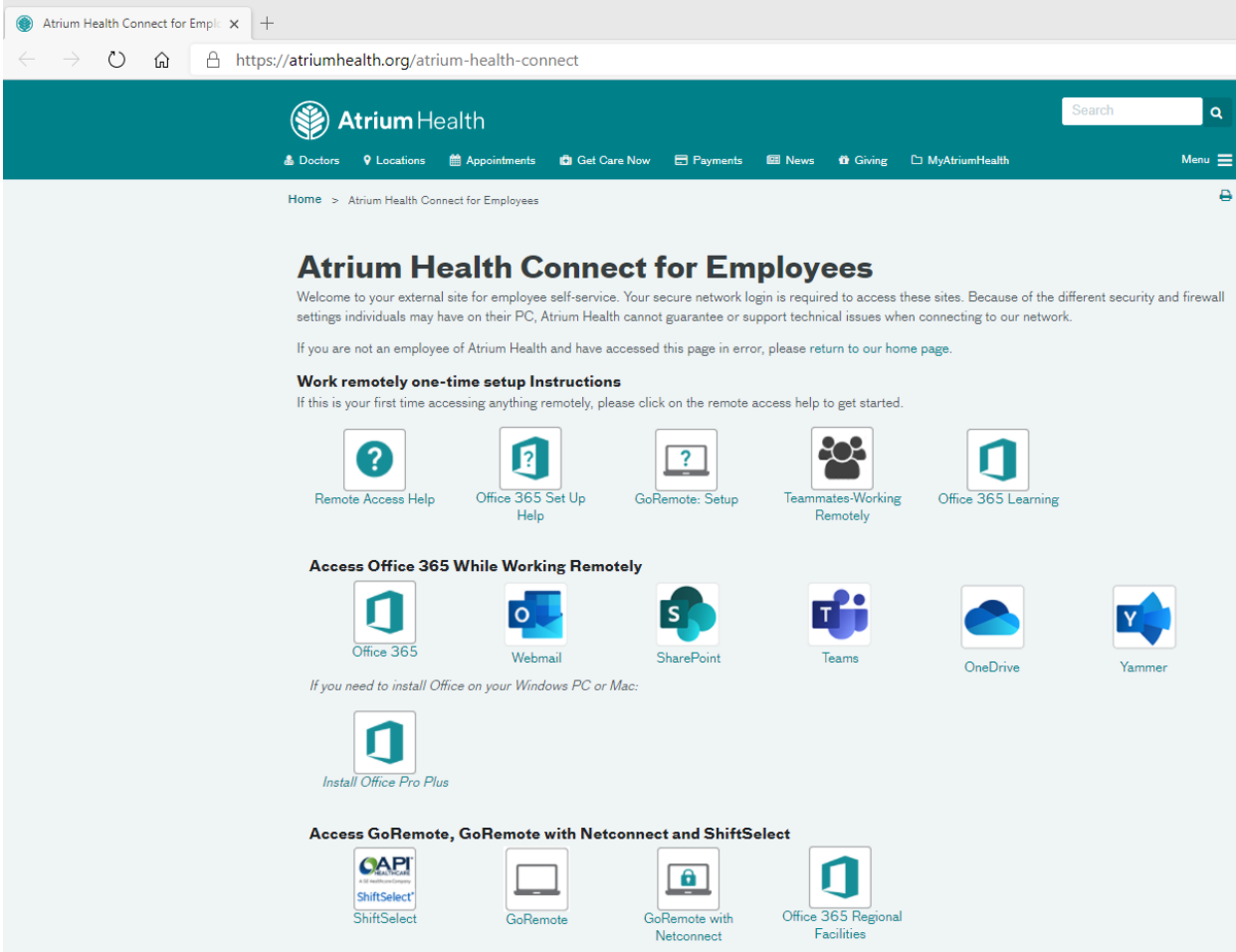# Atrium Health Remote Access for Employees

To begin accessing Atrium Health Resources remotely: please visit: Atrium Health Connect for Employees

Go Remote Setup Instructions

Purpose: Detailed instructions for setting up and using GoRemote.
GoRemote is used when you need to access your Atrium Health applications found in the Citrix portal when you are remote.

The easiest remote access option for email and calendar (Outlook), documents (SharePoint/OneDrive), and meetings (Teams/Skype) is to use Office365 or locally installed applications and not the citrix portal.

