

How to Install Citrix Remote access software on a MAC/Apple-Based system

Created 3/10/20 MMH | Updated 3/11/20 MMH

• [REMOTE.METROHEALTH.ORG](https://remote.metrohealth.org) •

Everyone's home system is different as well as different service providers and speeds for internet service and has different software's and system modifications. Your experience may be slightly different than documented in these procedures.

Please try the procedure documented below first and if you need help please contact the service desk. 216-957-3280

Definitions

- ESR – Electronic Security Request
- VPN – Virtual Private Network
- NetScaler – Web and Application load balancing, secure and remote access.

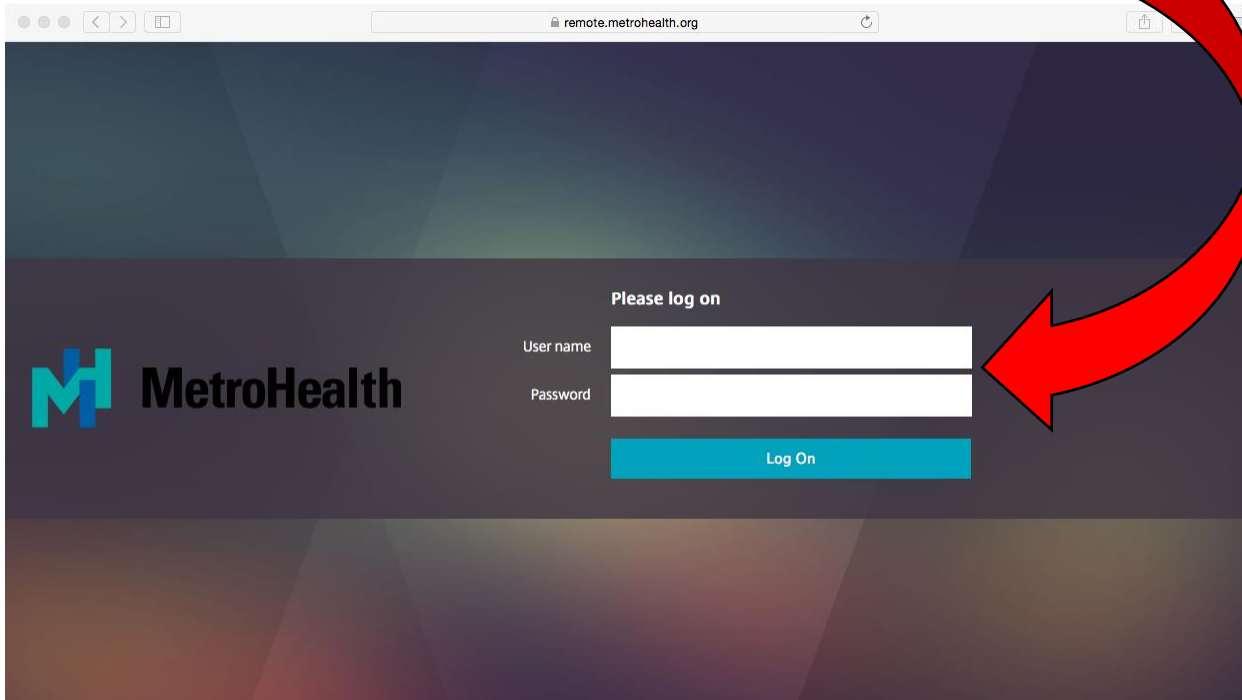
How Use Remote Access from a Non-MHS PC Using Internet Explorer

Read these instructions entirely before trying to complete the steps

Step 1: Open Safari and enter the site: <https://remote.metrohealth.org>

Step 2: Enter your network “Network” or “email” user ID and password and click **Logon**

