

# Remote Access Guide

https://access.lghealth.org

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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

<b>(</b> -	)	8 htt	ps://www.go	oogle.	com/		
<u>F</u> ile	<u>E</u> dit	<u>V</u> iew	F <u>a</u> vorites	Tool	s <u>H</u> elp		
					Delete browsing history InPrivate Browsing Turn on Tracking Protection ActiveX Filtering Fix connection problems Reopen last browsing session	Ctrl+Shift+Del Ctrl+Shift+P	
					Add site to Apps View downloads Pop-up Blocker SmartScreen Filter Manage media licenses Manage add-ons	Ctrl+J +	(
					Compatibility View settings Subscribe to this feed		

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

Compatibility View Settings		x
Change Compatibility View Settings		
Add this website:		
lghealth.org	Add	
http://lghealth.org/		
-ignearm.org	Remove	
<ul> <li>Display intranet sites in Compatibility View</li> <li>Use Microsoft compatibility lists</li> <li>Learn more by reading the <u>Internet Explorer privacy set</u></li> </ul>	<u>tatement</u>	
	Close	

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

		8 http	ps://www.g	oogle.	com/		
<u>F</u> ile	<u>E</u> dit	<u>V</u> iew	F <u>a</u> vorites	<u> </u>	s <u>H</u> elp		
					Delete browsing history	Ctrl+Shift+Del	
					InPrivate Browsing	Ctrl+Shift+P	
					Turn on Tracking Protection		
					ActiveX Filtering		
					Fix connection problems		
					Reopen last browsing session		
					Add site to Apps		
					View downloads	Ctrl+J	
					Pop-up Blocker	•	
					SmartScreen Filter	•	
					Manage media licenses		
					Manage add-ons		
					Compatibility View settings		
					Subscribe to this feed		F
					Feed discovery		-
					Windows Update		
					Performance dashboard	Ctrl+Shift+U	
					F12 Developer Tools		
					Report website problems		
					Internet options		

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

Internet Options ? ×					
General Security Privacy Content Connections Programs Advanced					
Select a zone to view or change security settings.					
🕘 🔍 🗸 🚫					
Internet Local intranet Trusted sites Restricted sites					
Trusted sites					
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.					
Security level for this zone					
Allowed levels for this zone: All					
Medium     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded					
Enable Protected Mode (requires restarting Internet Explorer)					
Custom level Default level					
Reset all zones to default level					
OK Cancel Apply					

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



VIII. Click **OK**:

Internet Options ? ×
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet Local intranet Trusted sites Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.
Security level for this zone
Allowed levels for this zone: All
Medium     Prompts before downloading potentially unsafe     content     Unsigned ActiveX controls will not be downloaded
Enable Protected Mode (requires restarting Internet Explorer)
Custom level Default level
Reset all zones to default level
OK Cancel Apply

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

Penn Medicine Lancaster General Health	Log or User name: Password:	n - Internal Portal Log On	

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:

	?
Device: Samsung Galaxy S5 (XXX-XXX-7394) V	
Duo Push RECOMMENDED	
O Phone call 🚱	
Passcode     Next SMS passcode starts with 1 (send more)	
Log in >	

	?
Pushed a login request to your device	
Device: Samsung Galaxy S5 (XXX-XXX-7394) ∨	
Duo Push RECOMMENDED ③	
Phone call I Phone	
Passcode     Next SMS passcode starts with 1 (send more)	
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

Click Install to access your applications.
INSTALL  I agree with the <u>Citrix license agreement</u> .
Security Details   Skip to Log on

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

Do you want to run or save CitrixReceiver.exe (44.5 MB) from remote.lghealth.org?	Run	Save 🔻	Cancel	×
			1	

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



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

0	Citrix Receiver	×
	License Agreement	
	You must accept the license agreement below to proceed.	
	CITRIX LICENSE AGREEMENT	^
	Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personally	· ·
		Canaal
	Next	Cancel