Topics:

- Registering GoRemote
- Download the Mobile App
- Logging into go Remote

- GoRemote via Citrix Receiver
- **Supported Hardware and Browsers**
- Troubleshooting
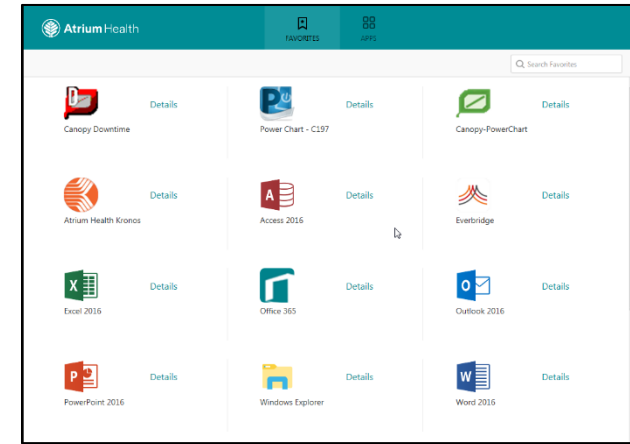
Registering	
Registering your account in the goRemote portal To setup your access to GoRemote.carolinas.org, please follow these steps: - If you do not yet have the Mobile App **Visit:** Download the Mobile App 1. Open a browser window on your device (MS Edge, Internet Explorer, Chrome, and Safari (MAC) are supported). ➢ Browse to: https://GoRemoteportal.carolinas.org 2. Enter your **Active Directory Username and Password** (the username and password you use to log into your Atrium Health computer normally) and click Log In.	

Atrium Health
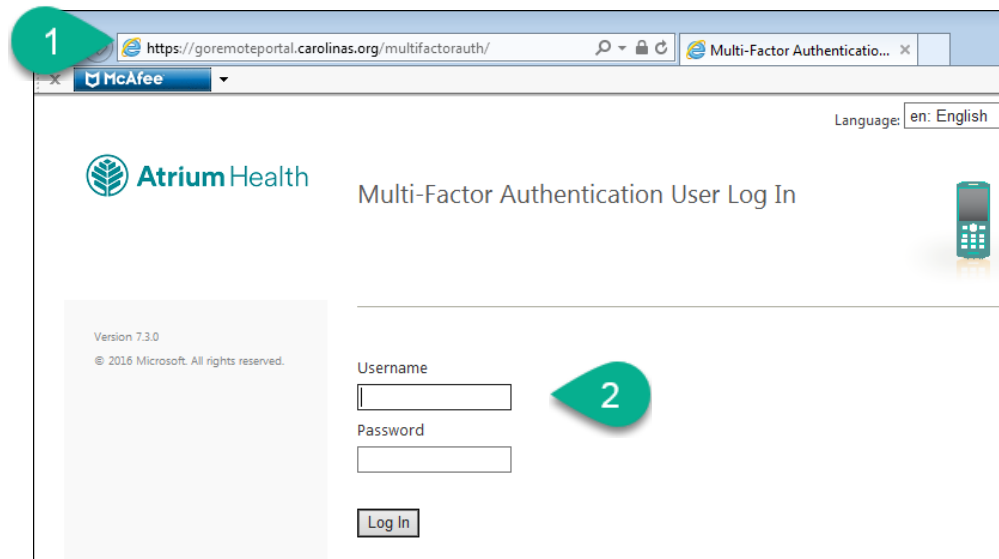
3. The Multi-Factor User Setup page will display; **Click Activate Mobile App**

*There are currently multiple ways to setup the authentication process, however in the future text messages will no longer be a supported option. So we will be covering the "Mobile App" option here.

4. This Page will display:
   Click **Generate Activation Code**

5. A QR Code will display, like the example shown below. If you already have the Mobile App, you will need to allow your phone to scan this QR code.

NOTE: If this is your first attempt to login and you are receiving an error message when attempting to login, see the troubleshooting section. **Step 1.**

Main | Log Out

Help

Atrium Health

Welcome

Manage user accounts by selecting Find Users from the menu. Manage your account by selecting the appropriate option. Select the Help Icon (top right) for assistance.