Log in with Network ID here:



remote.metrohealth.org

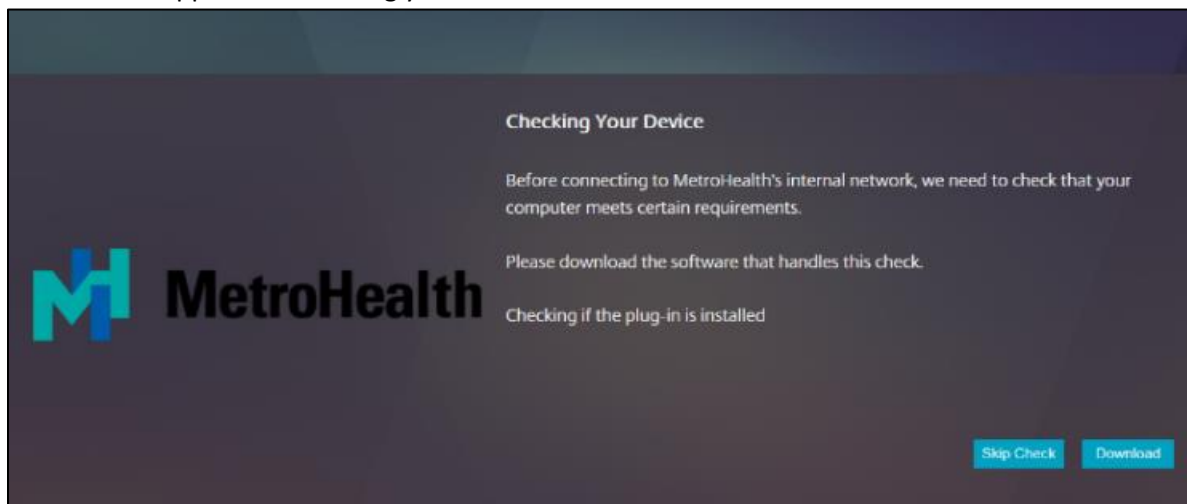
Please log on

User name

Password

Log On

A screen will appear for checking your device:



Checking Your Device

Before connecting to MetroHealth's internal network, we need to check that your computer meets certain requirements.

Please download the software that handles this check.

