Accessing and Using the VWHS Remote Access Interface

Requirements:

1. **Internet access is required, and you are responsible for making that internet connection.**
2. **If you have a Mac, the software installation of this guide will not work. Mac Citrix Receiver has historically been unreliable in achieving a connection. Contact IT and we can attempt to get the Citrix Receiver working on your Mac. There are no guarantees that it will work, or that it will continue to work in the future.**
3. **If you are using a Chromebook, you will have to install the Citrix Remote Workspace from the Play Store. Contact IT on how to configure access.**

Software Installation:

4. **NOTE: If you already have the Citrix Receiver installed, skip this and go to Logging On.**
5. **If you are using a Valley-Wide issued laptop, skip this and go to Logging On.**
6. Open a web browser to the Valley-Wide home page at VWHS.ORG , then click on Employee Resources link. In the Employee Quick Links section, click on the Citrix Receiver link: https://vwhs.org/ckeditor/download_pagefile/89/

    a. You will be prompted to <u>Save</u> and then <u>Run</u> the installer.
    b. When the installation is finished you will get a pop-up that "Installation has completed successfully".
    c. When the install finishes, if there is a screen asking you to enter your email address or server address, click LATER as this is not necessary for remote access.

Logging On:

1. Under the Network Access Links on **Valley-Wide Employee Resources** page, click on Valley-Wide Remote Access.
    a.

    b. You will be re-directed to the Remote Access login page.
2. We recommend that you bookmark the logon page to your favorites so you can quickly access it again.
3. Login to the Remote Access site:
    a. User name: Valley-Wide User Name, ie BryantR
    b. Password: your password used when logging into your PC at work.
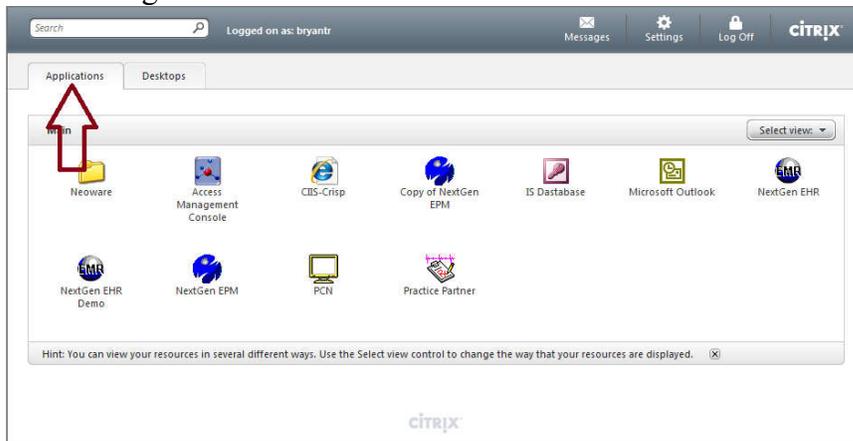
      c. Domain: VW

      d. Click **Log On**

Opening Applications or Desktop

1. After login, you will be presented with <u>Applications</u> on one tab, and if permitted access, <u>Desktops</u> on another tab.
   a. <u>Applications Tab</u>: Access to individual applications (NextGen, Microsoft Outlook, etc) which you have been granted access to.

   b. <u>Desktops Tab</u>: Remote XADesktop emulates the full desktop that you would have if you were sitting at a computer within a clinic; it provides access to Outlook, NextGen, the Public and Home drives, etc simultanously
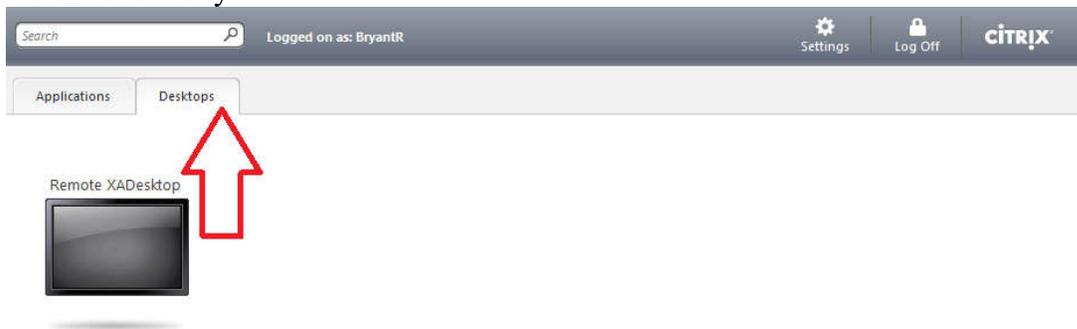
2. To launch the session you want, simply click on the icon.
3. If you are prompted to run the launch.ica file, choose RUN.
4. If you are not prompted to run the launch.ica file, check your DOWNLOADS directory for the launch.ica file, and double click it.
5. If you are prompted to allow access to local resources, select DENY

6. When done with your programs or desktop, exit or choose START and LOG OFF from the session start menu and then log out of remote access by clicking the **Log Off** button in the top right corner.

You can call IT for assistance from outside Valley-Wide by by calling 719-587-1110 Monday-Friday 7am-6pm. Inside Valley-Wide, dial 1110 or email VWHelpDesk@vwhs.org

You can call NextGen support for assistance from outside Valley-Wide by calling 719-587-1160

If you do not get an answer, make sure to leave a message with your name call back number and a description of the issue you are having, someone will call you back.