User Administration
Find User
Add User

My Account
One-Time Bypass
Change Method
Change Phone
Activate Mobile App
Change Security Questions

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Main | Log Out

Help

Atrium Health

My Account: Activate Mobile App

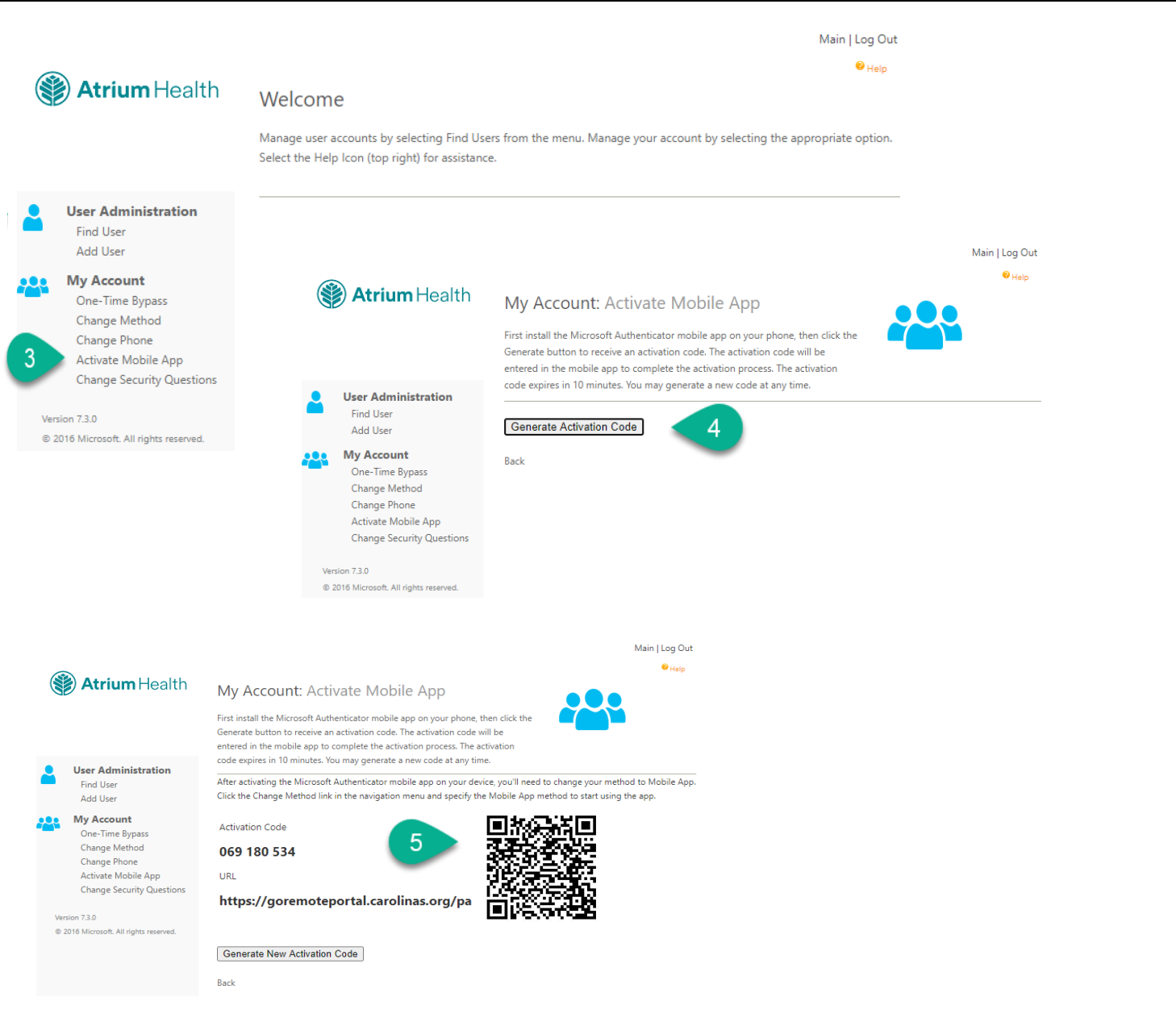First install the Microsoft Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes. You may generate a new code at any time.

User Administration
Find User
Add User

My Account
One-Time Bypass
Change Method
Change Phone
Activate Mobile App
Change Security Questions

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Generate Activation Code

Back

Main | Log Out

Help

Atrium Health

My Account: Activate Mobile App

First install the Microsoft Authenticator mobile app on your phone, then click the Generate button to receive an activation code. The activation code will be entered in the mobile app to complete the activation process. The activation code expires in 10 minutes. You may generate a new code at any time.

After activating the Microsoft Authenticator mobile app on your device, you'll need to change your method to Mobile App. Click the Change Method link in the navigation menu and specify the Mobile App method to start using the app.

User Administration
Find User
Add User

My Account
One-Time Bypass
Change Method
Change Phone
Activate Mobile App
Change Security Questions

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Activation Code

069 180 534

URL

https://goremoteportal.carolinas.org/pa

Generate New Activation Code

Back

- **complete these steps from your PC after you setup the app on your mobile device**

6. After setting up the mobile device successfully, The Multi-Factor User Setup page will display with an option to **"Authenticate me now"**, click this**.**
   * if you do not get an *Authenticate me now button* you must click the Change Method under My Account, (pictures 3-5 above) Choose the Mobile App and click **Save** before being able to sign in with the Mobile App.

7. Your mobile device should display an image like this. Click **Approve** to authenticate.

8. After scanning the QR Code from your device. You will be presented with the option to fill out Security Questions.

   *These are currently optional and will likely go away in 2021, so you can click **cancel.**

9. Please **log out** of the GoRemote portal page by clicking "Log Out" in the upper right-hand corner of the page.

Multi-Factor Authentication User Setup

? Help

Follow the instructions below to activate the Microsoft Authenticator app on your phone and test an authentication using the mobile app.

Enter the following activation code and URL when prompted by the mobile app. The activation cod... minutes. You may generate a new code at any time.

Activation Code

740 950 728

URL

https://goremoteportal.carolinas.org/pa

[Generate New Activation Code]

After activation is complete, click the following button to test authentication and continue the setu...

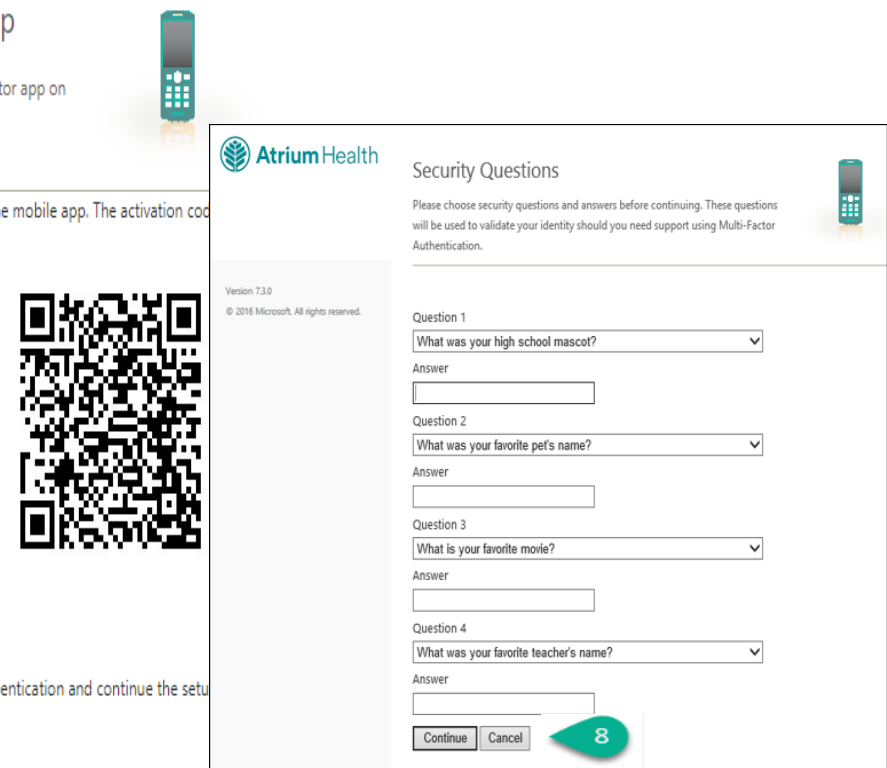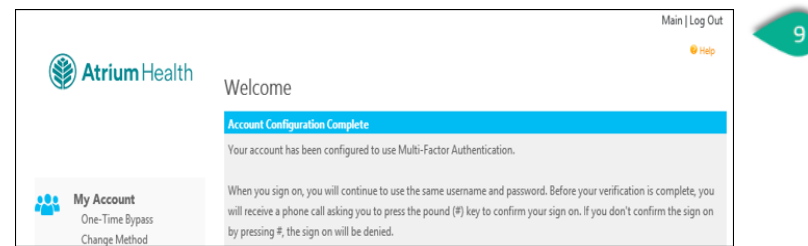6 ▸ [Authenticate Me Now] [Cancel]

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Security Questions

Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using Multi-Factor Authentication.

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Question 1
What was your high school mascot?
Answer

Question 2
What was your favorite pet's name?
Answer

Question 3
What is your favorite movie?
Answer

Question 4
What was your favorite teacher's name?
Answer

[Continue] [Cancel] 8

---

7 ▸ **Approve sign-in?**
Carolinas Healthcare System

Deny   **Approve**

Main | Log Out   9
? Help

Atrium Health   Welcome

Account Configuration Complete

Your account has been configured to use Multi-Factor Authentication.

When you sign on, you will continue to use the same username and password. Before your verification 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.

My Account
One-Time Bypass
Change Method

Atrium Health

Download the Mobile App

- **complete these steps from your mobile device. These steps can be completed before registering**

1. From the App Store (Apple) or Play Store (Android) on your mobile device, install the **Microsoft Authenticator App.**
   - Add your **'Work Account'** and scan the QR code presented on your PC.

2. The images **1, 2, and 3** to the right are representations of what you will see on your mobile device.

3. During the Setup process on your phone; you will be presented with the questions to **Allow the App to use your Camera**, and to **Allow Push Notifications.** You will need to allow both of these options for the application to function.

4. After the phone app is setup, it will display like this, with your Atrium UserID.

5. If you click on the account as shown in step 4, you will see the screen shown in 5. You do not need to do anything here. You do not need to click on "Enable phone sign-in". Your account is already configured. You can close the app at this time.

6. On future login attempts you will receive a push notification to your device, you will click **Approve** to authenticate.
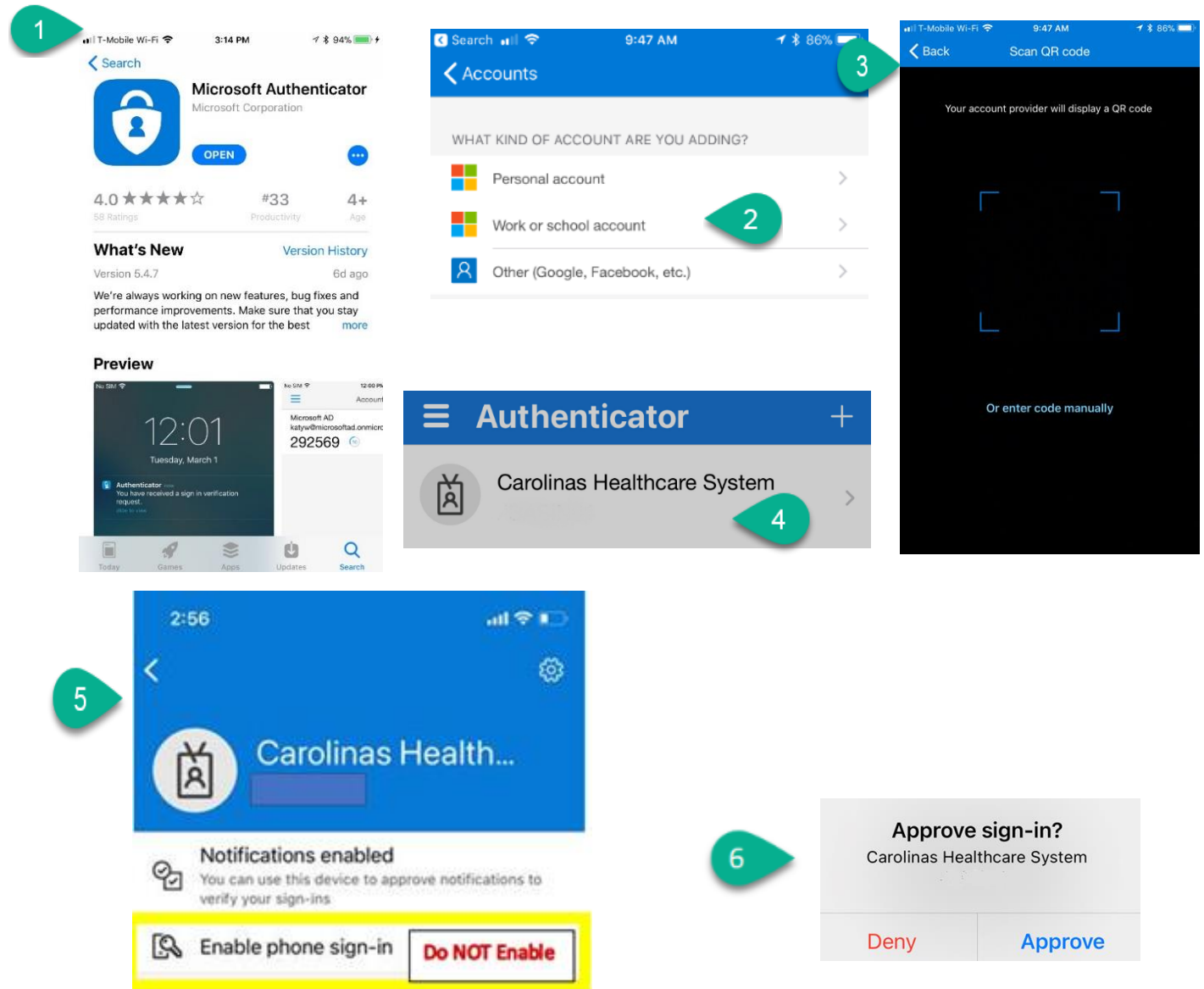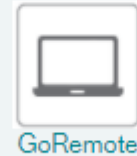
Atrium Health

