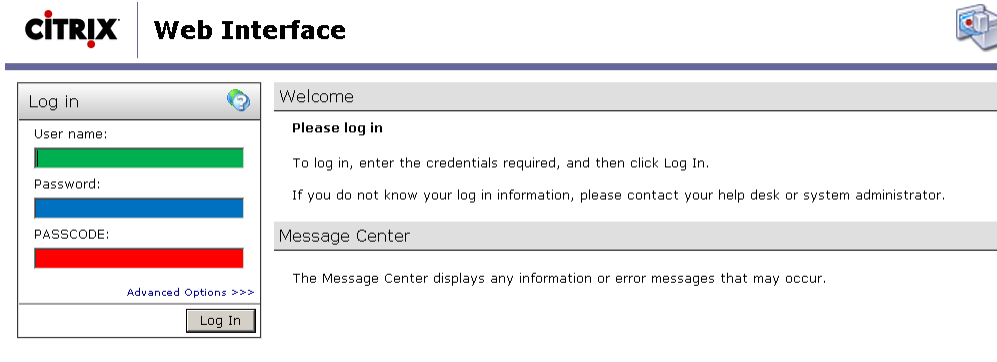


Remote Access to Impact

1. Launch a Web Browser and go to <https://citrix.hs.uab.edu>
2. Enter your credentials into the Web Interface login page



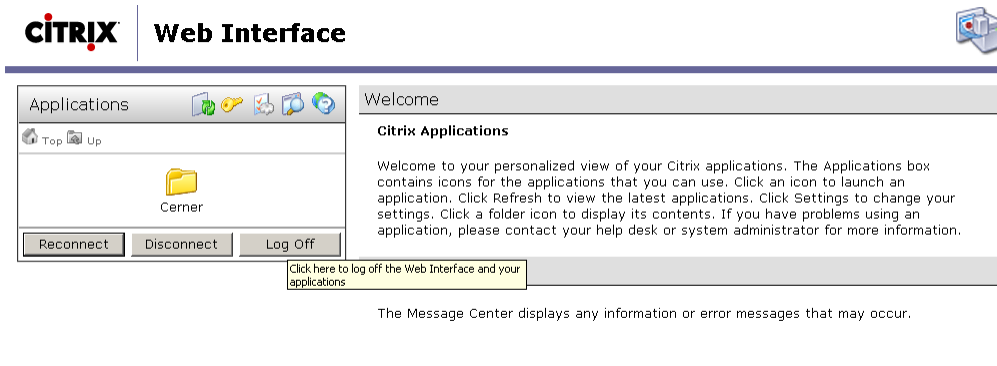
AD User name / AD Password / RSA SecurID PIN+Token#



3. Click on **Log In** to authenticate to the Citrix Web Interface

If the Web Interface does not accept your credentials, the following message will appear in the **Message Center** section of the web page: **The supplied credentials were invalid.**

If your PASSCODE is rejected 3 times, your RSA SecurID may be locked out. You will need to call the HSI helpdesk at (205) 934-8888 for assistance.

4. **Single Click** to navigate the folders or launch applications from the presented list



Click the **Top** icon  to move to the folder's first level. Click the **Up** icon  to navigate up one folder level.

For Additional Help click the  button

Troubleshooting

System Requirements:

- Windows 98 or better
- Internet Explorer 6 or better
- Java 2 v 1.4.x or better (for clientless deployments)
- Citrix ICA Client 8.0 or better (for Native Clients)

Other OS / Browser combinations may function correctly, but may not be directly supported by UAB HSIS

Browser Settings:

- Pop up blockers must allow <https://citrix.hs.uab.edu> (for clientless deployments)
- You must accept the Digital Signature from <https://citrix.hs.uab.edu> (for clientless deployments)
- Browser must be configured to accept signed Java applets (for clientless deployments)


Information for Advanced Users and IT Support Personnel

The UABHS Citrix Secure Gateway

- Is accessible @ <https://citrix.hs.uab.edu> outside the UABHS internal network without establishing a VPN connection
- Encrypts and secures all Citrix traffic routed through it with SSL/TLS
- Does not require installation of any software installs if Java 2 v1.4.x or better is installed

Client Deployment

UAB HSIS suggest this installation of the Native Client when available for increased performance and stability. This can be done by one of the following methods...

- Launch the Client Detection and Download process () on an authenticated Secure Gateway session. This can be done at user level, or an Administrator can install it for all users on the System.
- Download and install the appropriate Xen App Server client from the Citrix website @ <http://www.citrix.com>

The UABHS Citrix Secure Gateway can be run on Systems without the installation of Native Client (Clientless mode). Java 2 v1.4.x or better is required for this to work.