

WakeMed Remote Access Instructions

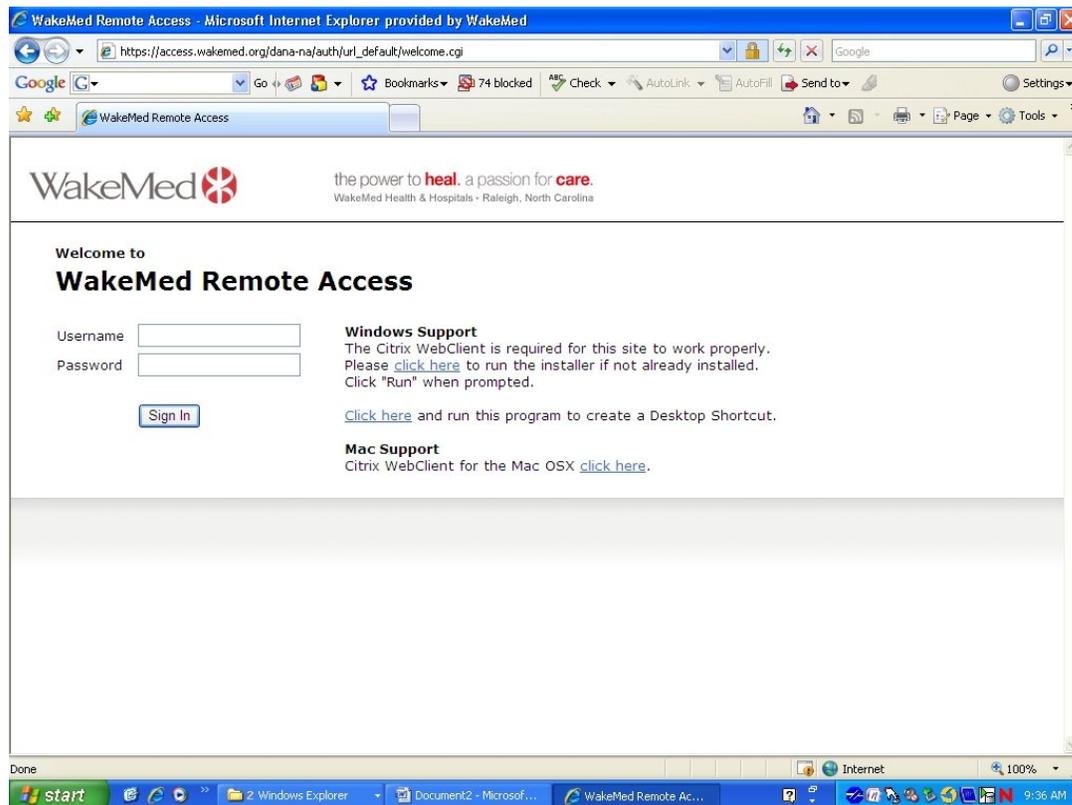
The minimum workstation requirements are:

1. Windows XP or 2000 w/ Service Pack 4
2. Internet Explorer 6.0 or greater
3. Windows Installer Service 2.0 or greater (required for Citrix Web Client installation)
4. Latest version of Citrix Web Client
5. Broadband or DSL connection
6. Pop-up blockers disabled
7. *.wakemed.org added to trusted sites within Internet Explorer

Please verify the above system pre-requisites prior to connecting to <https://access.wakemed.org> for the first time. You can retrieve the latest version of the Citrix Web Client from the WakeMed remote access site.

Connection steps:

1. In order to access the system you must open Internet Explorer and type the following link in the Address Bar: <https://access.wakemed.org>



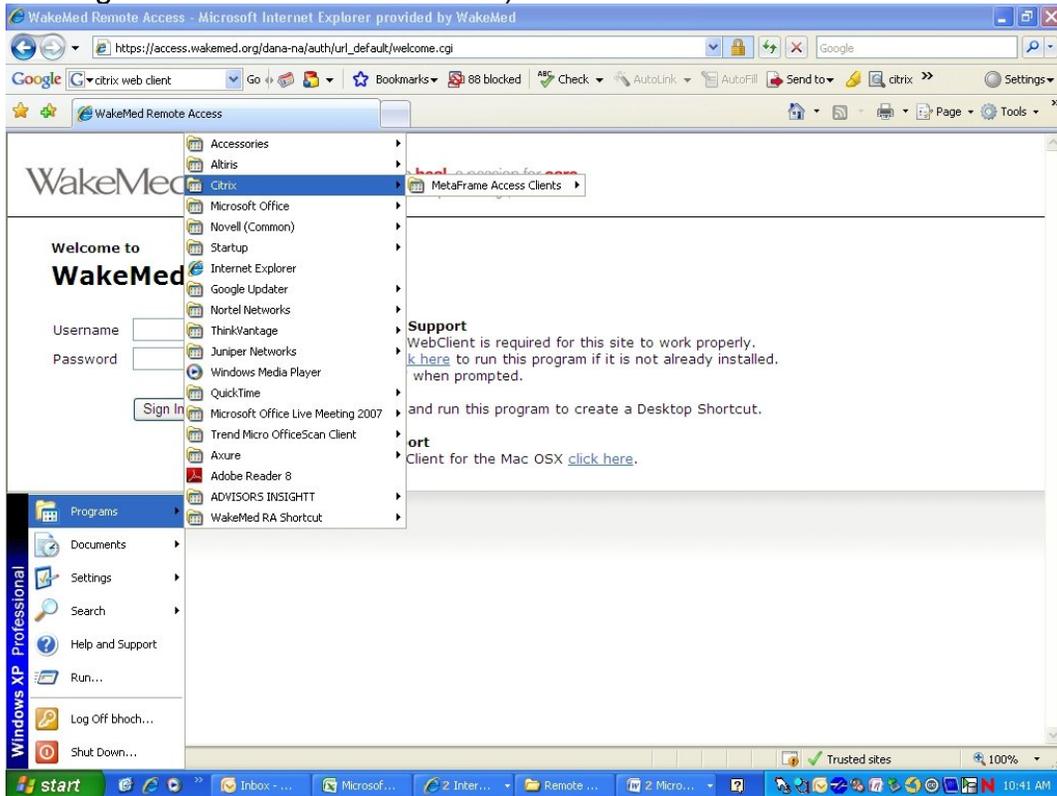
2. Click on the Citrix Web Client link for Windows to install the latest version of the Citrix Web Client.

3. Click on the link to create a Desktop Shortcut (this will not work for Macs).

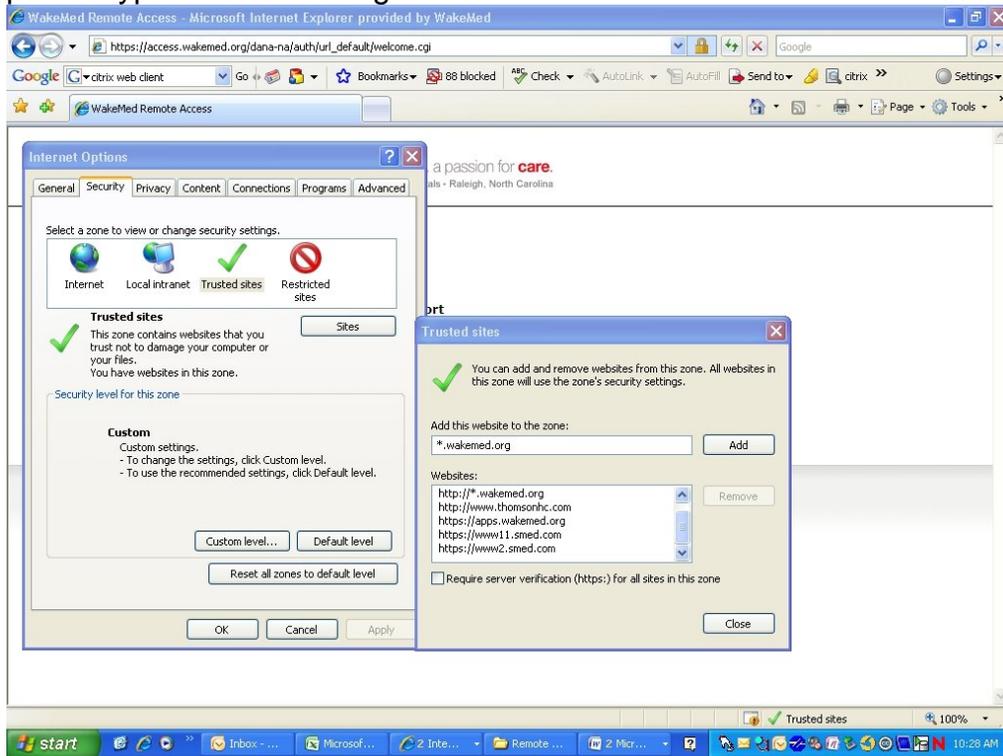
When clicking the links on the login page to either install the Citrix WebClient or create the Desktop Shortcut, you will see a box like the one below. Make sure you click “Run”.



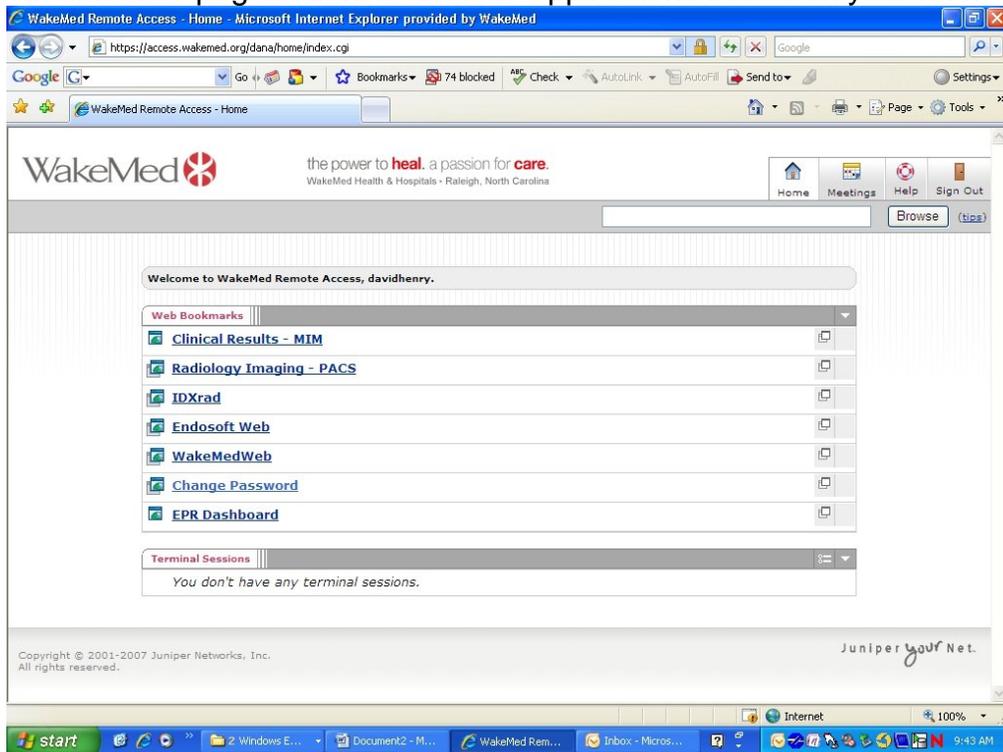
4. Verify that the Citrix Web Client was installed by clicking on Start Menu -> Programs -> look for Citrix folder)



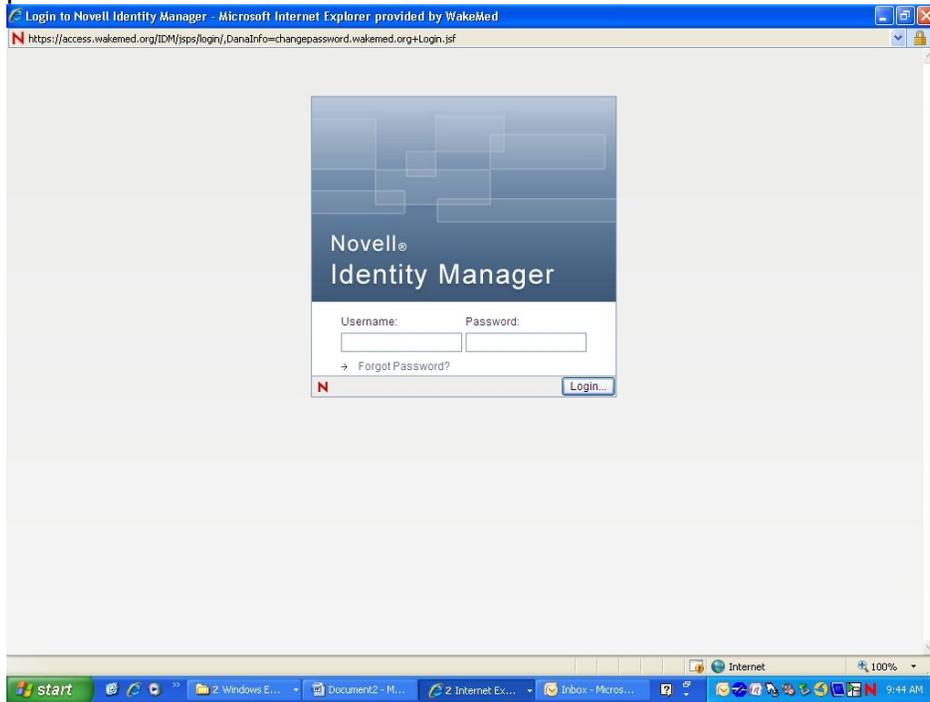
5. Verify that *.wakemed.org is added to the trusted sites in Internet Explorer by going to Tools > Internet Options > and clicking on the Security tab and then the Trusted Sites icon. If *.wakemed.org is not listed in trusted sites please type *.wakemed.org in the field and click the Add button to add it.