| Logging into goRemote.carolinas.org	
Open a browser window on your device ([See Supported Configurations](#)) Using a browser, Go to: [Atrium Health Connect for Employees](#) 1. Click the **GoRemote** icon	**Access GoRemote, GoRemote with Netconnect and ShiftSelect** ShiftSelect GoRemote GoRemote with Netconnect Office 365 Regional Facilities
2. Enter your **Active Directory Username and Password** (the username and password you use to log into your Atrium Health computer normally) and 3. Click "**Log On**". 4. You will receive a push notification to your mobile device. Click **Approve** to authenticate.	**Atrium** Health Please log on User name Password Log On This system is to be used for authorized business purposes only. All system data is the property of Atrium Health and is to be treated as private and confidential. Unauthorized access or activity is a violation of Atrium Health Communications Environment Acceptable Use Policy. All activity on this system is subject to monitoring in case of possible security violations. By selecting the Log On button you are acknowledging these terms and conditions of use. Unable to login? Click **Here** . **Approve sign-in?** Carolinas Healthcare System Deny Approve

Atrium Health

GoRemote via Citrix Receiver

GoRemote.carolinas.org allows access to your applications via Citrix Receiver.

You must install Citrix Receiver on your device to have access!

If not already installed, you will see have the option of installing the Atrium provided Citrix receiver after login. Review the images for items you can expect to see during the install on a **Windows** based device.

