REMOTE ACCESS: REMOTE IN USING INTERNET EXPLORER OR CHROME ON A NON-MHS PC

Purpose

References policy PR IS-08. Instruction guide is used to provide the steps needed to setup remote access on your personal laptop or home computer using Internet Explorer or Chrome with a Microsoft operating system.

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

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

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

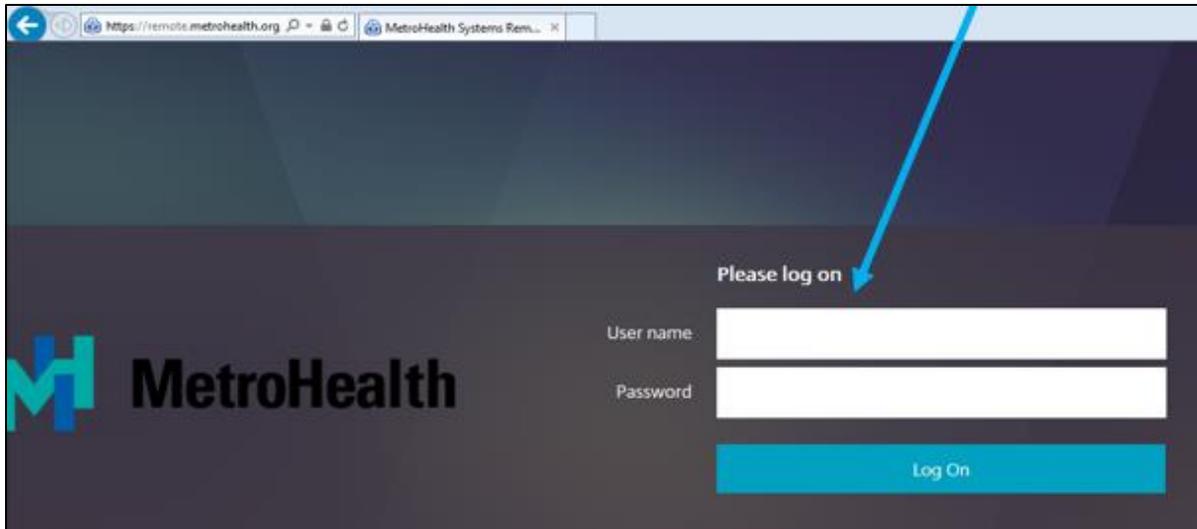Step 1. Note: Your user ID must be set up for remote connectivity

Step 2. Read these instructions entirely before trying to complete the steps

Step 3. Open Internet Explorer or Chrome

Step 4. Type https://remote.metrohealth.org in the web browser
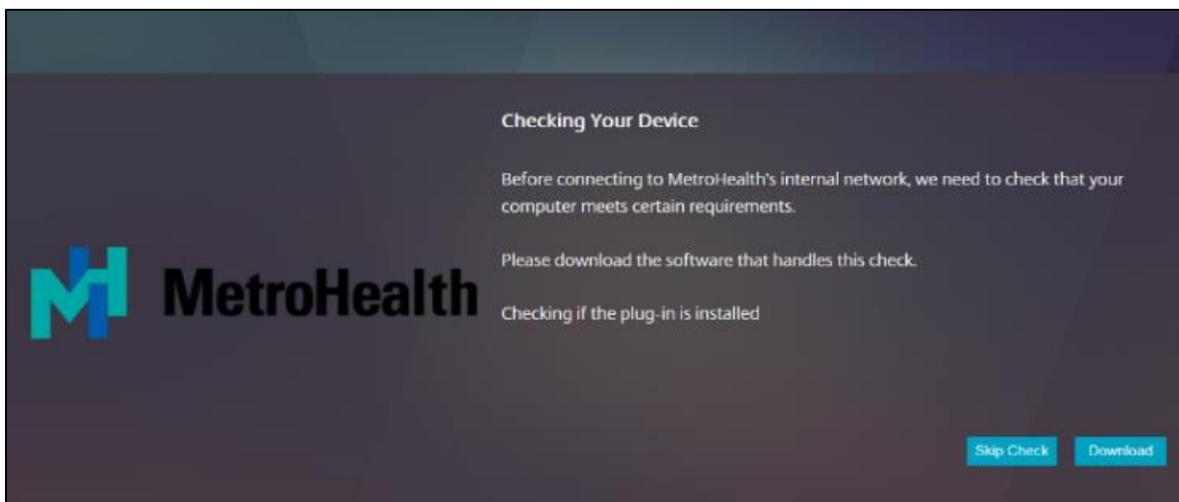
The Remote Access login screen will appear.