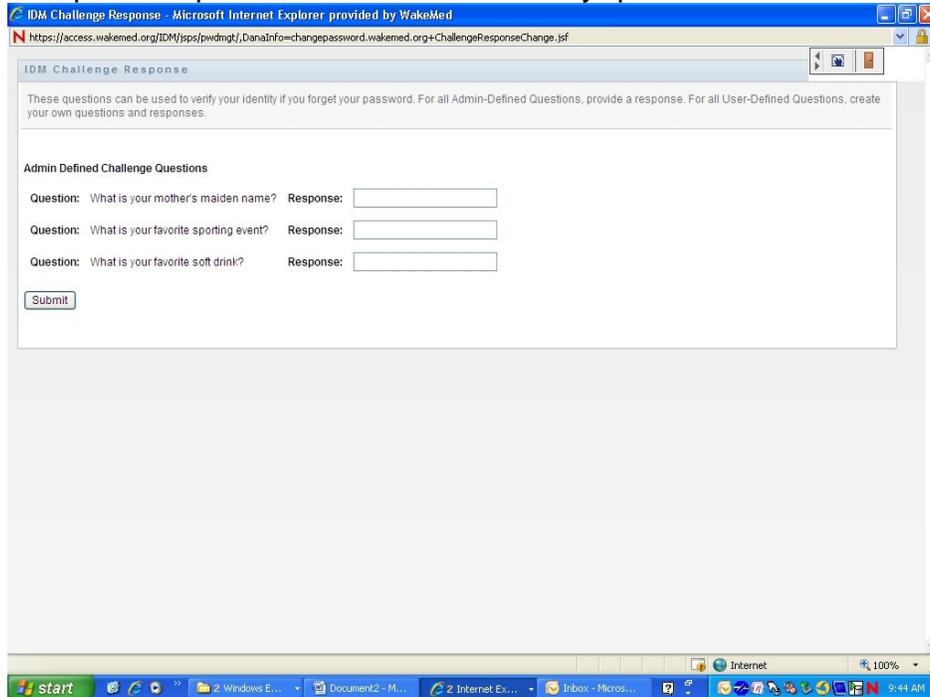
6. Enter your username and password and click on the Sign In button. You should see a page of links to various applications based on your role.



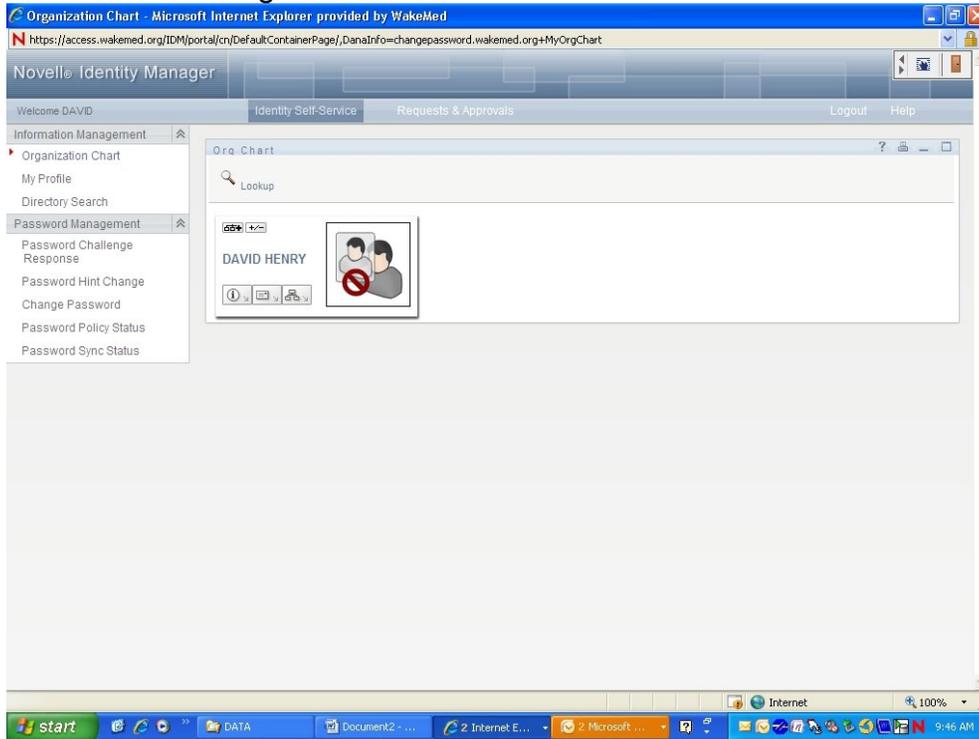
7. If this is your first time using WakeMed remote access you must click on the Change Password link before doing anything else. Otherwise your account will be locked out and you will not be able to access the site again. Once you click on the Change Password link you will see this screen, enter the same username and password you entered on the previous screen:



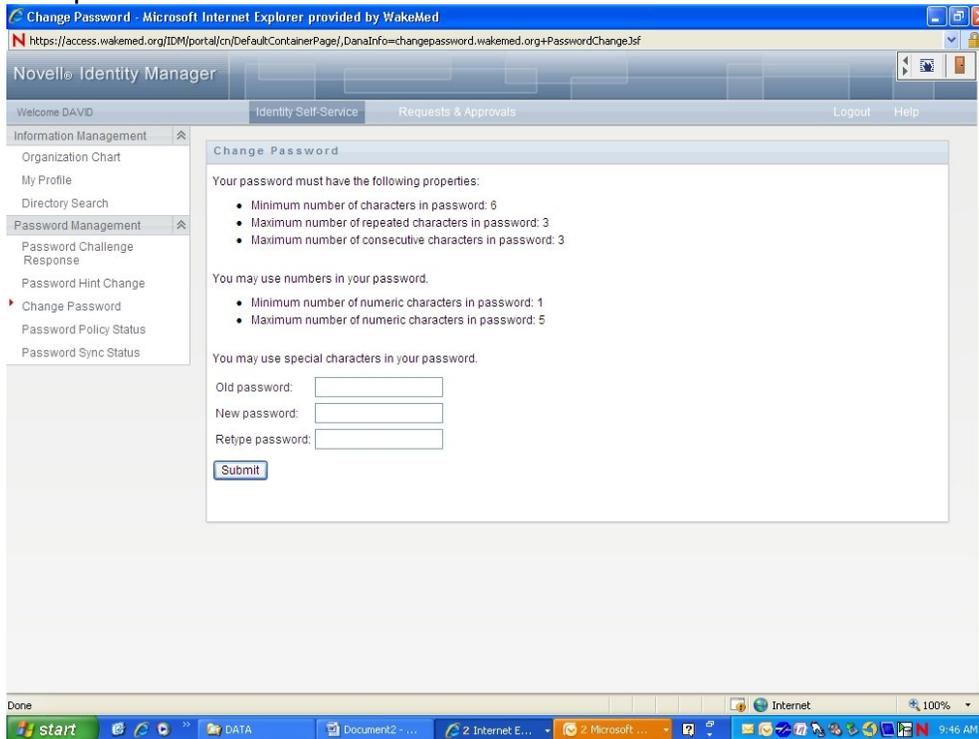
8. Complete responses for the three security questions.



9. Click on the Change Password link on the left-hand side of the screen.



10. Enter your old password and then enter your new password twice. Your new password must be at least 6 characters and have 1 number.



11. You're finished! You can now click on and use other applications.

Known Issues

- If Windows Installer Service 2.0 or above is not installed on the workstation, the Citrix client install will not work.
- If during your Citrix Web Client install you are receiving a lot of messages from your security and/or firewall software you can temporarily disable your security software and attempt to reinstall the Citrix Web Client.
- If you are still receiving multiple Active X prompts after installing both pieces of software, check to make sure that *.wakemed.org is added to Trusted Sites in Internet Explorer. If not, add it manually.
- The link for the desktop shortcut install does not work on Macs.

Note: If you are still experiencing issues please contact your IT staff to determine why the Citrix Web Client is not installing or functioning properly on your workstation.