

Accessing Atrium Health Resources Remotely

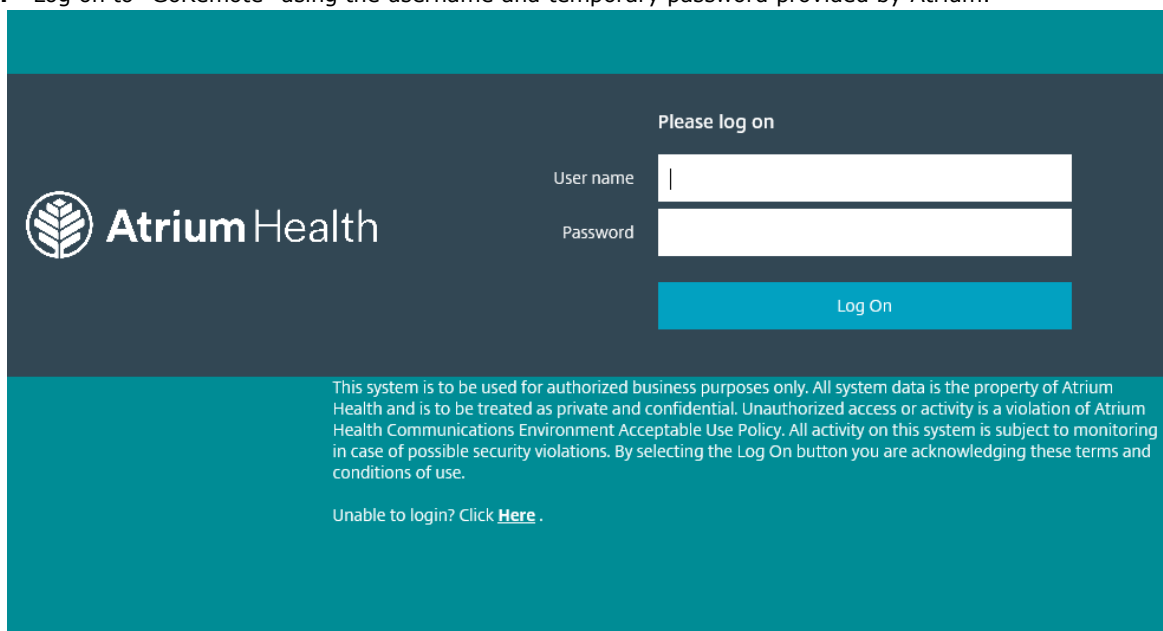
Have you logged in remotely before? If **not**, please proceed to **Step 1**. If **yes**, please log in as normal or see **FAQ section** if you are having trouble logging in.

Step 1:

Create a new, permanent password

If you have already logged in with your temporary password, and created a new permanent password, proceed to step 2. This step is just to create a new permanent password. Even after creating a new permanent password, you will not be able to log into "GoRemote: Log In", until you have completed Step 2, which allows you to set up your remote access.

- a. Browse to: <http://www.atriumhealth.org>
- b. At the bottom of the web page, under "For Employees" click on "Atrium Health Connect"
- c. Click on the "GoRemote: Log In" icon.
- d. Log on to "GoRemote" using the username and temporary password provided by Atrium.



- e. After logging in, you will receive the message "Your password must be changed. You must create a new password to continue."
- f. Enter the password provided by Atrium in the 'Old Password:' field.
- g. Create a new password with at least **12** characters.
The password must include 3 of the following elements:
 - a. Lower case letter
 - b. Upper case letter
 - c. Number
 - d. Special character (!@_#\$\$%&)The password cannot:
 - e. Contain the User ID or other common words (Panthers, Spring or Atrium)
 - f. Contain spaces
 - g. Be reused from the last five passwords
- h. Once you have created a new password you can close out of this page.
 - a. **Be aware that you may receive an invalid login error at this point. Disregard & proceed to Step 2.**

Step 2:


Registering with Multi-Factor using GoRemote Portal

You will not be able to log into "GoRemote: Setup" with a temporary password. If you have not created a new permanent password, go back to Step 1.