XV. Click "No, Thanks", then Install:





XVI. Click Finish:



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

+ () Mttps://access.lghea	lth.org/Citrix/LGH-CitrixWeb/	P - í	🖉 🔤 System Pulse Dashboard	🕂 Galaxy - Dorothy Admini	stratio 🔵 Note 666173	Citrix	Receiver ×	0		- □ -×- ↑ ★ ¤
Citrix Broker Service Events Penn Medicine Lancaster General Health	🙁 MModal 🗿 Upgrading Provision	ing S 🔮 IT and Hardware - Onli	ne 🧃 Kuiper - Infrastructure Set 🔍	, #6320 - Epic 2018 Upgrad   	Application Page Cit	ώx SCOM Management 🧯	Citrix Single Sign On with	Configure domain pass-t	🦉 CyberArk 🞇 Dire	sctor ≫ Roth, James M ▼
All Categories									Q	earch All Apps
All Apps										^
IPhysicians Resource Pa	Details 🥻	Details Directory	3M Interface Observe	Details er	A Drive	Details	ACUO BatchStore	Details	ACUO BatchStore_	Details One_Hour
ACUO PatientMgmt	Details Breez	Details	CEO Award Submissio	Details on Form	Chrome	Details	Citrix Remote Access	Details Request	Community Conne	Details ct Drive
Community Connect Pc	Details Conf	Details identiality Form	cvi42	Details	Cyber-Ark	Details	Duty Call - Medama	Details (Gateway	ED Pulsecheck	Details
e-Health	Details e-He	Details alth - MModal	e-Health Downtime	Details	e-Health Downtime C	Details ensus	e-Health MST1	Details	e-Health MST2	Details
e-Health Order Sets	Details e-He	Details	e-Health REF1	Details	e-Health REF2	Details	e-Health Test 2018	Details	e-Health Test 2019	Details

XVIII. Launch the application of your choosing:

0	LG Starnet	- 🗆 ×
Starting		
• More information		Cancel

## 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 <u>https://access.lghealth.org</u> and log in with your LGH credentials:

Gitrix Receiver	× (+)	_	_	the second s	- 0 <mark>- X-</mark>
$\leftrightarrow$ $\rightarrow$ C $\oplus$ https://a	ccess.lghealth.org/Citrix/LGH-CitrixWeb/				☆ 🛛 🖬 \varTheta :
	Penn Medicine Lancaster General Health	User name: Password:	Log on - Internal Portal		

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:

₽₩¢	3
Device:	Samsung Galaxy S5 (XXX-XXX-7394) <
۲	Duo Push RECOMMENDED
0	Phone call 🔞
0	Passcode Next SMS passcode starts with 1 (send more)
	Log in >

	?
Pushed a login request to your device	
Device: Samsung Galaxy S5 (XXX-XXX-7394) V	
Duo Push RECOMMENDED ③	
Phone call (2)	
Passcode     (?) Next SMS passcode starts with 1 (send more)	
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**:
  - a. \*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

Click Install to access your applications.
<b>INSTALL</b> I agree with the <u>Citrix license agreement</u> .
Security Details Skip to Log on

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**:

	Open
	Always open files of this type
	Show in folder
	Cancel
CitrixReceiver.exe	•

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



IX. Accept the license agreement and Click Next:

6	Citrix Receiver	×
	License Agreement	
	You must accept the license agreement below to proceed.	
	CITRIX LICENSE AGREEMENT	^
	Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personally	¥
	✓ I accept the license agreement	
	Next	Cancel

#### 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:"

	Open
	Always open files of this type
Hint: Unable to find the	Show in folder
	Cancel
🖻 launch.ica	-

### XIV. Click "Open:"

	Open
	<ul> <li>Always open files of this type</li> </ul>
Hint: Unable to find the	Show in folder
	Cancel
🖻 launch.ica	*

XV. The application should launch as expected:

0	LG Starnet	- 🗆 ×
Starting		
• More information		Cancel

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 <u>https://access.lghealth.org</u>:

Citrix Receiver	× +						- 6	9 ×
( Interpretended in the second	th.org/Citrix/LGH-CitrixWeb/			C Q Search	☆ 自	+ 1		Ξ
	Penn Medicine	User name: Password:	Log on - Internal Portal					

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:

<b>B</b> AB	•
Device:	Samsung Galaxy S5 (XXX-XXX-7394) V
۲	Duo Push RECOMMENDED 📀
0	Phone call 🔞
0	Passcode 3 Next SMS passcode starts with 1 (send more)
	Log in >

>ue	•
Pushed a login request to your device	
Device: Samsung Galaxy S5 (XXX-XXX-7394) 🔻	
<ul> <li>Duo Push RECOMMENDED ?</li> <li>Phone call ?</li> <li>Passcode ?</li> <li>Next SMS passcode starts with 1 (send more)</li> </ul>	
Log in >	

- 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:"

		Opening CitrixReceiv	er.exe		×
	You hav Cit wh fro Would y	e chosen to open: t <b>rixReceiver.exe</b> nich is: Binary File (44.5 MB) om: https://remote.lghealth.org rou like to save this file?	Save File	Cancel	
	⊽ C'	<b>Q</b> , Search	☆ 自	V 1m	
n		CitrixReceiver.exe 38 seconds remaining — 11.8 of 44.5 MI	В	X	
		<u>S</u> how All Downloads			

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:

٢	Citrix Receiver	×
	License Agreement	
	You must accept the license agreement below to proceed.	
	CITRIX LICENSE AGREEMENT	^
	Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s). If your device is connected to the Internet, Citrix Receiver may, without additional notice, check for Citrix Receiver updates that are available for download and installation to your device and let you know of their availability. Only non-personally	¥
	Next	Cancel

XIII. Click "No, Thanks", then Install:





XIV. Click **Finish**:

٢	Citrix Receiver	x
	citrix Receiver	
	Installation complete If you received instructions to set up Receiver with your email or a server address, click Add Account.	
	Add Account 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:

٢	LG Starnet	- 🗆 ×
Starting		
• More information		Cancel

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

	Citrix Receiver - Security Warning
0	An online application is attempting to access information on a device attached to your computer.
	<ul> <li>Block access</li> <li>Do not permit the application to use these devices.</li> </ul>
	Permit use Permit the application to use these devices.

## Remote Access using Safari

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

••• < > 🗉		access.lghealth.org	C	+
Penn Medicine Lancaster General Health	User name: Password:	Log on - Internal Portal	1~	

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:

	3	
Device:	Cell Phone (XXX-XXX-5093)	
0	Duo Push RECOMMENDED	
0	Phone call 🚱	
0	Passcode *	
	Next SMS passcode starts with 2 (send more)	
	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:

	Install Citri	x Receiver		
	This package wi determine if the To keep your compu- programs or install s you're not sure abou Cancel to stop the p	II run a program software can be uter secure, you shou software from a truste ut this software's sou program and the insta Cancel	to installed. Id only run ed source. If rce, click allation. Continue	
			Go Back	Continue

### IX. Click **Continue**:

	Install Citrix Receiver	
	Welcome to the Citrix Receiver Installer	
Introduction	Citrix Receiver installs software that allows access to virtual applications that your organization provides, including software applications that use	
License	your browser.	
Destination Select		
Installation Type		
Installation		
Add Account		
Summary		
	Go Back Continue	

X. Click **Continue**:

	Install Citrix Receiver	
	Software License Agreement	
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	English         CITRIX LICENSE AGREEMENT         Use of this Citrix Receiver software is subject to the Citrix license covering the specific edition of the Citrix product with which you will be using this software. Your use of Citrix Receiver is limited to use on the devices for which it was created for connection to the Citrix product(s).         Certain third-party software may be provided with this software that is subject to separate license conditions. The licenses are located in the third-party licenses file accompanying this component or in the corresponding license files available at www.citrix.com.         Citrix and Citrix Receiver are trademarks and/or registered trademarks of Citrix Systems, Inc. in the U.S. and other countries.	
	CTX_code: CRM_R_A121142 Print Save Go Back Continue	

XI. Click Agree:

To continue installing the software you must agree to the terms of the software license agreement.			
Click Agree to continue or click Disagre quit the Installer.	ee to cancel the installation	n and	
Read License	Disagree	Agree	

XII. Click Install:

	Install Citrix Receiver	
	Standard Install on "Mac OS"	
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	This will take 115.9 MB of space on your computer. Click Install to perform a standard installation of this software for all users of this computer. All users of this computer will be able to use this software.	
	Change Install Location	
	Go Back Install	

#### XIII. Click Continue:

	Install Citrix Receiver	
<ul> <li>Introduction</li> <li>License</li> <li>Destination Select</li> <li>Installation Type</li> <li>Installation</li> <li>Add Account</li> <li>Summary</li> </ul>	Add Account   If you received instructions to set up Receiver with your email or a server address, check Add Account, then click Continue.     Add Account	
	Go Back Continue	

XIV. Click Close:



#### XV. Click Continue:



XVI. Launch an application of your choosing:

