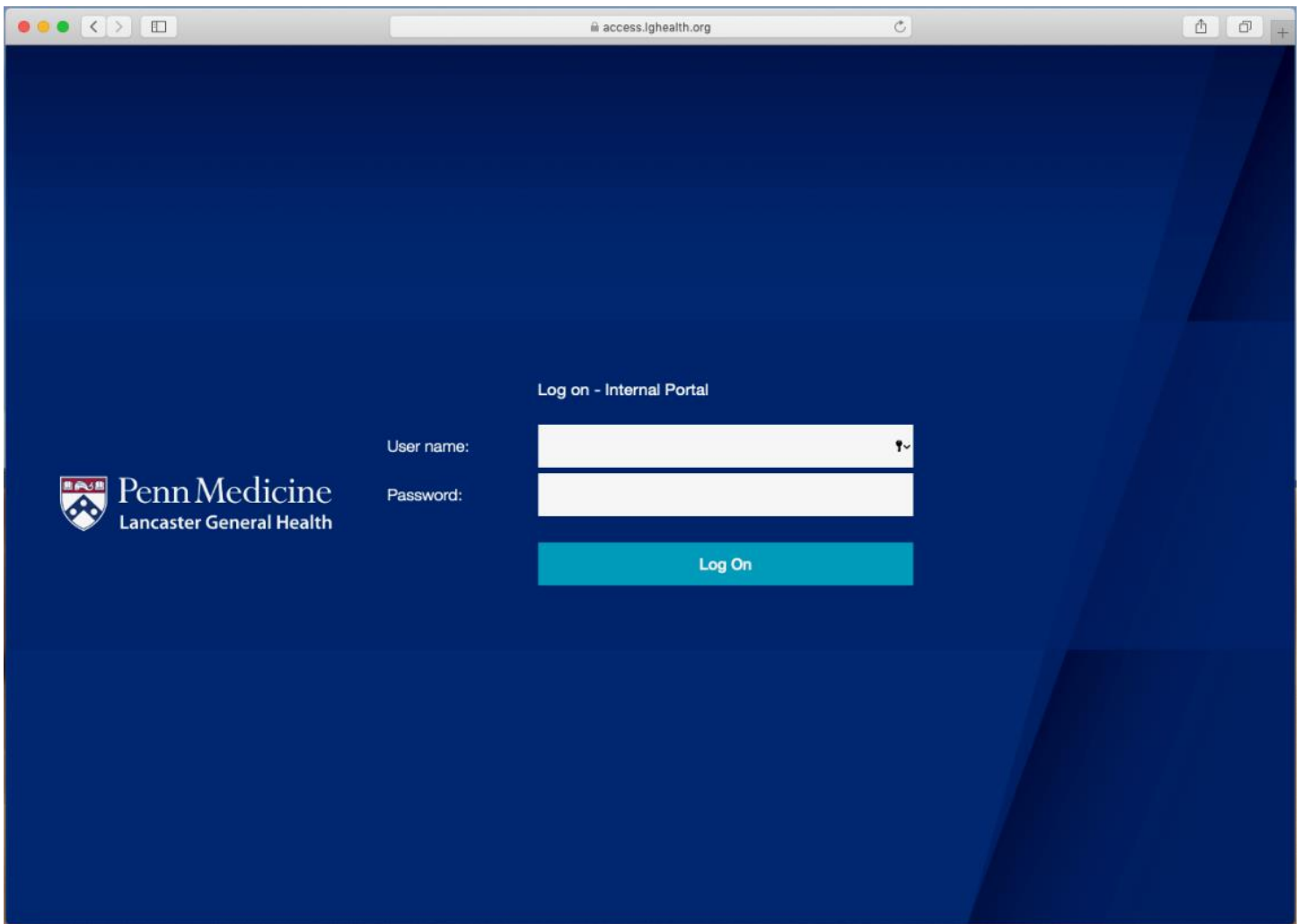


XVII. If presented with the following prompt, click “Permit Use:”

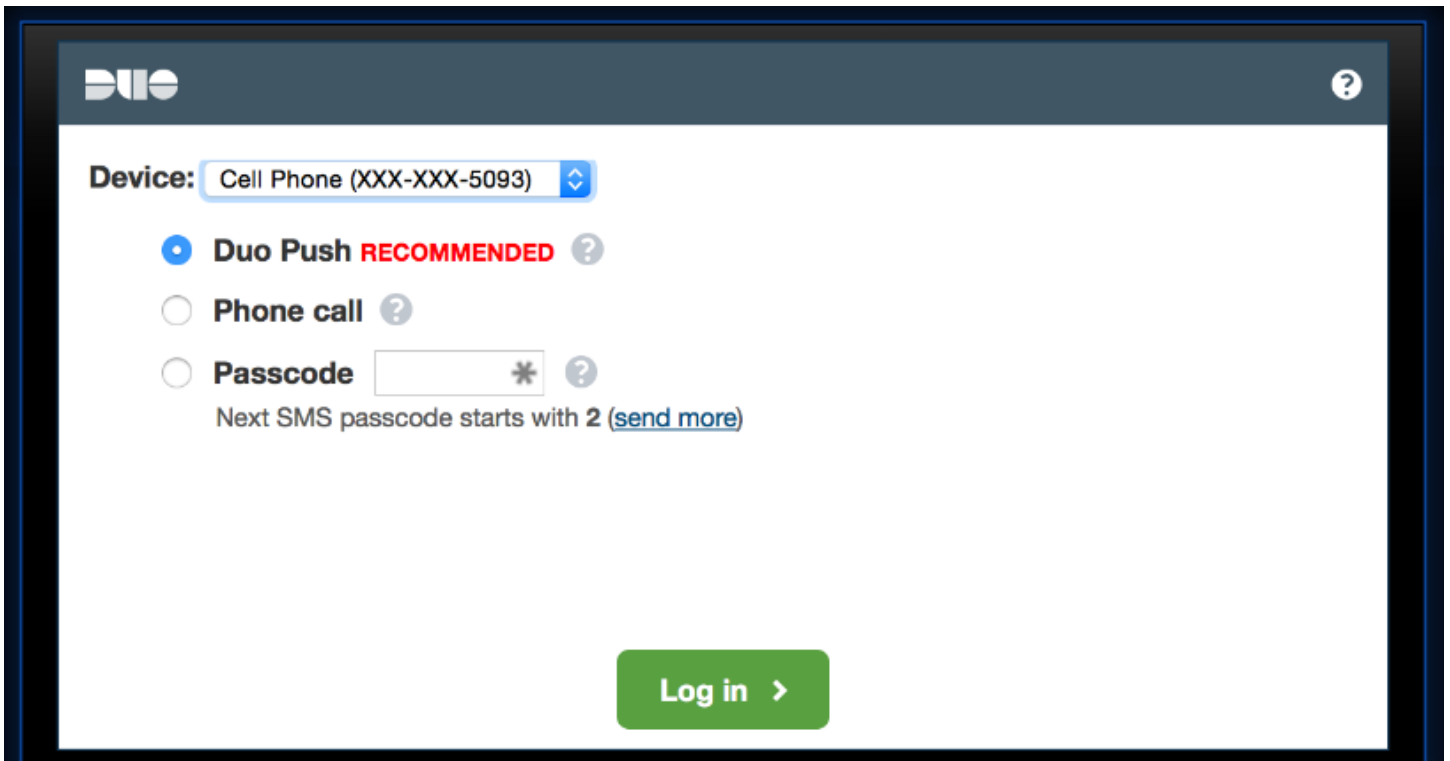


Remote Access using Safari

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



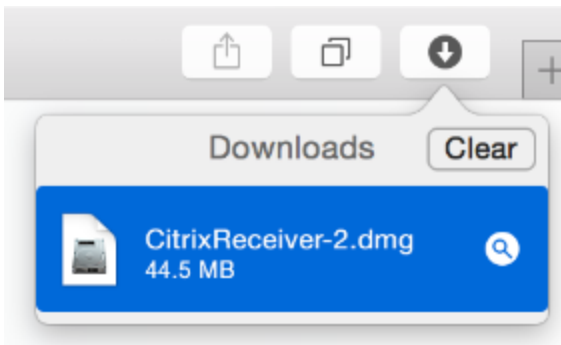
- III. After signing in, you will be presented with following prompt. This will send a notification to the option of your choice allowing you to log in:



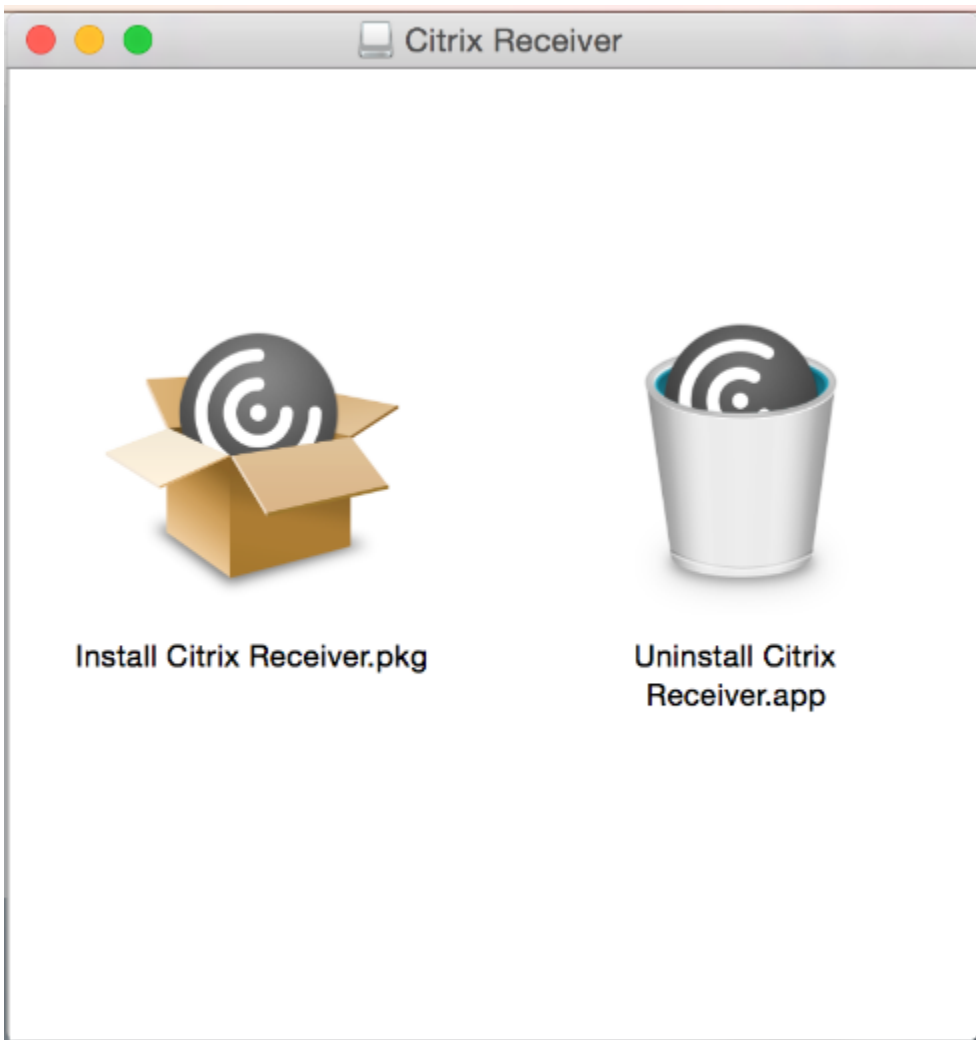
- IV. You will then be given the option to trust this website to use the Citrix plug-in; click “Trust:”
- V. After trusting the site, you will be redirected to an install page; click **Install**:
- *Note*** - If you are automatically redirected to your list of applications, an approved Citrix client was found on your machine and there is no need to proceed any further with installation



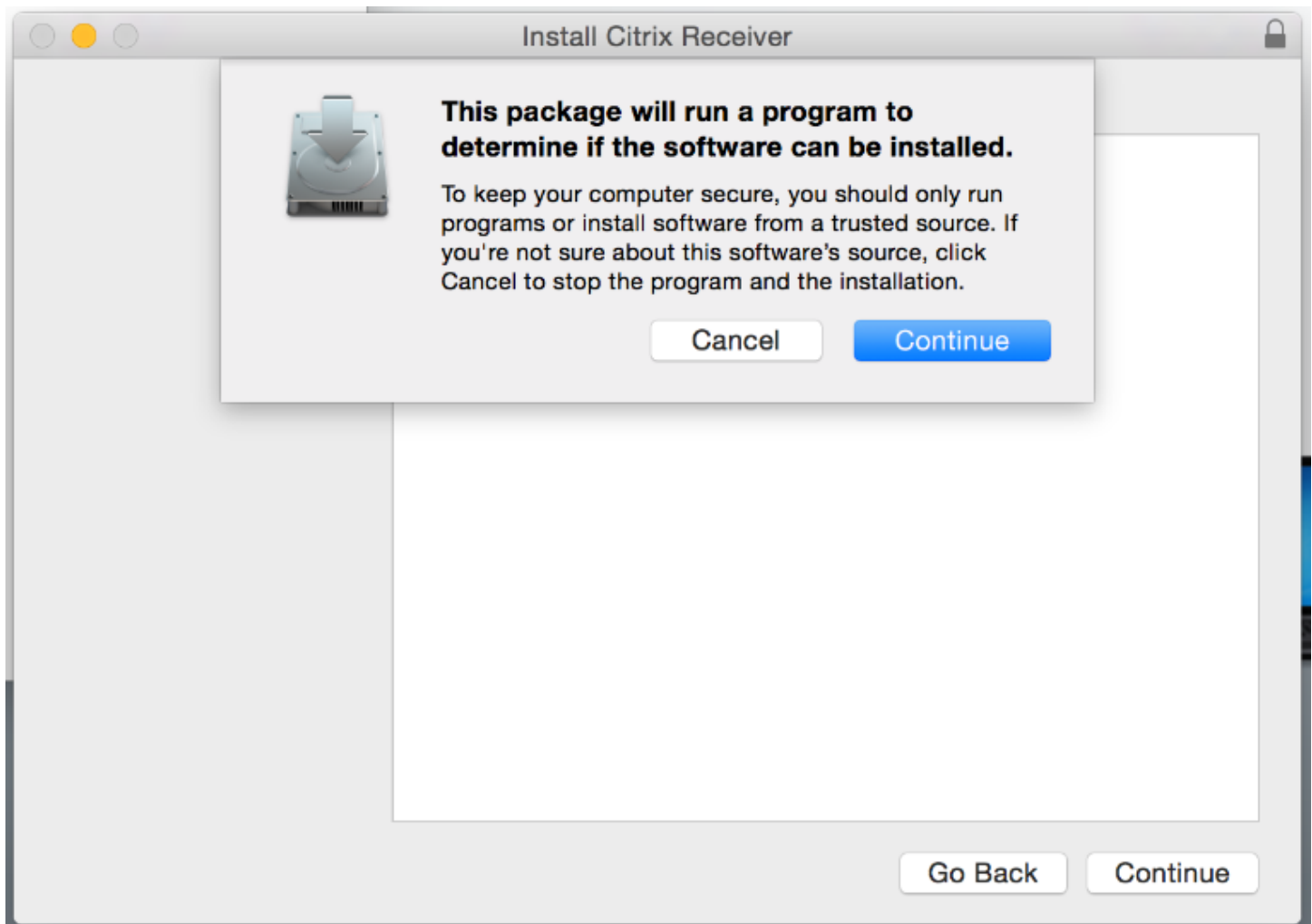
- VI. The receiver client will download:



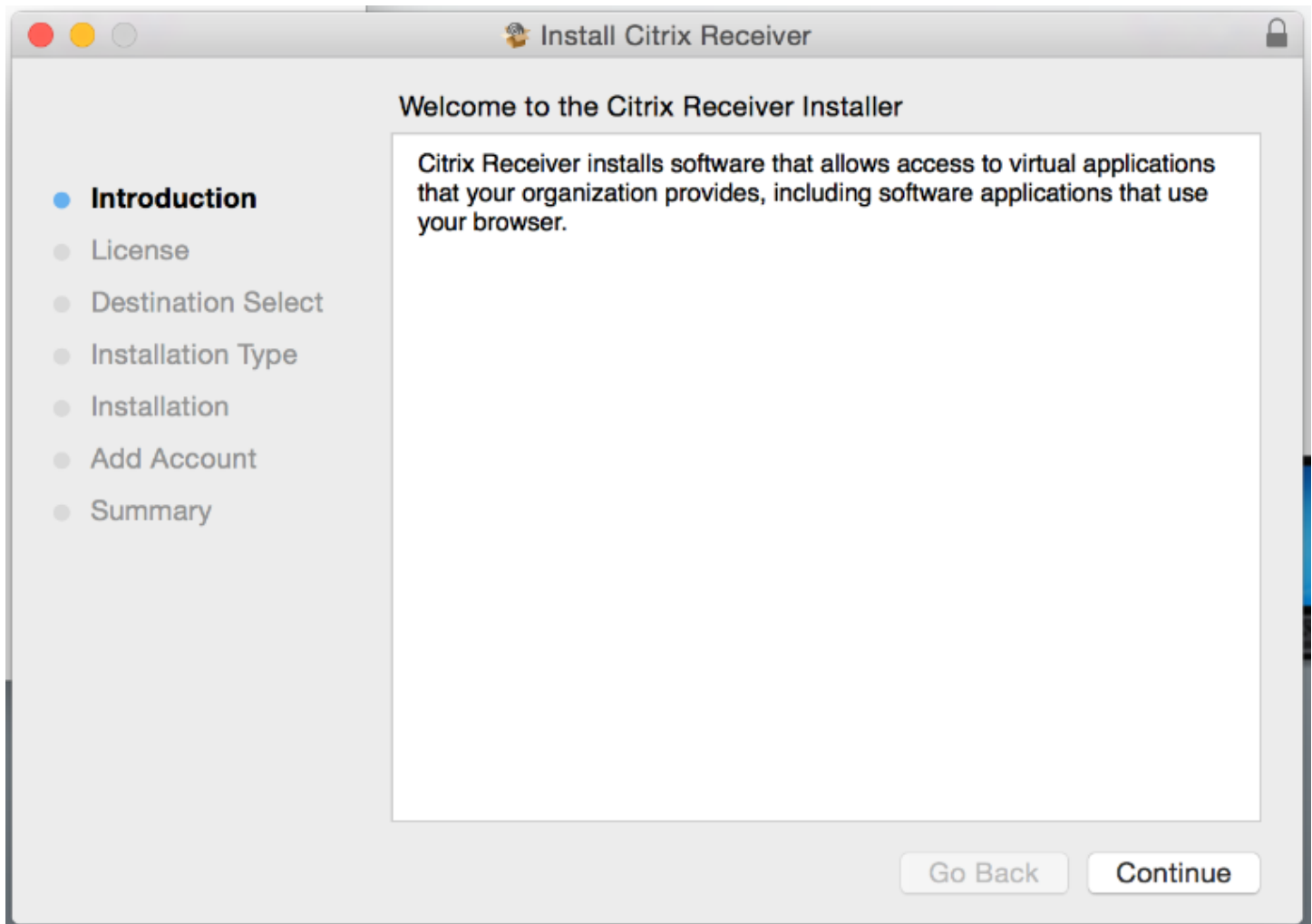
VII. Click **Install Citrix Receiver.pkg**:



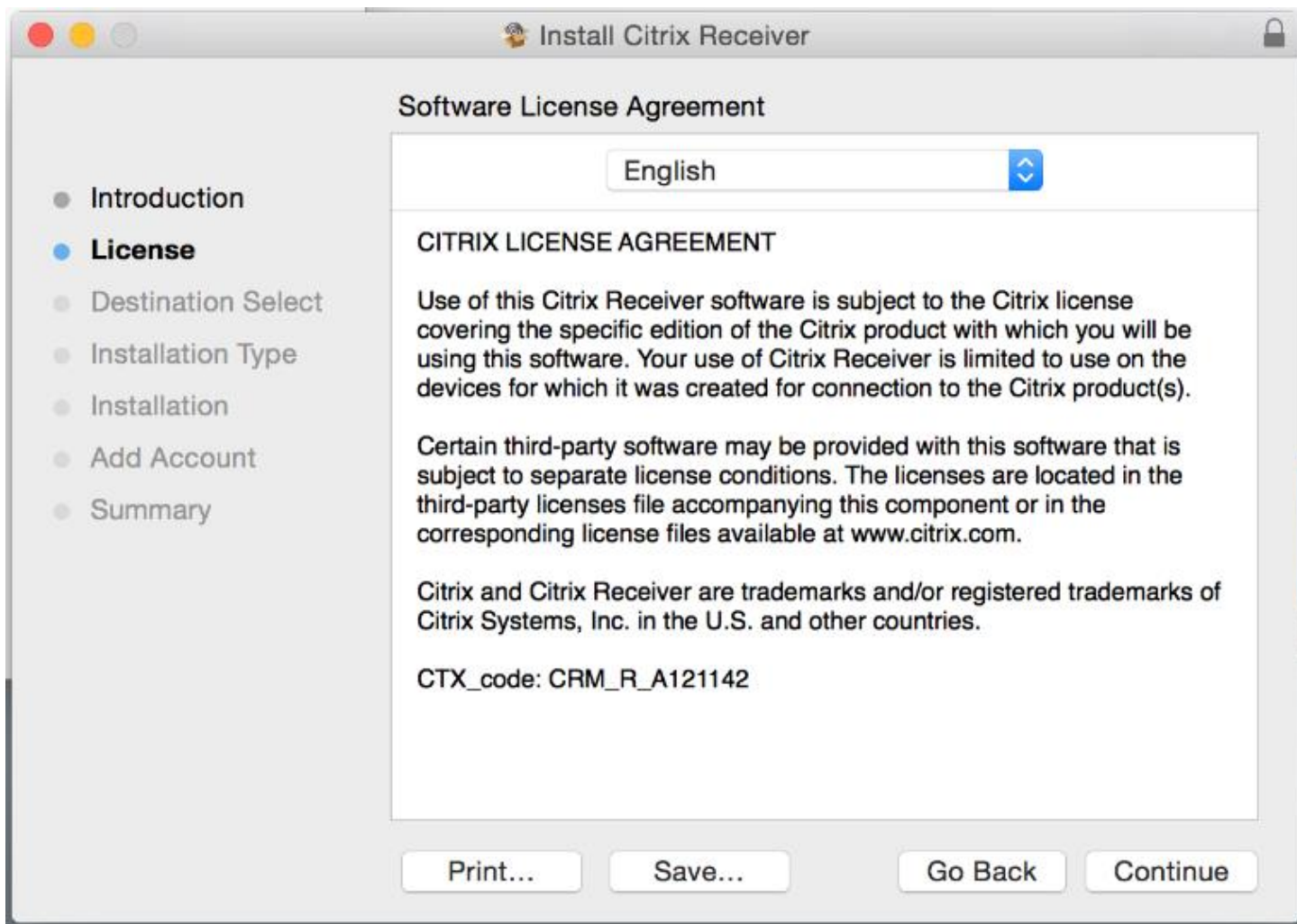
VIII. Click **Continue**:



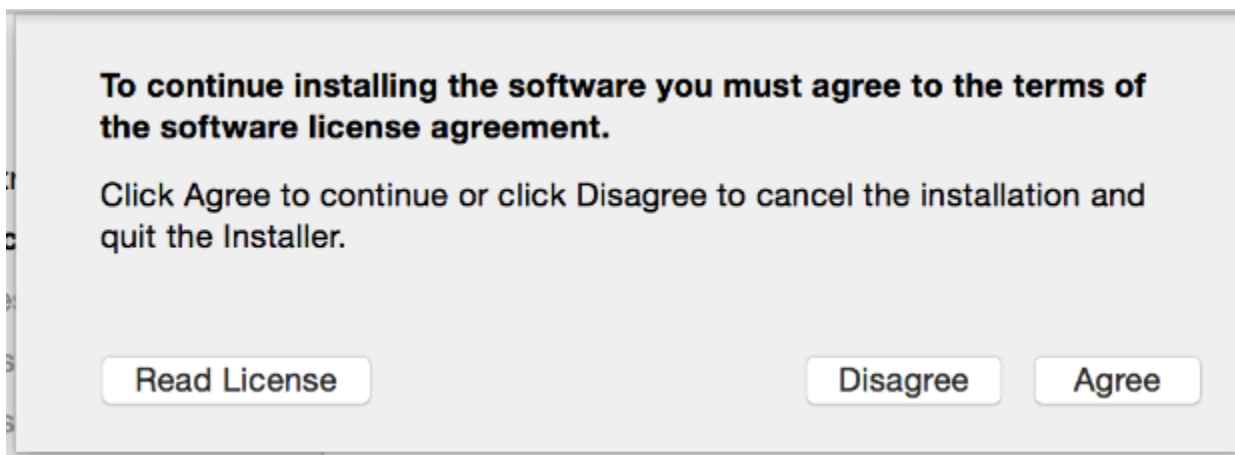
IX. Click **Continue**:



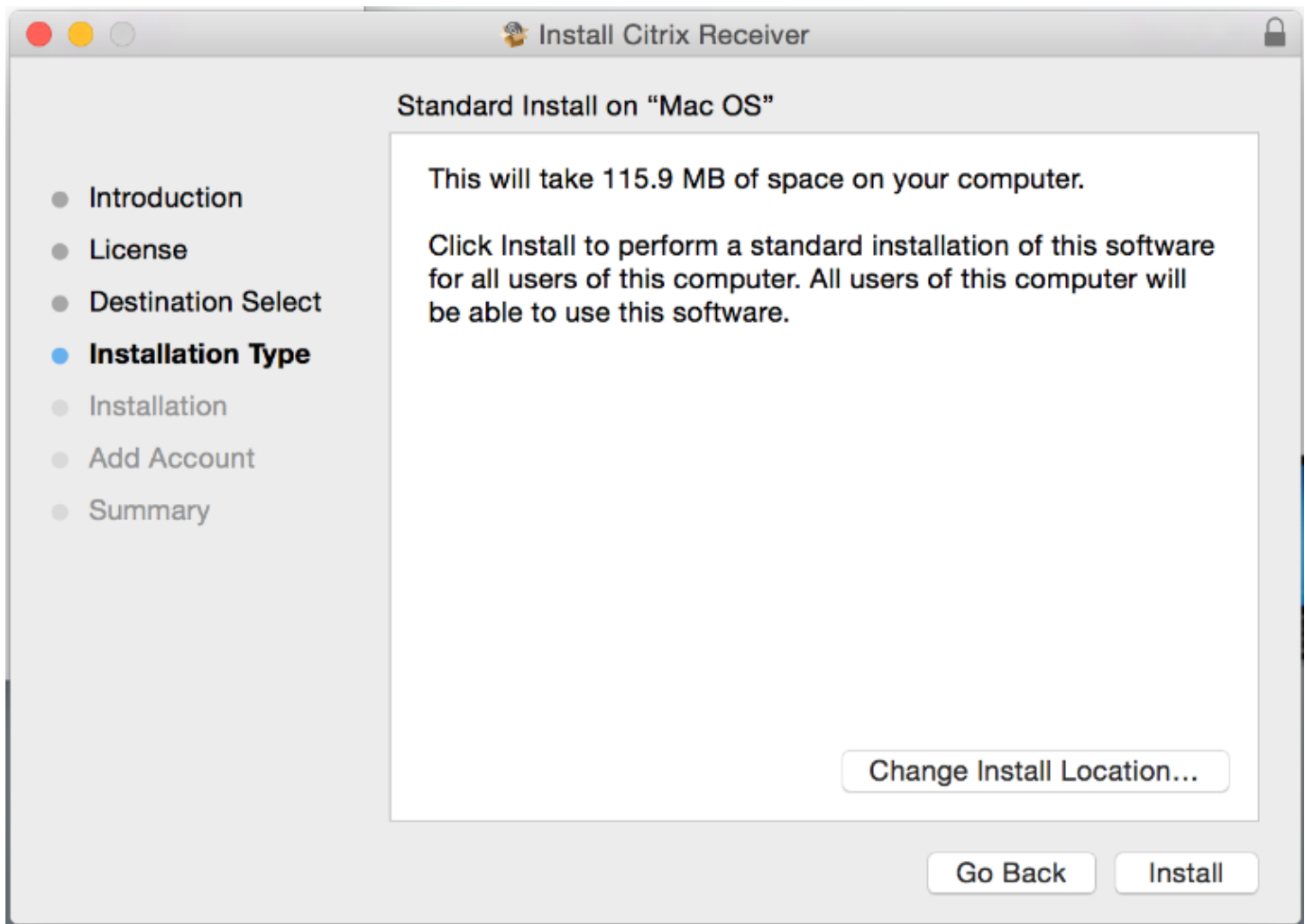
X. Click **Continue**:



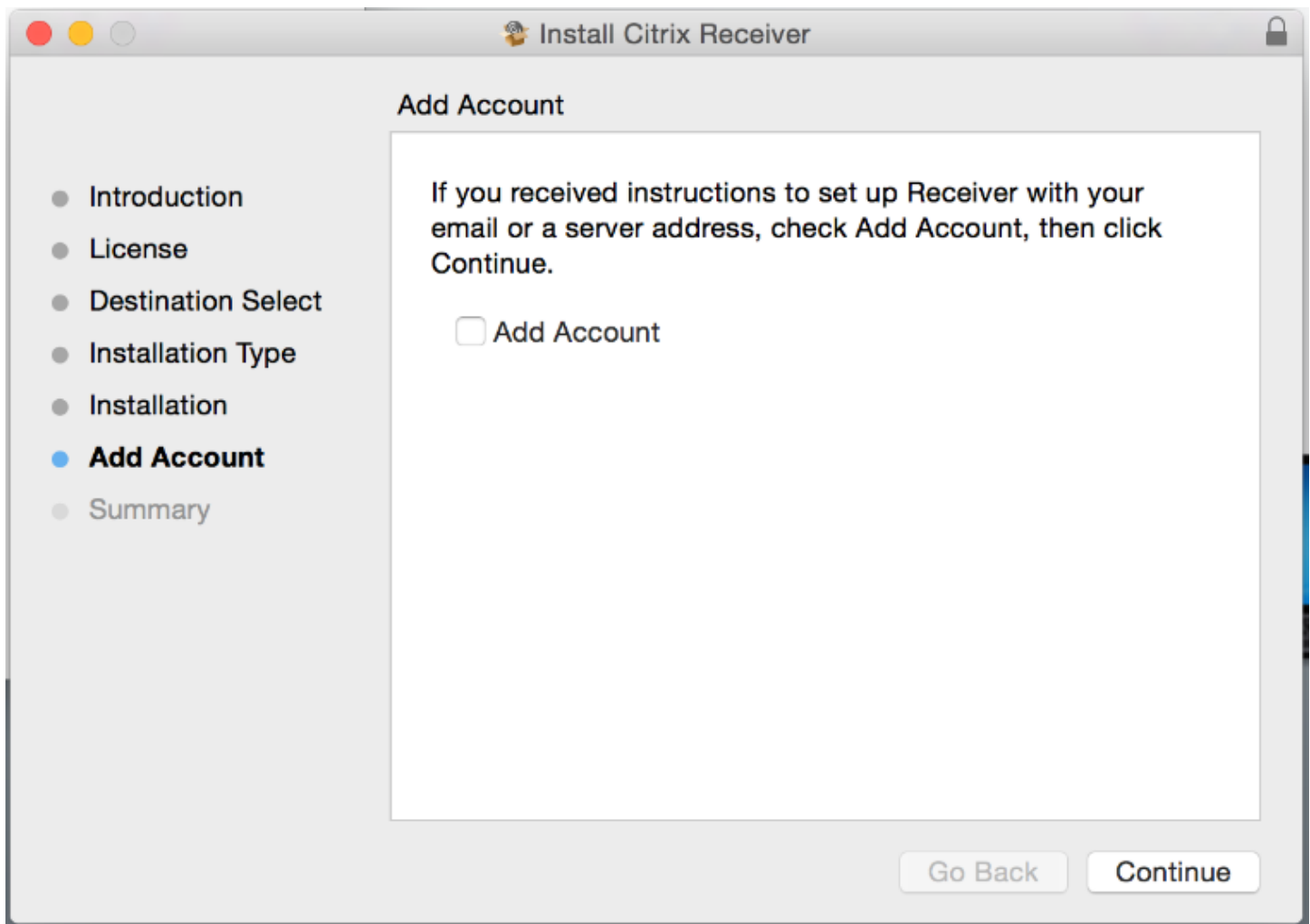
XI. Click **Agree**:



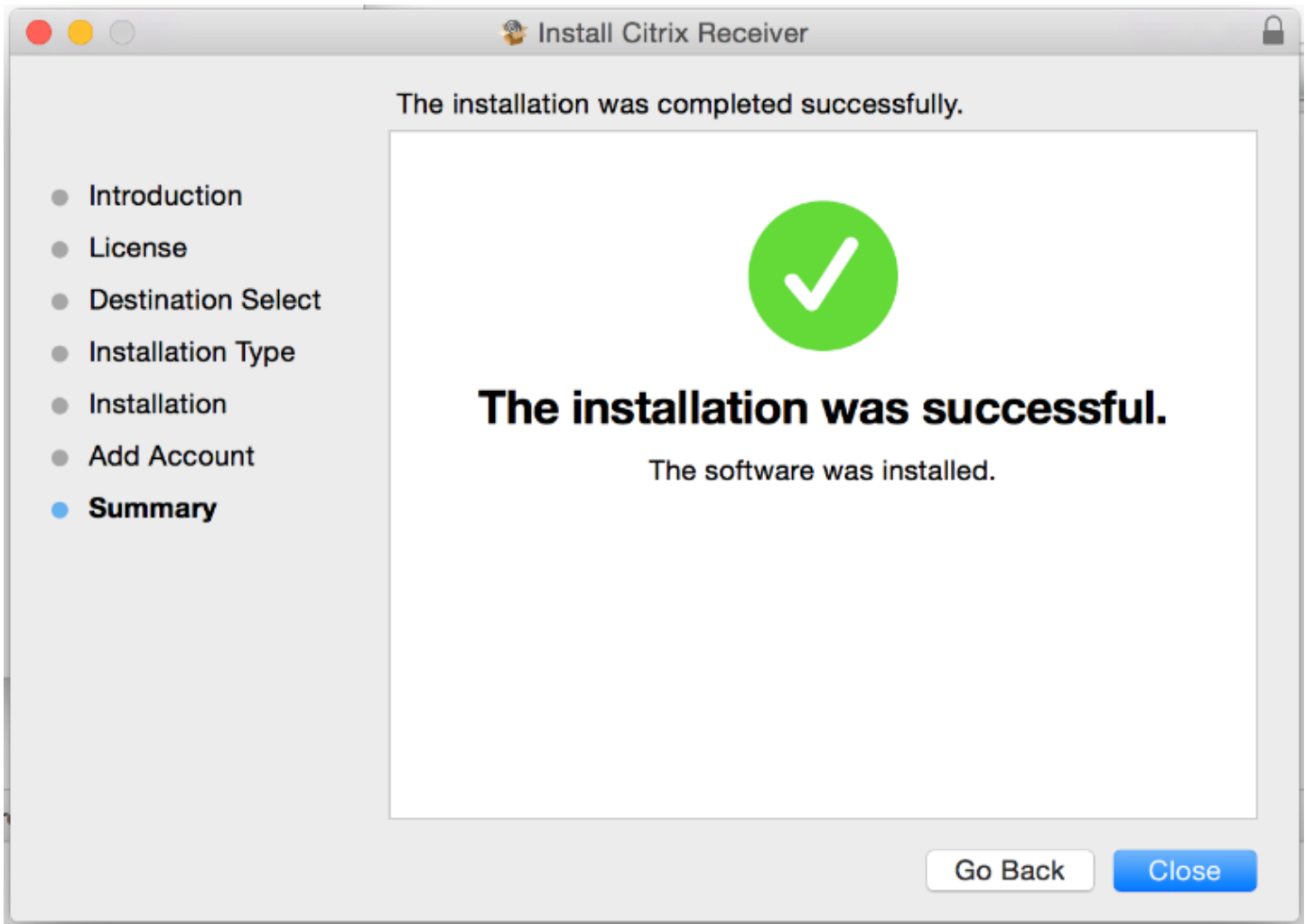
XII. Click **Install**:



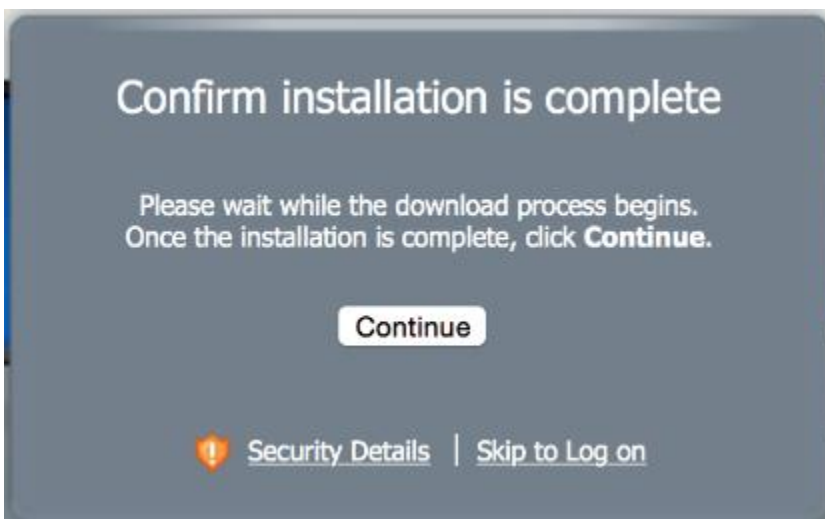
XIII. Click **Continue**:



XIV. Click **Close**:



XV. Click **Continue**:



XVI. Launch an application of your choosing:

