



You can remotely access Epic and other applications by using Citrix Access Gateway (CAG).

In order to use CAG, you will first need to provide IT some basic information. Then you'll install the CAG application on your home computer.

The following are required of the remote access requestor:

1. A home connection to the internet.
 - a. A DSL or Cable Modem connection is necessary for adequate performance.
2. An active subscription to an anti-virus application such as Norton Anti-Virus or McAfee Anti-Virus. University of Minnesota faculty and students are entitled to a free copy with instructions found at <http://it.umn.edu/anti-virus>
3. The computer should be up-to-date on all patches.
 - a. Windows: <http://windowsupdate.microsoft.com>
 - b. Mac: <http://www.apple.com/osx/how-to-upgrade/>
4. HCMC will support only Internet Explorer version 7 or higher. Although other browsers, such as Chrome or Safari, may work with CAG, HCMC IT Service Desk will not support other browsers.
5. CAG can be used to access confidential and private information, including organizational information and, most importantly, protected health information (PHI). By using CAG you are agreeing that the CAG account and your computer are only accessible to **you** as an authorized user of the HCMC network and applications. Violation of this information via CAG are contrary to HCMC policy and may be a violation of state or federal law.
6. Please note that home remote access is a lower priority than many issues to which HCMC IT Service Desk responds. A response to your request may be delayed if higher priority items must be serviced.
 - a. Service desk analysts will attempt to work through problems with you, as they are able. The service desk phone number is 612-873-7485.
 - b. Service desk analysts are **not** available to come to your home for assistance.
 - c. In some cases, you may be asked to bring your PC to the IT service desk for on-site troubleshooting.
 - d. Service desk will provide limited support for issues on Mac devices

Once you have been signed up, install the application on your computer.

[Click here for directions for Windows](#)

[Click here for directions for Mac OS X](#)

If you are interested in having remote access and can commit to the above requirements, please send the following information to nicholas.bezakIII@hcmcd.org:

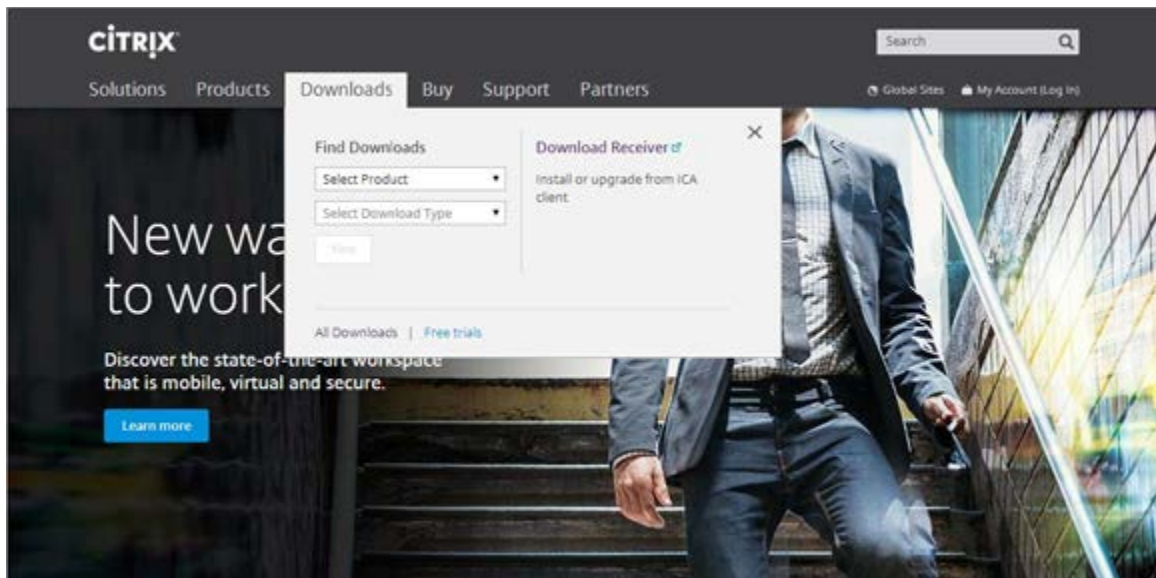
1. Computer/device name(s) PLEASE NOTE: Your computer name CANNOT contain ANY SPACES OR SPECIAL CHARACTERS. (eg: commas, apostrophes, colons, hyphens, dashes, periods, etc.) If you have ANY of these in your computer name you must rename it to get access to CAG.
2. Current HCMC e-mail address
3. Contact number
4. Full Name (first, middle initial, last name)
5. Current HCMC user name (MS, HM or MC#)
6. Department
7. Resident or Fellow

Citrix Receiver for Windows

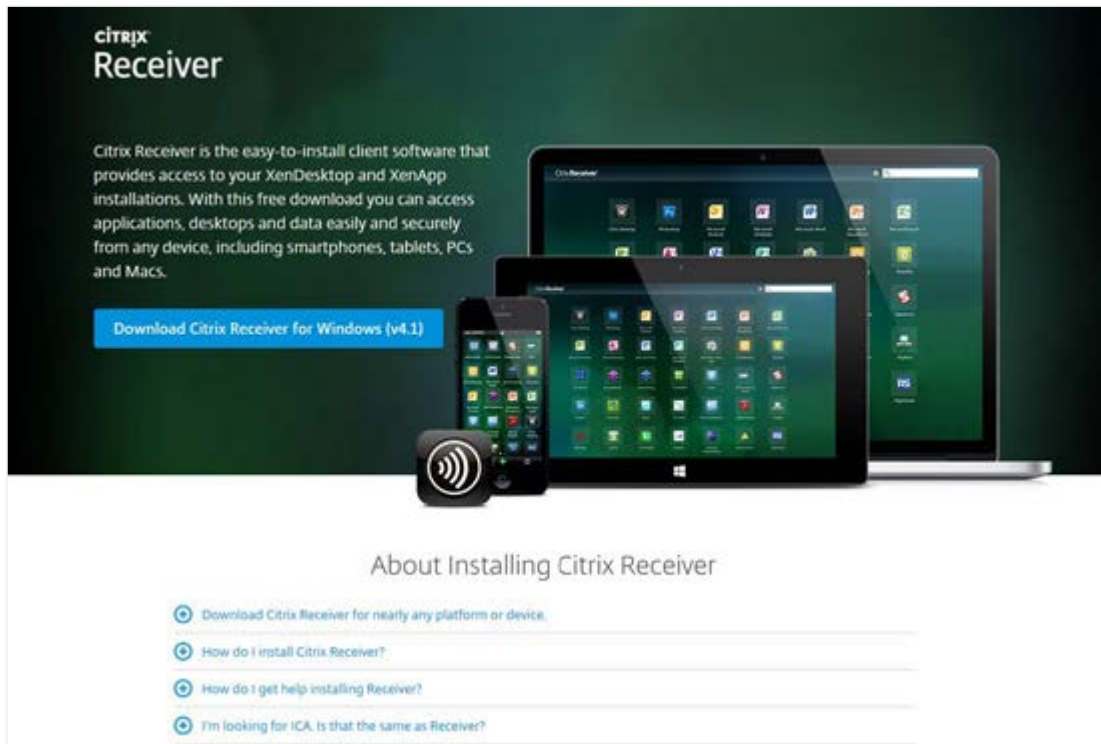


To install Citrix Receiver for Windows

In a web browser, navigate to www.Citrix.com, hover over Downloads and then click Download Receiver.



Click Download Receiver for Windows.



The image shows a promotional banner for Citrix Receiver. On the left, the Citrix logo and the word "Receiver" are displayed. Below this, a paragraph describes the software as an easy-to-install client that provides access to XenDesktop and XenApp installations. A blue button labeled "Download Citrix Receiver for Windows (v4.1)" is positioned below the text. To the right, a laptop, a tablet, and a smartphone are shown, each displaying a virtual desktop environment with various application icons. Below the banner, the heading "About Installing Citrix Receiver" is followed by a list of four links: "Download Citrix Receiver for nearly any platform or device.", "How do I install Citrix Receiver?", "How do I get help installing Receiver?", and "I'm looking for ICA, is that the same as Receiver?".

Select the check box to agree to the Citrix License Agreement and then click **Continue**:

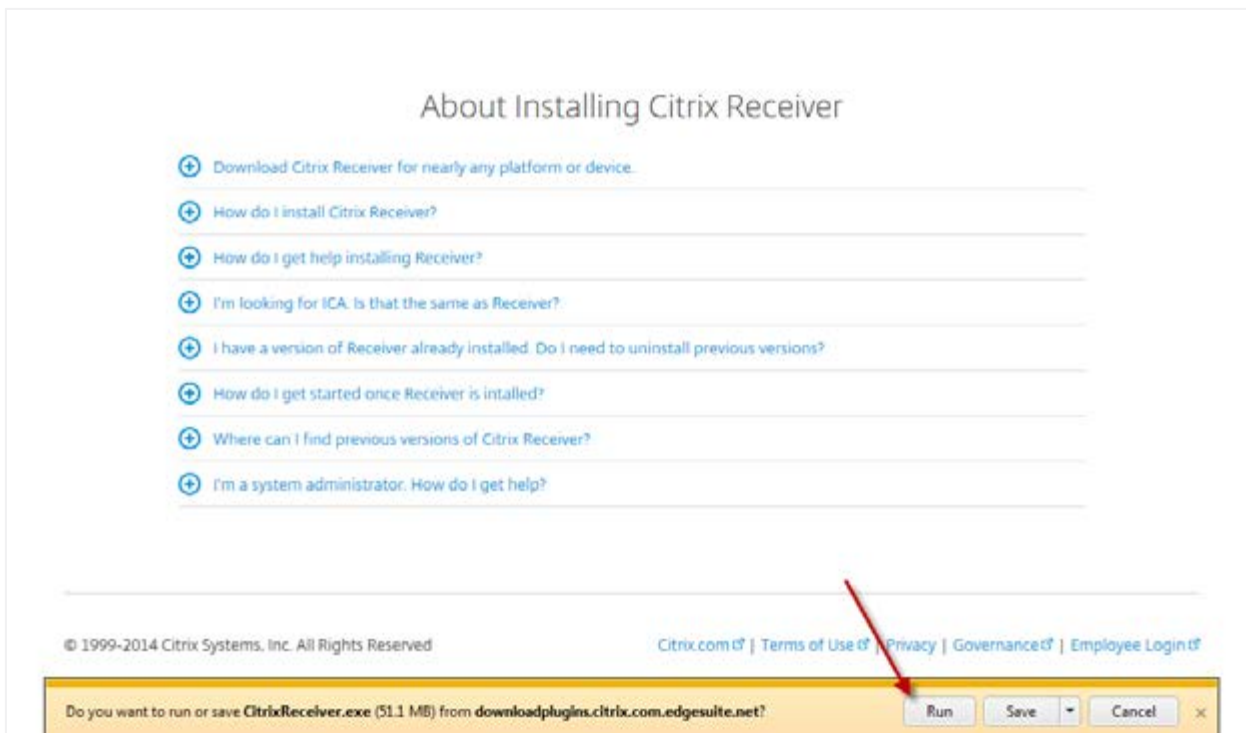


The image shows a dialog box titled "Citrix License Agreement". The title bar includes a close button (X) in the top right corner. The main content area contains a scrollable text block with the following text: "Use of this Citrix Receiver software is subject to the Citrix license covering the specific 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 identifiable information is transmitted when this happens, except to the extent that IP addresses may be considered personally identifiable in some jurisdictions. The use of such information, including your IP address, is governed by the Citrix Privacy Policy available on www.citrix.com. Updates will". Below the text, there is a checkbox that is checked, with the text "I agree to the terms of the Citrix License Agreement". At the bottom left, there is a blue button labeled "Continue".

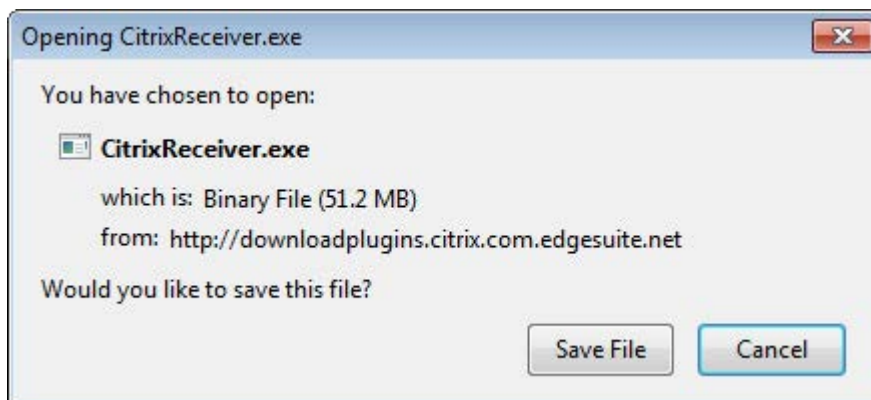
When prompted, run the CitrixReceiver.exe file.

Note: The message may vary depending on the web browser you're using.

Internet Explorer



Firefox:

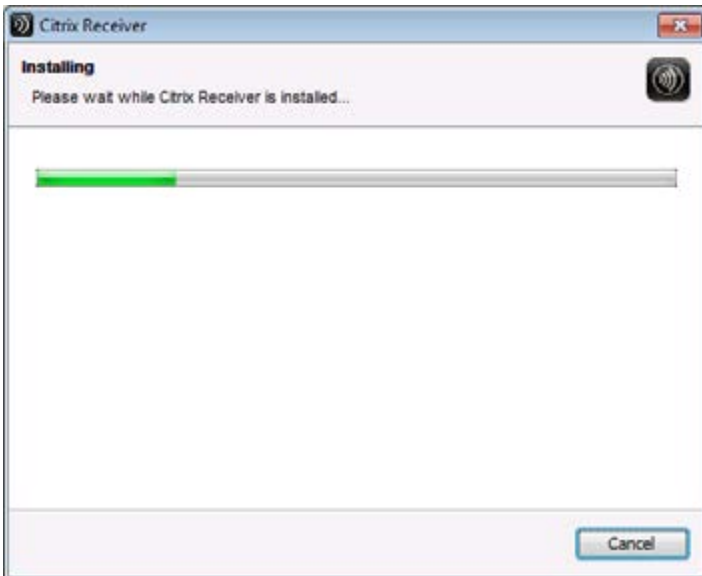


About Installing Citrix Receiver

- + Download Citrix Receiver for nearly any platform or device.
- + How do I install Citrix Receiver?
- + How do I get help installing Receiver?
- + I'm looking for ICA. Is that the same as Receiver?
- + I have a version of Receiver already installed. Do I need to uninstall previous versions?
- + How do I get started once Receiver is installed?
- + Where can I find previous versions of Citrix Receiver?
- + I'm a system administrator. How do I get help?



Click **Install**.



Once installed, open Citrix Receiver and enter the following information (you only have to enter this the first time you use Citrix Receiver):

Server: **https://ra.hcmed.org**

User Name: *your networkID (e.g. ms1122, hm1122)*

Password: *your network password*

Domain: **hcmc**

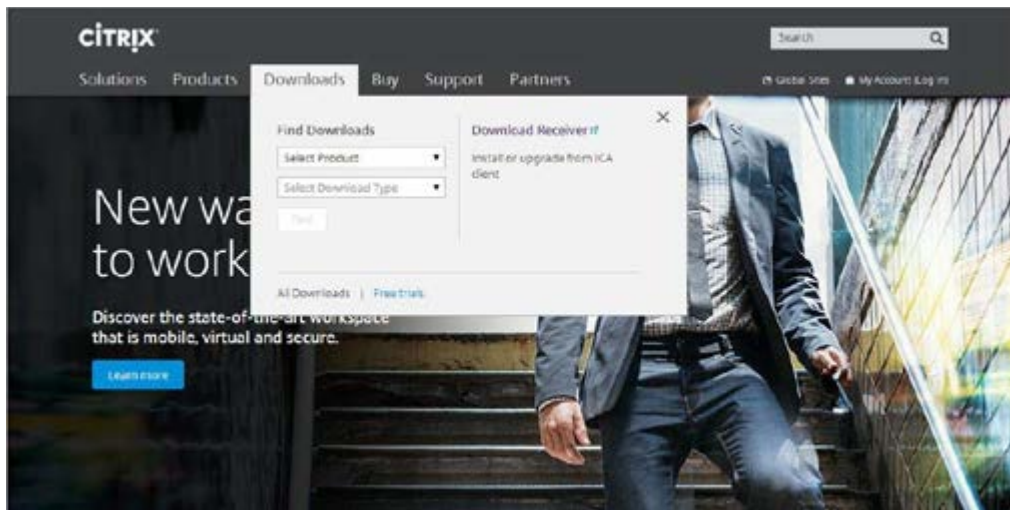
If there is a “security token” field, make sure it’s set to “off.”

Citrix Receiver for Mac OS X



To install Citrix Receiver for Mac OS X

1. In a web browser, navigate to Citrix.com, hover over **Downloads** and then click **Download Receiver**.



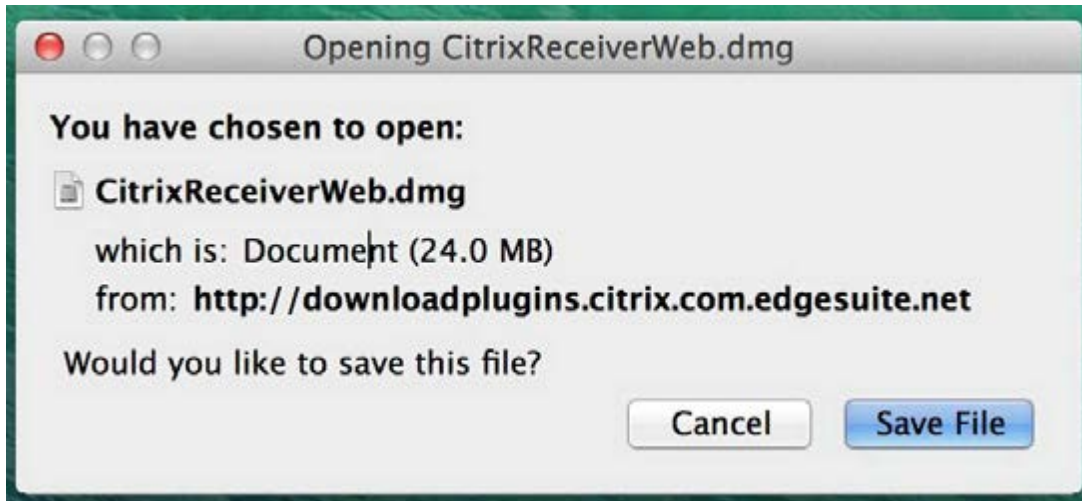
2. Click Download Receiver for Mac.