 Step 5.   Log in using your network User ID and password.

This screen will appear

Step 6. Click or select download

This message may appear depending on your PC or laptop configuration:

Do you want to run or save **nsepa_setup64.exe** (605 KB) from **remote.metrohealth.org**?   Run   Save ▼   Cancel   ✕

Step 7. Click or select Run

You may see this message: If you do not move to the next step.

User account control
Do you want to allow this App to Make Changes to your device?
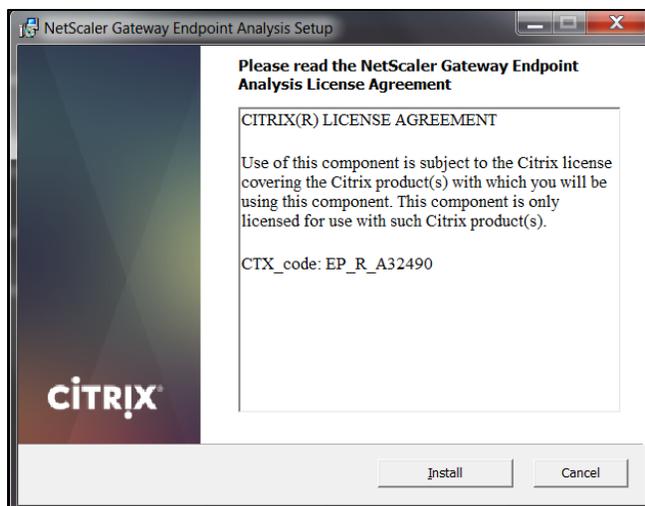
The WIN 32 cabinet self-extractor

Verified Publisher: Citrix systems, Inc
File Origin: Hard drive on this computer

<mark>Yes</mark>   No
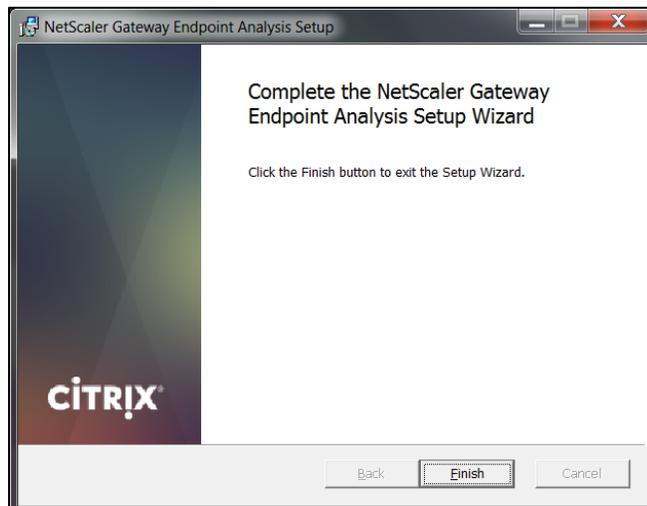
Step 8. Click or select yes

You will see this screen:

Step 9. Click or select Install

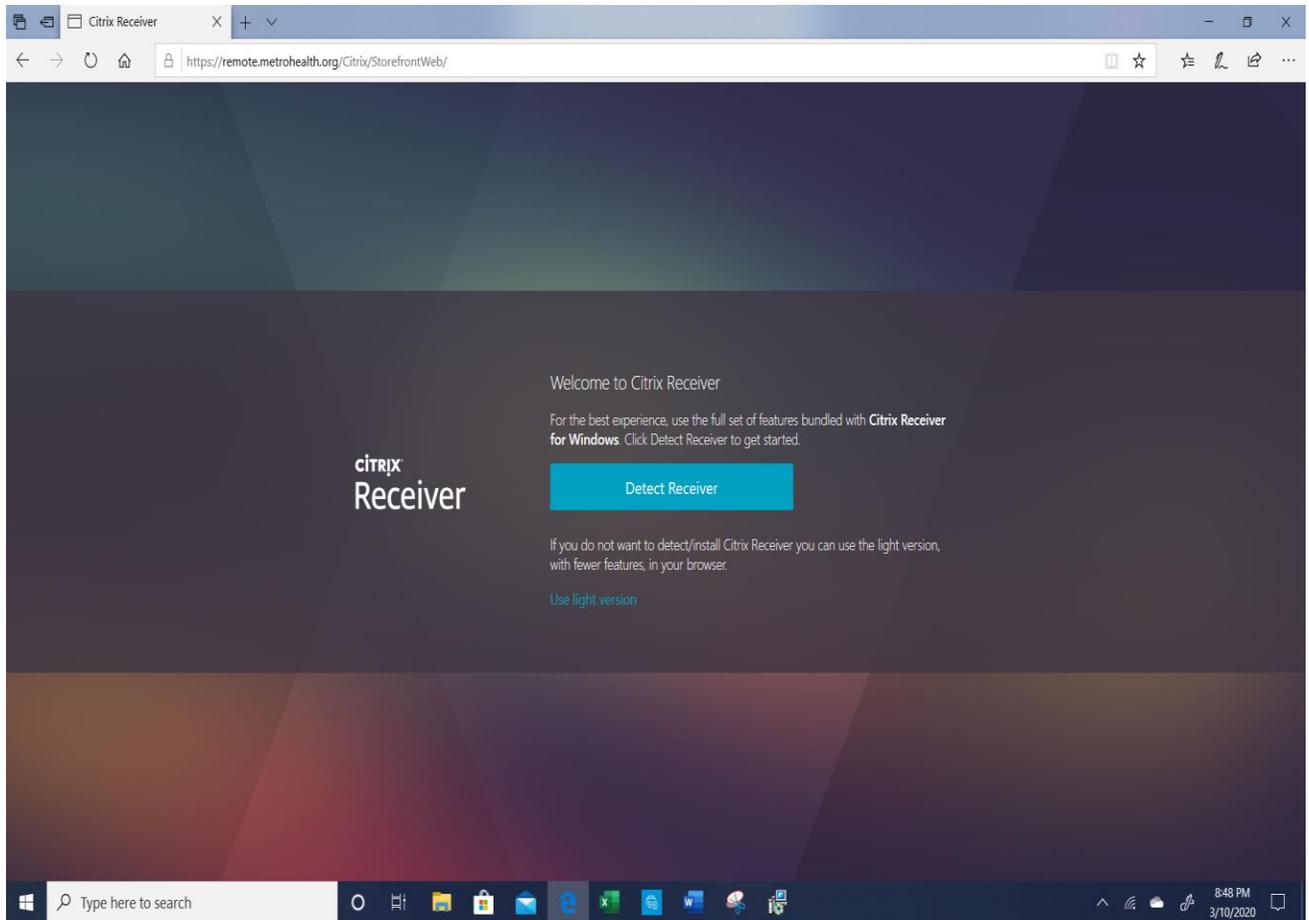The Citrix NetScaler Gateway application will install

And you will see this screen

Step 10. Click or select finish

This screen will be displayed:

Do not click on detect receiver in the blue box. If you do you must follow the prompts to load the full citrix receiver and your home PC or laptop may not have the resources to run this effectively.

Step 11: Click or select Use Light version in the small blue lettering at the bottom of the main message.

