



TO: Texoma Medical Center Remote Users
RE: Citrix Access Gateway for Remote Access

The Citrix Access Gateway may be used to remotely access many TMC applications. The Citrix Access Gateway is a means to access certain areas of our network using the Internet and a web browser.

Please follow the instructions carefully. You will have to have an Internet connection via DSL or cable modem and web browser. Popup blockers and firewalls will need to be disabled for initial setup.

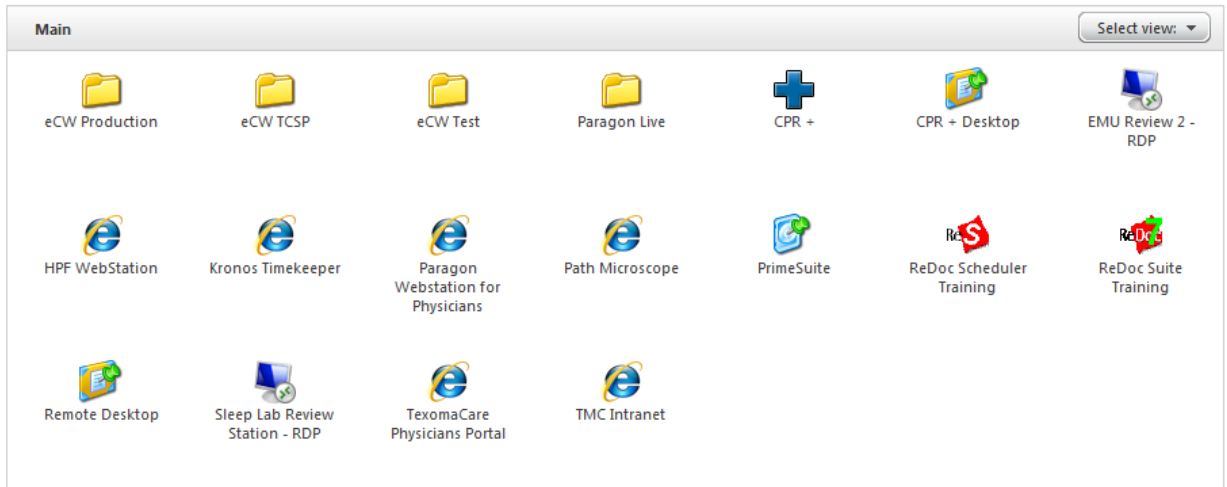
Please understand the IS staff can assist with issues on our internal network, but it will be difficult to assist with issues related to personal home computers due to the many makes, models and variations. Thanks for your understanding. Please contact your office IT support for issues with your equipment.

Citrix Gateway connection:

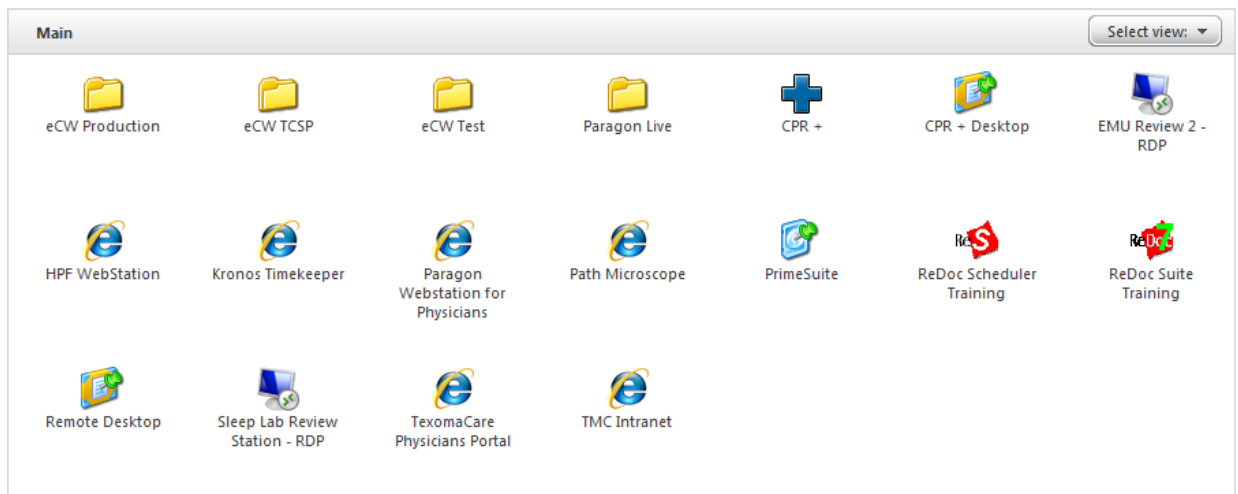
1. This remote access requires a Citrix that is be no higher than version 12.1.44.1. If you are already accessing UHS Fusion, your workstation would already have the correct client. The client can be downloaded from www.citrix.com or search for the client.
2. Open Internet Explorer and type the following into the address line <https://citrix.thcs.org>
3. You'll be presented with a login screen



4. Enter your TMC network login and your own password if you already have one. If not the information will be sent to you in a separate document. Per UHS Corporate password policy, this password will expire every 90 days. Corp passwords must meet the following criteria.
 - a. Must be at least 8 characters long
 - b. Must contain 3 of the following 4 items:
 - i. Capital Letter
 - ii. Lower case letter
 - iii. Number
 - iv. Symbol (@, #, \$, %, &, *)
 - v. Cannot match any of your previous 10 passwords
5. Once correct credentials are entered, you'll be able to access applications that you've been granted access to use.
6. The next screen will show applications that are available for your personal access. Not all applications are viewable or accessible by all staff.



- When selecting an application, you may see an option at the bottom of the screen to select "Open" or "Run."
- Log into any selected application with the appropriate login and password.
- When finished, be sure and close or exit the application properly by selecting File, Exit. Do not simply select the X to close the window. Using the X will leave a "hung" Citrix session and could cause issues trying to use the application again.
- To exit Citrix properly, select the **"Log Off"** button at the top of the Applications screen and **"Disconnect."**



- You will then see a screen to return to the login screen or you can close the window.