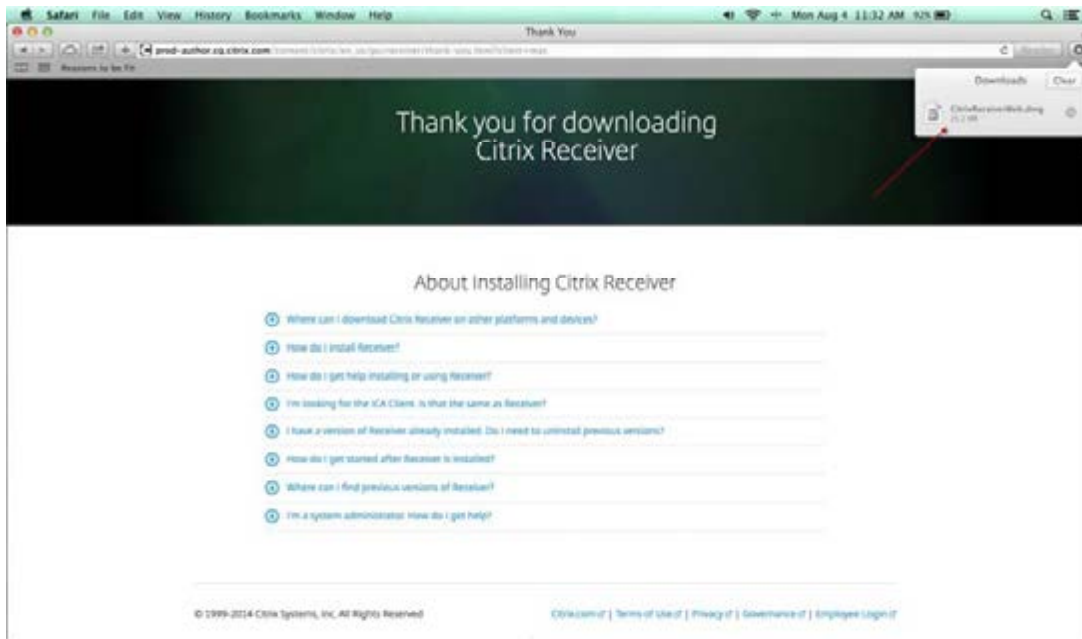
About Installing Citrix Receiver

- ③ Where can I download Citrix Receiver on other platforms and devices?
- ③ How do I install Receiver?
- ③ How do I get help installing or using Receiver?
- ③ I'm looking for the ICA Client, is that the same as Receiver?
- ③ I have a version of Receiver already installed. Do I need to uninstall previous versions?
- ③ How do I get started after Receiver is installed?
- ③ Where can I find previous versions of Receiver?
- ③ I'm a system administrator. How do I get help?

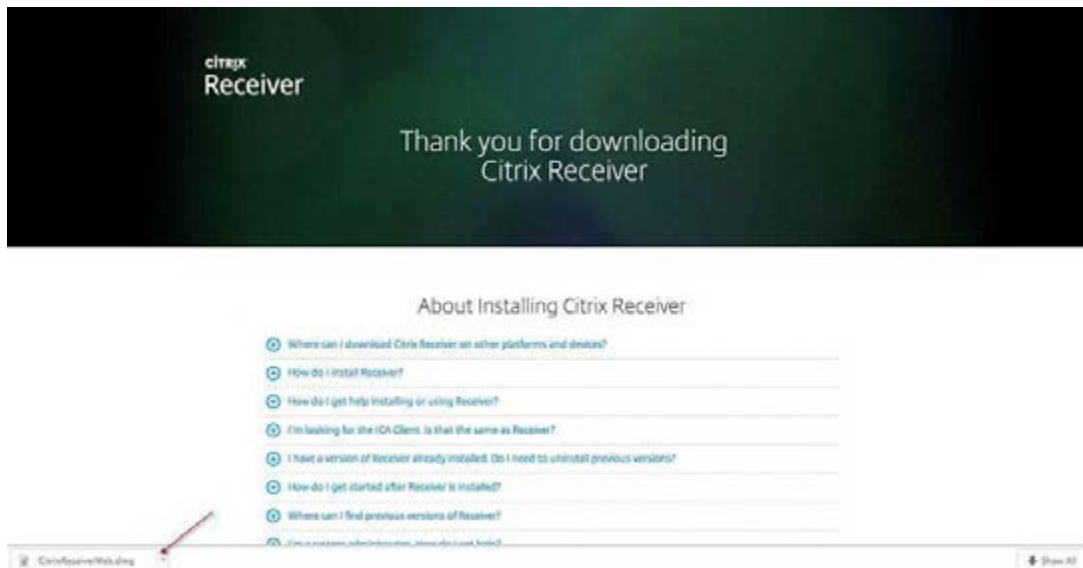
From a Firefox browser



From a Safari browser:



From a Chrome browser:



3. On a Mac computer, the.dmg file appears in the Mac Downloads folder. Click the folder and then select the CitrixReceiverWeb.dmg file. When prompted, click **Install Citrix Receiver**.



4. Follow the instructions provided by the Receiver Installer.





Once installed, open Citrix Receiver and enter the following information (you only have to enter this the first time you use Citrix Receiver):

Server: **https://ra.hcmed.org**

User Name: *your networkID (e.g. ms1122, hm1122)*

Password: *your network password*

Domain: **hcmc**

If there is a “security token” field, make sure it’s set to “off.”

Please provide the following information for Epic remote access:	
User's Computer Name*	
User's email address	@hcmcd.org
User's Contact Phone	
Computer Type PC or Mac (Circle one)	<input type="checkbox"/> PC <input type="checkbox"/> Mac

***PLEASE NOTE:** Your computer name **CANNOT** contain **ANY SPACES OR SPECIAL CHARACTERS.** (eg: commas, apostrophes, colons, hyphens, dashes, periods, etc.) If you have **ANY** of these in your computer name you must rename it to get access to CAG.

When filled in, give this form to Judi.