1. Choose the **I agree** to the Citrix license agreement and the choose **Install** and **Continue**.

2. Choose **Run** to begin the Citrix Receiver install.

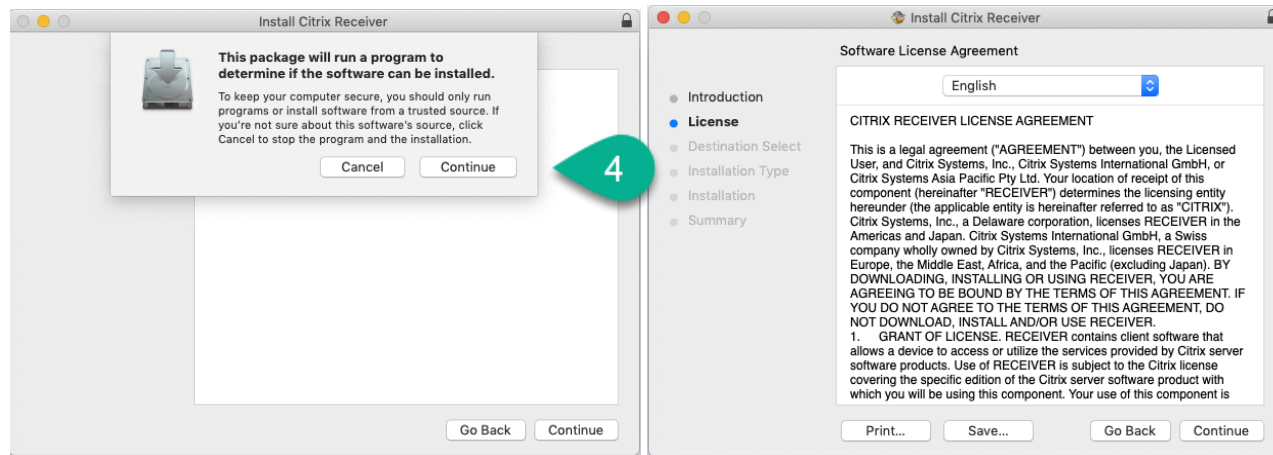3. Choose **Close** when the installation is complete.
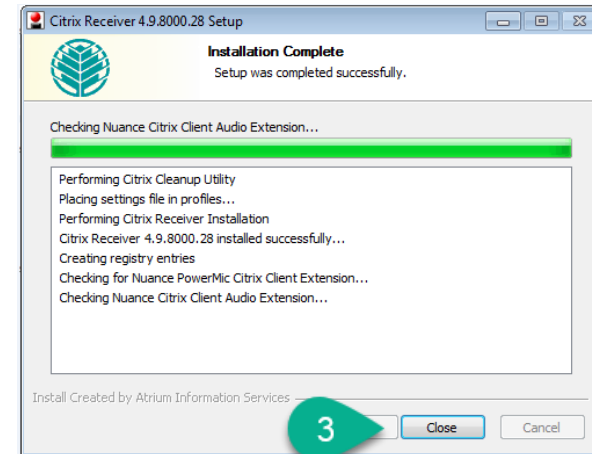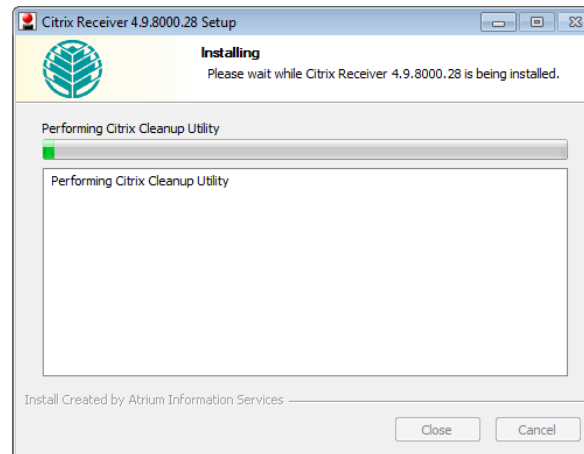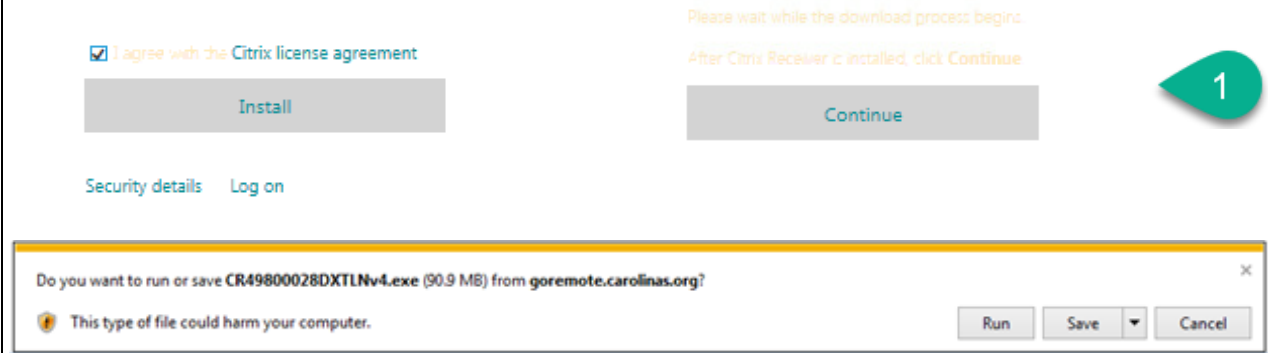
For Apple / Mac devices ….