(Internet Explorer is supported however FireFox, Google Chrome and Safari (MAC) will work if preferred). Browse to <https://goRemoteportal.carolinas.org>

1. Select the "GoRemote: Setup" option from Atrium Health Connect or go to: <https://goremoteportal.carolinas.org/multifactorauth/>
2. Enter your network Username and Password, then click **Log In**.
 - a. *If the password you just created in Step 1 is not working, proceed back to Step 1 and log in with your temporary password to try resetting again.*

Language: Help



Multi-Factor Authentication User Log In




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Username


Password

3. The Multi-Factor User Setup page will display, enter your primary and backup phone numbers to be used for authentication. Choose the preferred method and then click **"Call Me Now to Authenticate"**.



My Account: Change Phone

Specify a new phone number to call for Multi-Factor Authentication.



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PRIMARY

New Phone Number

New Extension

BACKUP

New Phone Number

New Extension

[Back](#)

4. The Multi-Factor system will call or text the primary phone number first. If no response is received during the primary call/text, their secondary number will be used. If these are not answered, registration cannot be completed.
5. You will receive a call or text from 704-446-6161 on the phone number you registered. You will need to answer the phone and press the # key, and then hang up the phone to conclude the authentication request. If text method is chosen, you will need to reply using the temporary code provided.
6. After pressing the # key or replying to the text, the GoRemote security questions setup page will display. You will need to select and answer four of the security questions.

My Account: Change Security Questions



Specify answers to four security questions used to log in to the User Portal without Multi-Factor Authentication.

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Question 1

What was your high school mascot?

Answer

Question 2

What is your favorite meal?

Answer

Question 3

What is your favorite movie?

Answer

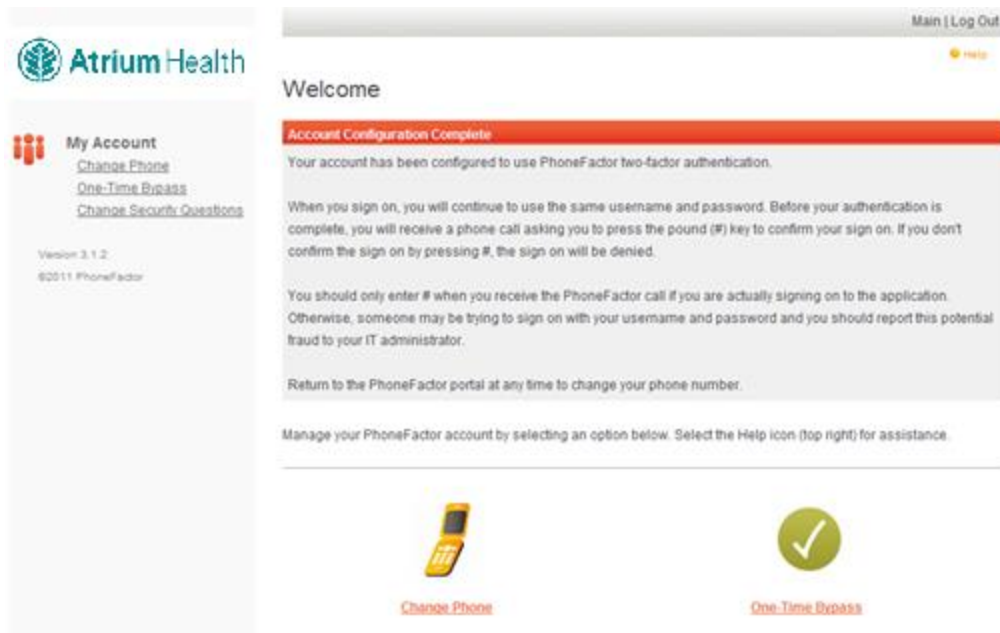
Question 4

What is your favorite ice cream flavor?

Answer

[Back](#)

- After filling in all four security questions, **click "Continue"**.
- The GoRemote portal **Welcome screen** will display. Your account is now ready for use.



The screenshot shows the Atrium Health 'Welcome' page. At the top left is the Atrium Health logo. On the right, there are links for 'Main | Log Out' and 'Help'. The main heading is 'Welcome'. Below this is a red banner that says 'Account Configuration Complete'. The text below the banner states: 'Your account has been configured to use PhoneFactor two-factor authentication. When you sign on, you will continue to use the same username and password. Before your authentication is complete, you will receive a phone call asking you to press the pound (#) key to confirm your sign on. If you don't confirm the sign on by pressing #, the sign on will be denied. You should only enter # when you receive the PhoneFactor call if you are actually signing on to the application. Otherwise, someone may be trying to sign on with your username and password and you should report this potential fraud to your IT administrator. Return to the PhoneFactor portal at any time to change your phone number.' Below this text is a note: 'Manage your PhoneFactor account by selecting an option below. Select the Help icon (top right) for assistance.' At the bottom, there are two buttons: 'Change Phone' with a phone icon and 'One-Time Bypass' with a green checkmark icon.

- Please log out** of the GoRemote portal page by clicking **"Log Out"** in the upper right-hand corner of the page. You can return to the GoRemote portal page at any time to change / update your registered phone numbers or security questions.

10. You should now be ready to successfully login to "GoRemote: Log In" from the Atrium Connect page. However, you may still need to install the Citrix software to open your applications. See FAQ question #6 below.

FAQ and Troubleshooting tips

1. [My password is no longer working](#)
2. [Loss of network connection](#)
3. [Multi-Factor is authenticated successfully; however, you only see a blank screen](#)
4. [Browser is no longer connecting, or random errors are appearing](#)
5. [One of my Citrix applications launches but then freezes or an error appears](#)
6. [Unable to launch any Citrix applications](#)

My password is no longer working

Use the following link to see if the password is expired: <https://goremote.carolinas.org/>
If you are still unable to get logged in, please contact the Service Center at 704-446-6161.

Loss of network connection

If you are unable to navigate to any Atrium Health or outside sites, power cycle the modem and router by disconnecting power to each and restart your PC. Once the PC boots back up, plug your modem (connected to the wall via Ethernet or coaxial cable) & router (connected to the router via Ethernet. Modem and router maybe 2-in-1) back in, allowing 1-2 minutes for reconnection. Attempt to access a website again. If you are still unable to connect to a website, contact your Internet Service provider to troubleshoot your internet connection.

Multi-Factor is authenticated successfully; however, you only see a blank screen.

Try clearing browser cookies and cache from the steps under "Browser is no longer connecting, or random errors are appearing" and then call the Service Center at 704-446-6161 if the problem continues.

Browser is no longer connecting, or random errors are appearing

Try to clear your browser cookies and cache using the following steps:

a. Firefox

1. Click the menu button and choose **Options > Preferences**.
2. Click **Advanced** then **Network** tab
3. In the **Cached Web Content, Offline Web Content, and User Data** sections, click **Clear Now**.
4. Close the Advanced Preferences page, any changes you've made will automatically be saved.

b. Google Chrome

1. On your browser toolbar, click **More Tools**
2. Point to **More Tools**, click **Clear browsing data**. iii. From the **Clear browsing data** screen, click the **Clear browsing data...** button.
3. On the Clear browsing data menu, ensure the **Browsing History, Download History, Cookies and other site and plugin data, Cached images and files, & Autofill form data boxes are checked**.
4. Use the menu at the top to select the amount of data that you want to delete (Choose **the beginning of time to delete everything**)
5. Click the **Clear browsing data** button

c. Internet Explorer

1. **Select Tools** (via the Gear Icon) > **Internet Options**
2. Under the **Browsing History** section, click the **Delete** button
3. Ensure all items *EXCEPT* **Preserve Favorites website data & Tracking Protection, ActiveX Filtering and Do Not Track** options are selected.
4. Click **Delete** (*Internet Explorer will give a notification when it has completed clearing browsing history.*)

d. Safari

1. From the Safari menu bar click **Safari > Preferences**
2. Then select the **Advanced** tab. iii. Select **Show Develop menu** in menu bar.
3. From the Menu bar click **Develop > Empty Caches**
4. Once cookies/cache is cleared, relaunch the browser.

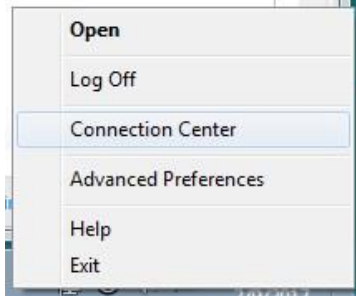
If still unsuccessful, reboot the PC and attempt to connect using one of the alternate supported browsers such as Firefox, Google Chrome, Safari or Internet Explorer.

One of my Citrix applications launches but then freezes or an error appears.