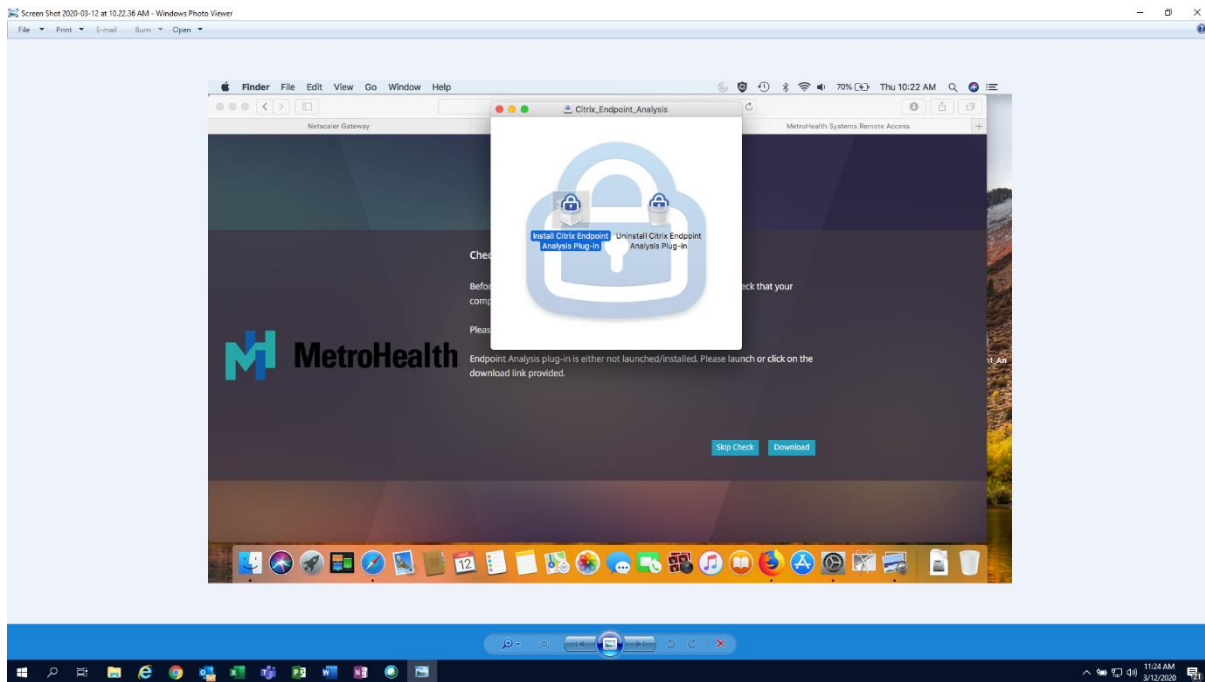
Checking if the plug-in is installed

Skip Check Download

Wait until the download button appears

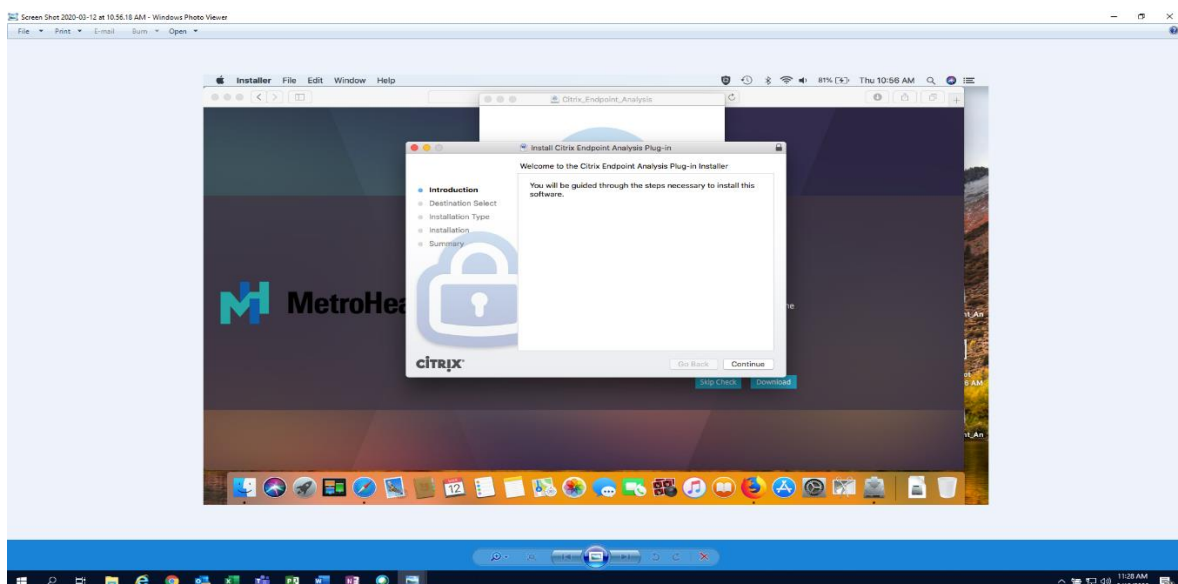
Step 3: Click or select download

Step 4: run the Citrix Endpoint from the download folder on your device by opening the download folder and double clicking on the file (Citrix_endpoint_analysis.dmg)



Step 5: Select Install Citrix Endpoint analysis plug in

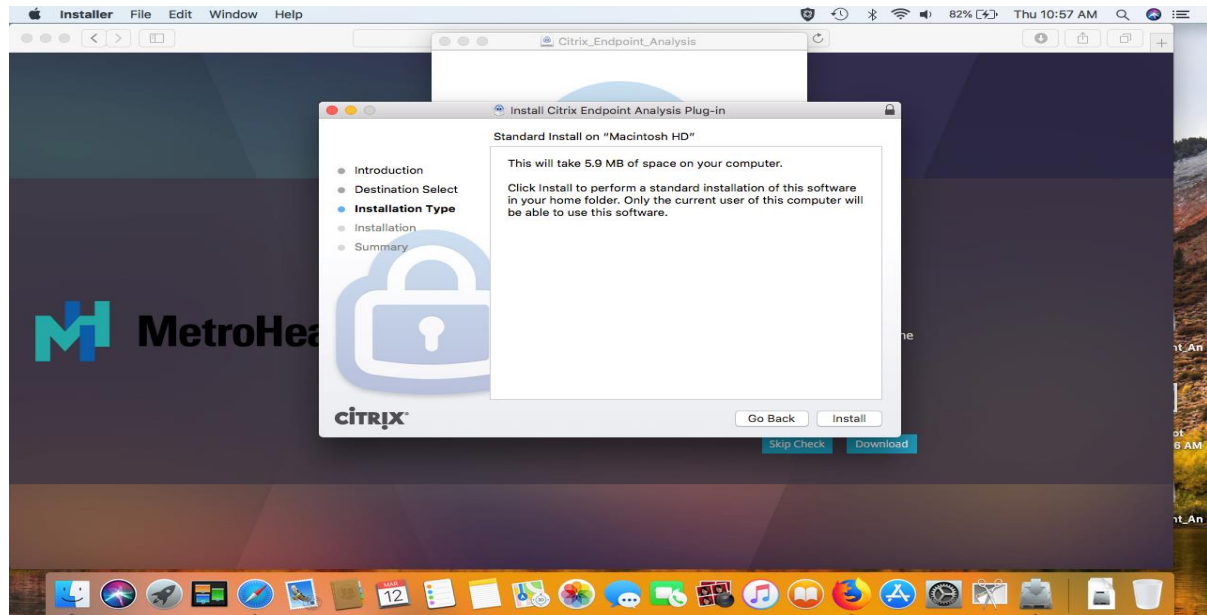
You will get the screen Welcome to Citrix endpoint analysis plug-in installer



Step 6: Click or select continue

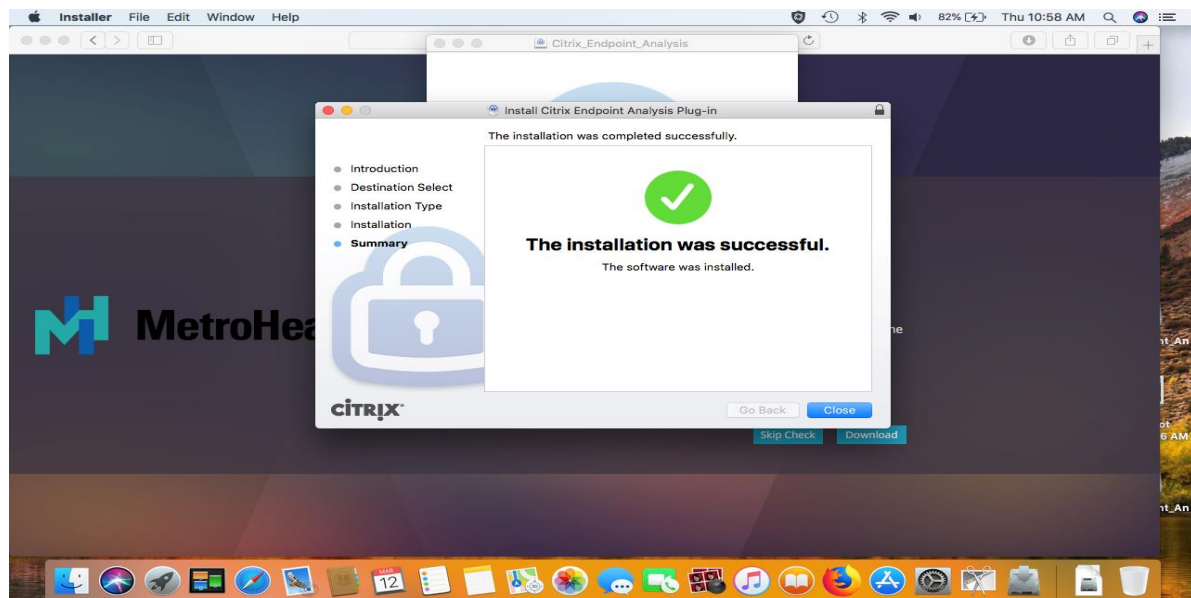
Depending on your apple device the next screen may be different than below:

On our test laptop the next screen to appear is: Standard Install on “Macintosh HD”



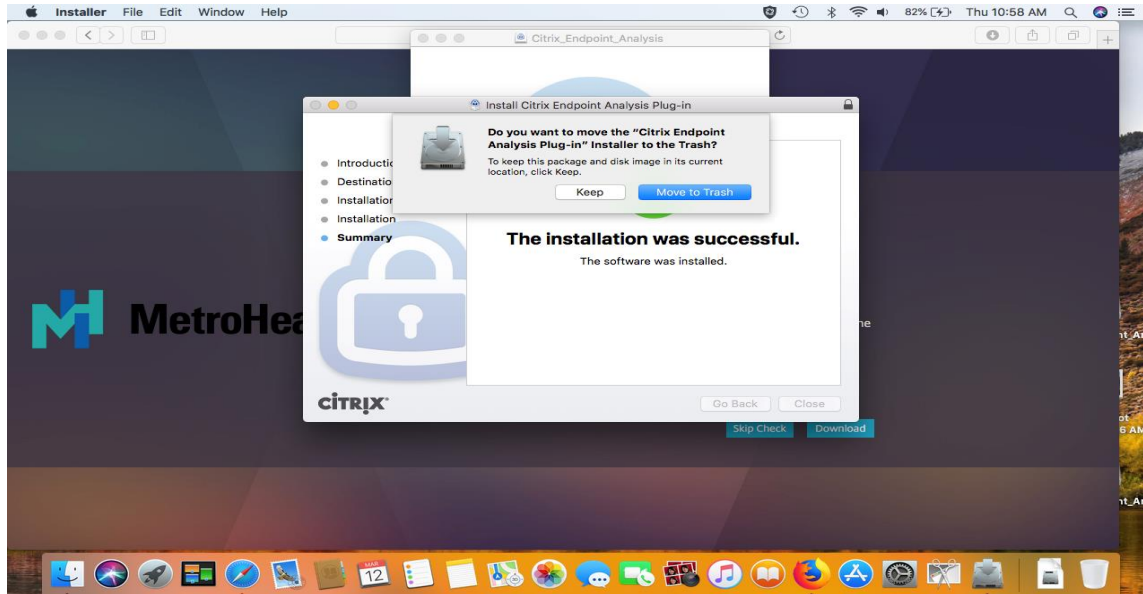
Step 7: Click on or select Install

The NetScaler gateway screen should appear: Let it run (time depends on your internet speed) It should take less than 1 minute. No action is necessary until the next screen appears telling you the installation was successful.



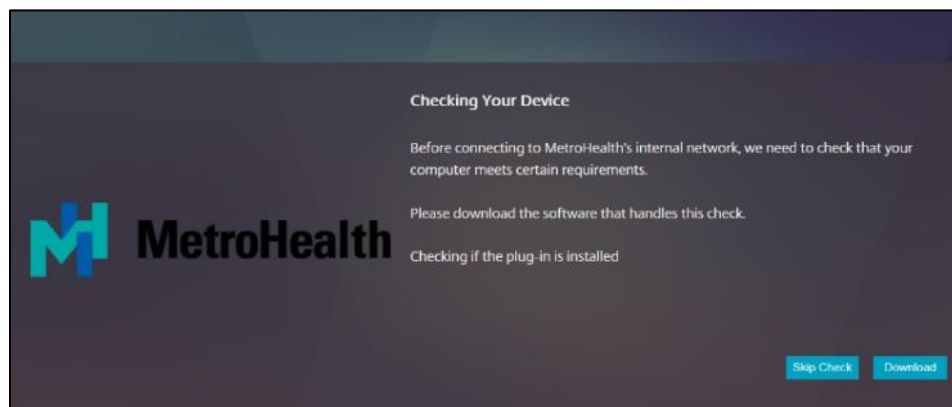
Step 8: Click on or select close

You will get the message: Do you want to move the citrix endpoint analysis plug in to the trash bin?



Step 9: Click on or Select Keep until you have completed the setup process successfully.

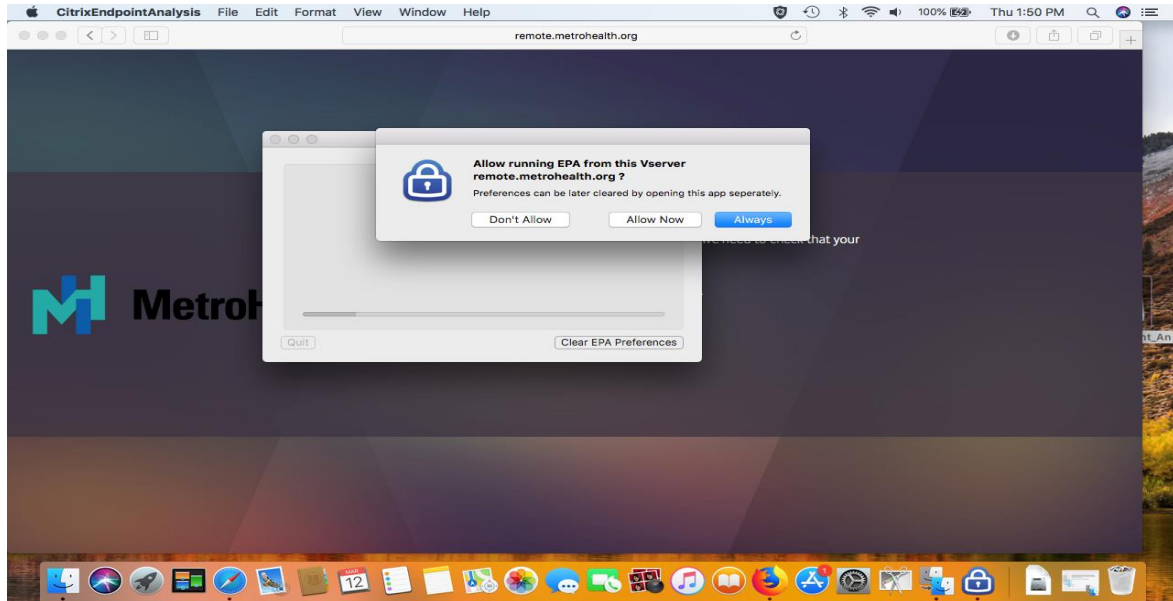
The Check Your device page will again be displayed:



Step 10: click the skip check button

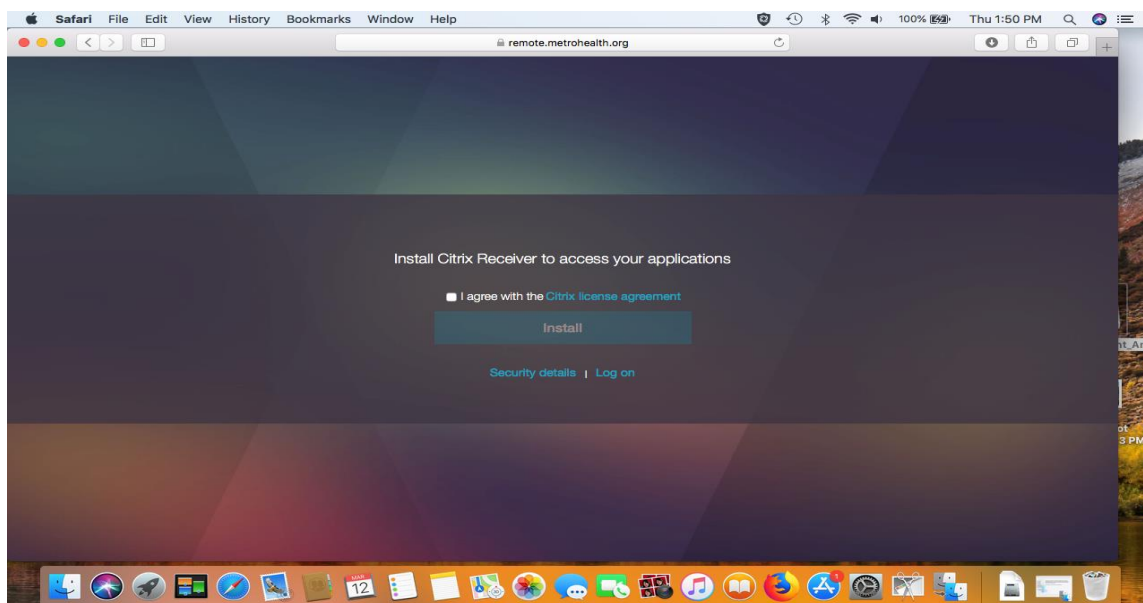
Step 11. Click the Citrix Endpoint analysis button.

Depending on your home PC or laptop setup you may see the following screen, or you may move directly on the screen before step 13.



Step 12. Click or select always

You will see the following screen

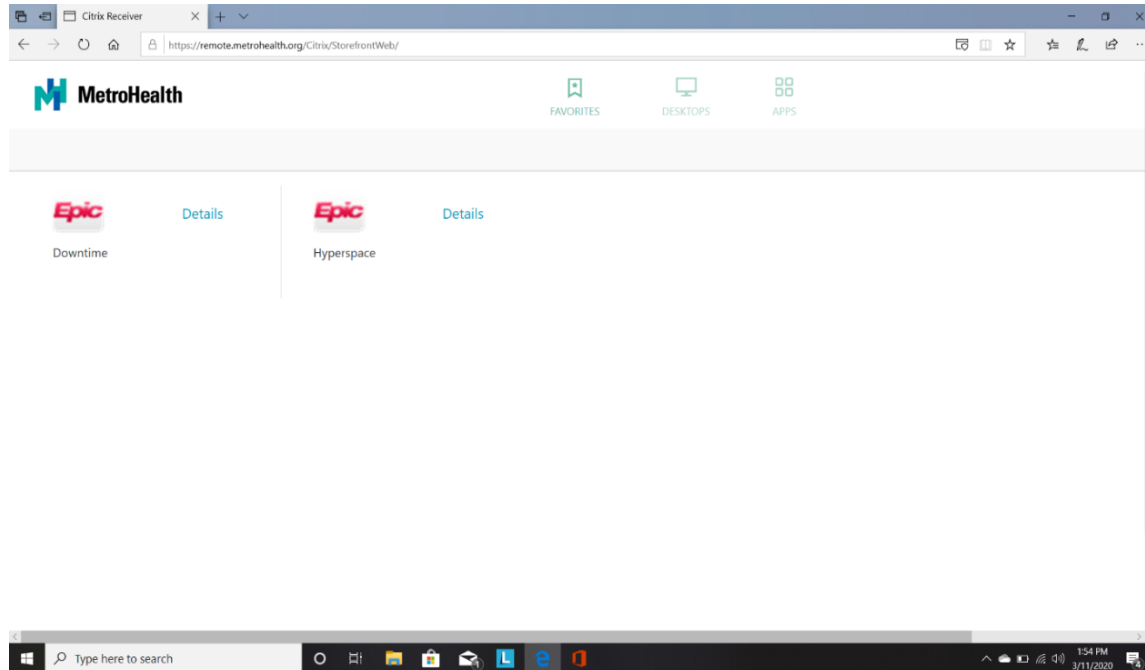


Step 13. Click the white check box to show a check that you agree with the citrix license agreement. Once you do that the Install button will become activated,

Step 14. Click the install button.

The citrix receiver will install (2 minutes depending on your internet speed and the memory the applications you have loaded on your computer use.)

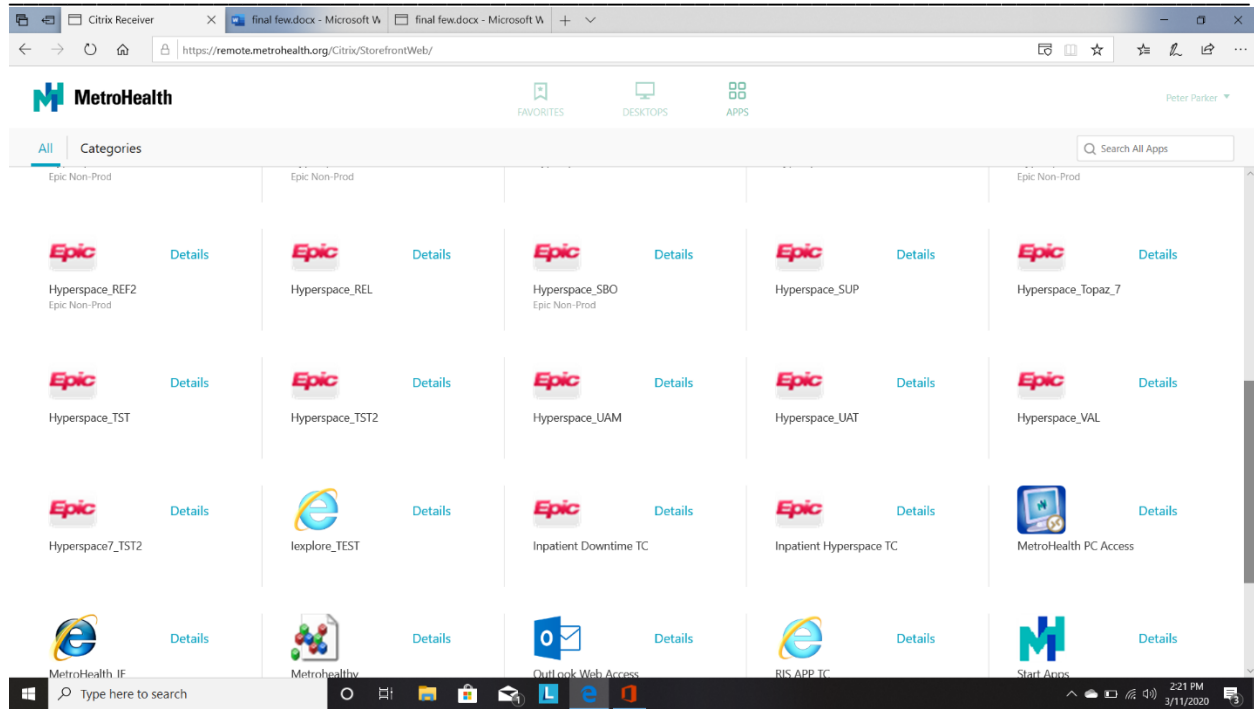
You will see the following screen



You have successfully logged on to the remote desktop.

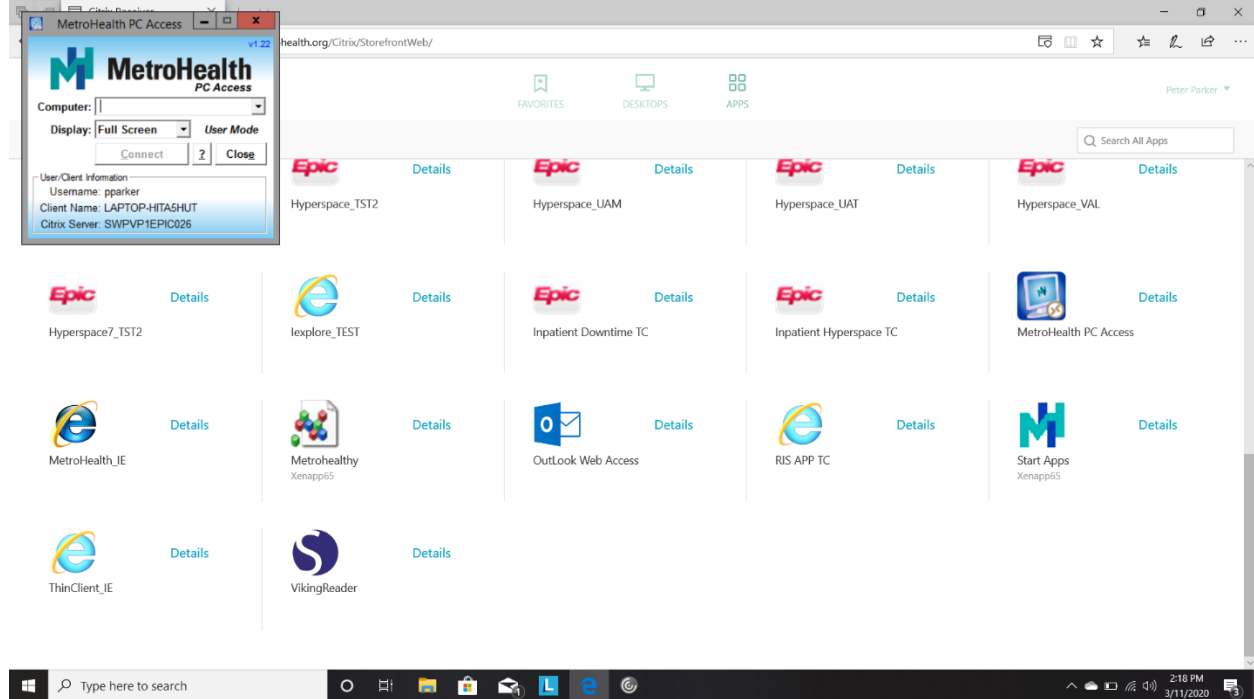
If you only need to access Epic, it is here on the first tab.

Step 15. Select the apps icon at the top of the page and choose the applications you need to use. MH Remote gives you a clinical desktop. This will give you the best user experience. If you have a desktop at work and you want to remote into it, scroll down until you see the MetroHealth PC access button.



Step 16. Click or Select the MetroHealth PC access Icon

This screen will appear:



Step 17: Enter your MetroHealth workstation id in the box next to the computer designation and your workstation desktop will appear on your screen. Note: If you intend to remotely access your workstation (work computer) log off when you leave the office but please leave it powered on.

The first time you open this application, it will ask you to type in your device id. This must be the device id of the computer that you are remoting in to (not the monitor device id, but the sticker on the computer itself). Precede the number with a 'd', then the 5-digit device id (do not include any leading zeros). It should be of the format D#####, i.e. D12345. After the first time, the device id will automatically populate and all you must click is "Connect". If you need to change the device id, or add multiple devices, please contact the IS Service Desk at (216) 957-3280.