This screen will appear.
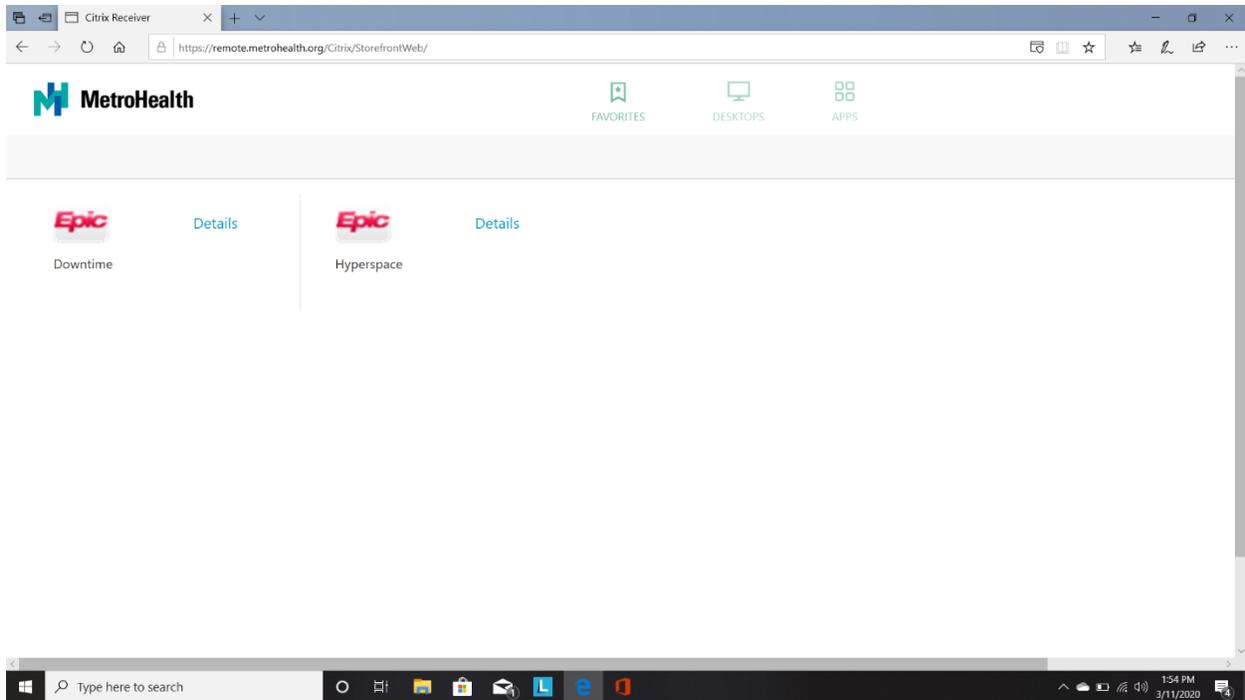
You have successfully logged on to the remote desktop.

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

Step 12. 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.
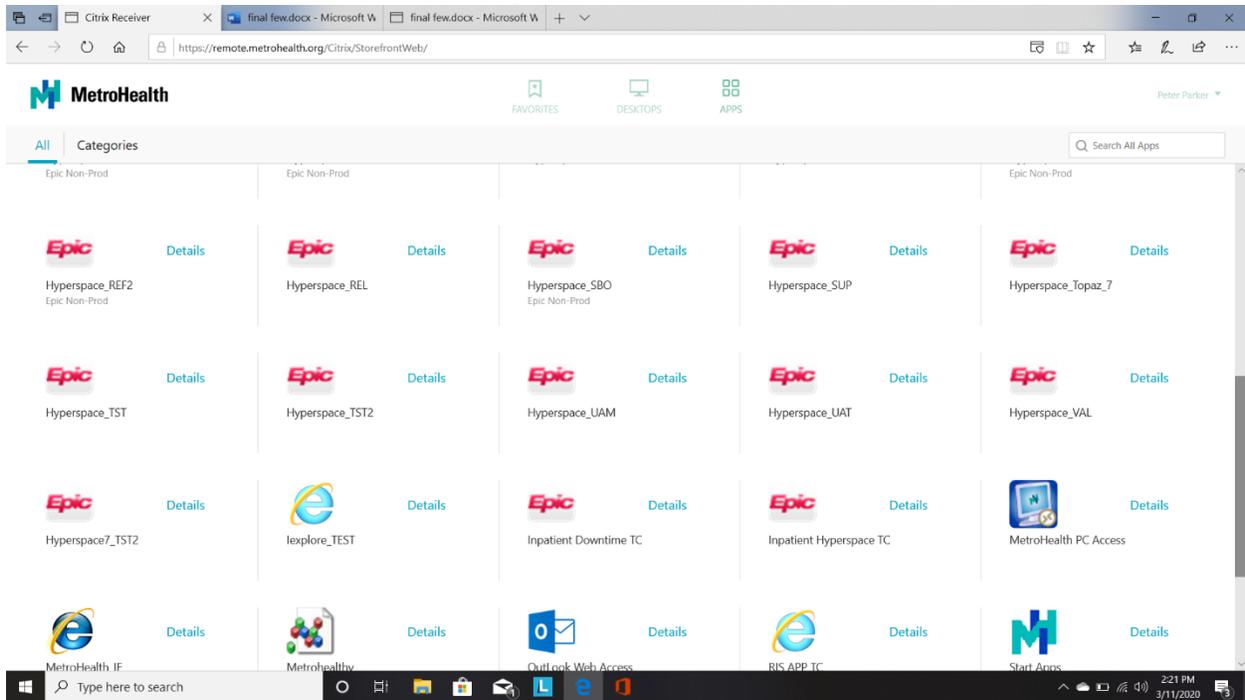
Step 13. Click or Select the MetroHealth PC access Icon