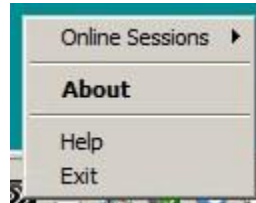
1. In the system tray, locate the icon for your Citrix Receiver:
2. (Note: the icon may appear as one of the following images)



3. Right-Click the icon, one of the following menus will appear:



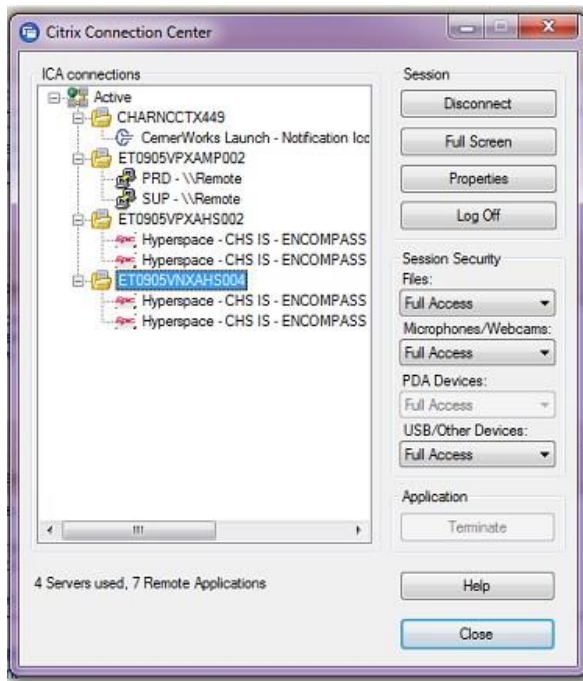
OR



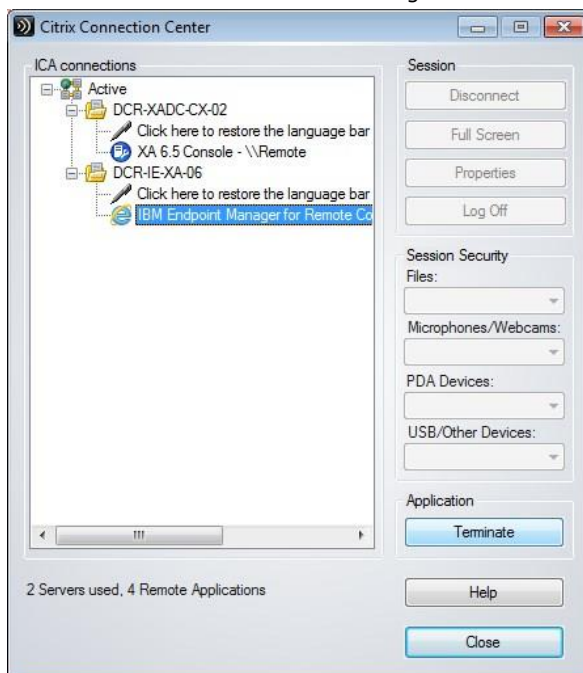
4. For the menu showing **Connection Center**, click that option. For the menu showing **About**, select that option.
 - a. If the **About** option was selected, the window shown below will appear- select the **Advanced** drop-down menu, and select the **Connection Center** option



5. The Connection Center will appear, showing all active Citrix Connections on the affected device:



6. Select the folder name of the session you wish to reset, then click **Log Off** from the buttons on the right side of the screen.
7. If the session does not log off properly sometimes it is necessary to click the application listed underneath the folder name the session is running from and click the terminate button.



8. Log out of any Citrix based applications that may still be active and log out of GoRemote.
9. Clear browser cookies and cache (See steps noted in item 5 above).
10. Log back into GoRemote and try to launch the application again.
11. If the same problem continues, contact the Service Center at 704-446-6161 with the affected application and username.

Unable to launch any Citrix applications

Install the Citrix Receiver to your PC (if not already installed)

1. Browse to www.citrix.com
2. Click Downloads at the top of the screen
3. Under Featured Downloads, click Citrix Workspace App. The Citrix site will detect the correct version for the computer/laptop being used.

4. Another window will open containing a link to the current version of the Citrix Workspace app. Click this link.
5. A new page will open. Click the blue box and the download should start. If you are using Internet Explorer, you will be prompted to "Run" software
6. After running or downloading, select the option to install Citrix Receiver
7. Once installed, click Finish (do not select Add an Account) and reboot your computer.

If any of the options above do not resolve the issue, please contact the Service Center directly at 704-446-6161.