

Remote Access – Summary Process

Purpose: This job aid provides a summary of the remote access process.

Steps 2-4 need only be completed the first time you connect through remote access.

Detailed instructions with screen shots are located on the Citrix Login page>FAQ's and Technical Documentation> **Remote Access Detailed Process**

1. Login to Citrix
 - a. In your web browser go to 'citrix.good-sam.com' (do not use www.)
 - b. Save this site as a 'favorite' for future use.
 - c. Login to Citrix using your Good Samaritan user name and password.
2. Password Self-Service
 - a. If you have not previously enrolled in Password Self-Service you will be prompted thru this 4-step process now*. This will allow you to reset or change your password without GSS assistance.
 - b. You will need to access the email account you provided the nursing center. An email with a link will be sent to this account and the link is only active for 24 hours.
 - c. If you are using a temporary password: After enrolling to create your security questions, you also need to change your temp password to one you will remember. On the SSL VPN screen, click on "Click HERE to Continue to Step 4" link again to access the Password Self-Service Portal again and then click Change Password button and follow the instructions on the screen.
 - d. After enrolling in Password Self-Service and changing your password, close all open internet windows.
3. Install Citrix
 - a. Open your web browser and go to 'citrix.good-sam.com' (do not use www.) or use the 'favorite' created in step 1.
 - b. Login to Citrix using your Good Samaritan username and newly created password.
 - c. You will be prompted to download the Citrix client if it is not already installed on your computer.
 - d. The Citrix client install will take some time to complete and then you will need to restart your computer.
 - e. If you chose not to install Citrix, you can still access the applications remotely but their performance may be slower.
4. User Agreement
 - a. If you installed the Citrix client and restarted your computer: Open your web browser and go to 'citrix.good-sam.com' or use the 'favorite' created in step 1.
 - b. Login to Citrix using your Good Samaritan username and newly created password.
 - c. Select the icon titled "Agree here, then Refresh".
 - d. Read the User Agreement. If you agree to the terms, type in your username and select the Accept button at the bottom.
 - e. When you return to the Citrix page, refresh it by pressing the F5 key on your keyboard to display the applications you have been given access to.
5. Select the application you want to access.
6. Log out of the application when you are done.
7. To log out of the Citrix Receiver site, click you name in the upper right corner and select Log Off.

* We recommend completing Password Self-Service enrollment while at the center to simplify this process.