This screen will appear:
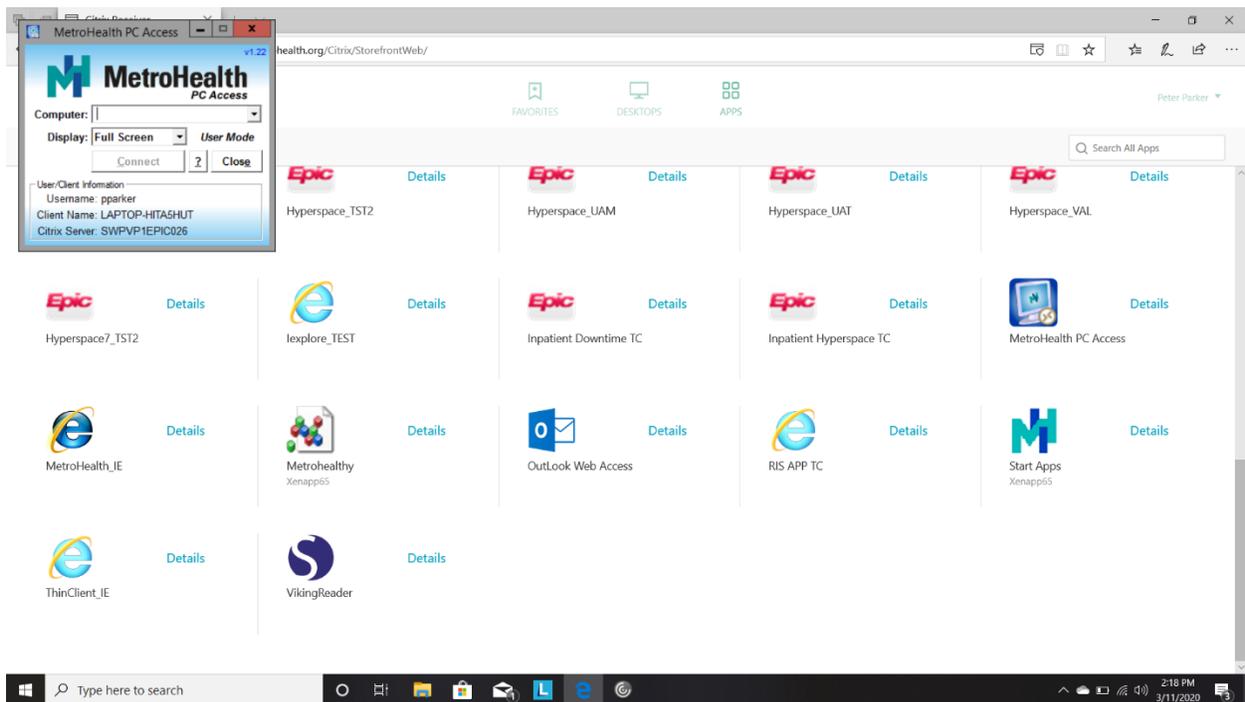
Step 14: Enter your MetroHealth workstation id in the box next to the computer designation and your workstation desktop will appear on your screen.

Note: If you intend to remotely access your workstation (work computer) log off when you leave the office but please leave it powered on.