Steps 1 and 2 above will look similar.

3. Choose **Continue** and then choose **Install Citrix Receiver**

4. Choose **Continue** and **Continue**

    To allow the software install to continue and accept the license agreement!
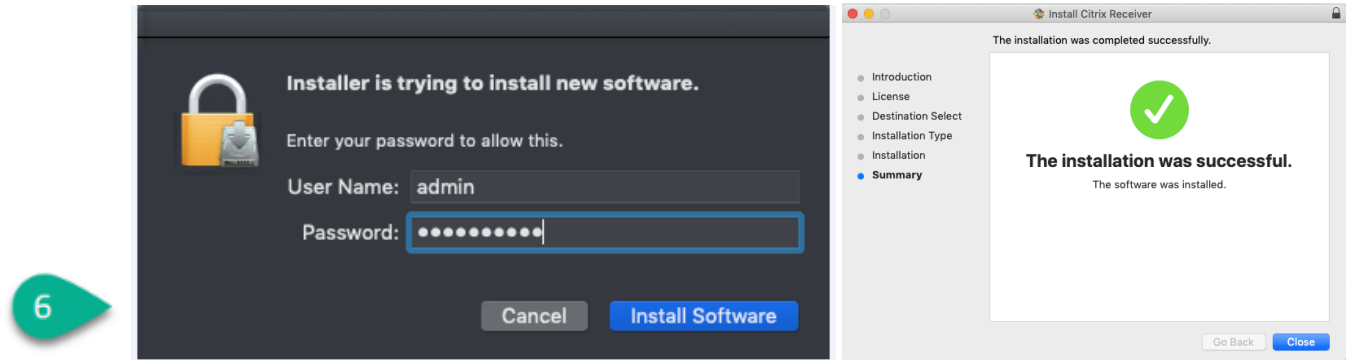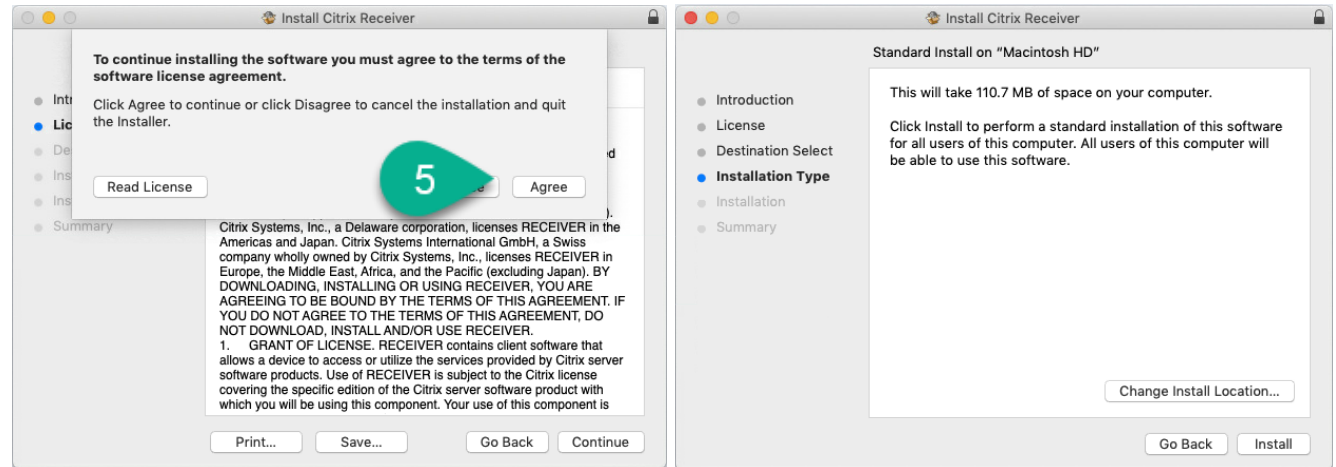
5. Choose **Agree** to accept the terms of the license agreement

And Choose **Install** to allow install on MAC Hard drive

6. Choose **Install Software** and **Close** when the install is complete

**After the Citrix Receiver install completes**

7. Is an example of the Icons you will see in in your Receiver if you are using Safari

8. Is an example of the Icons you will see in your application list if you are using the CHROME browser from a Mac.

You will see all the available applications in your Citrix farm.
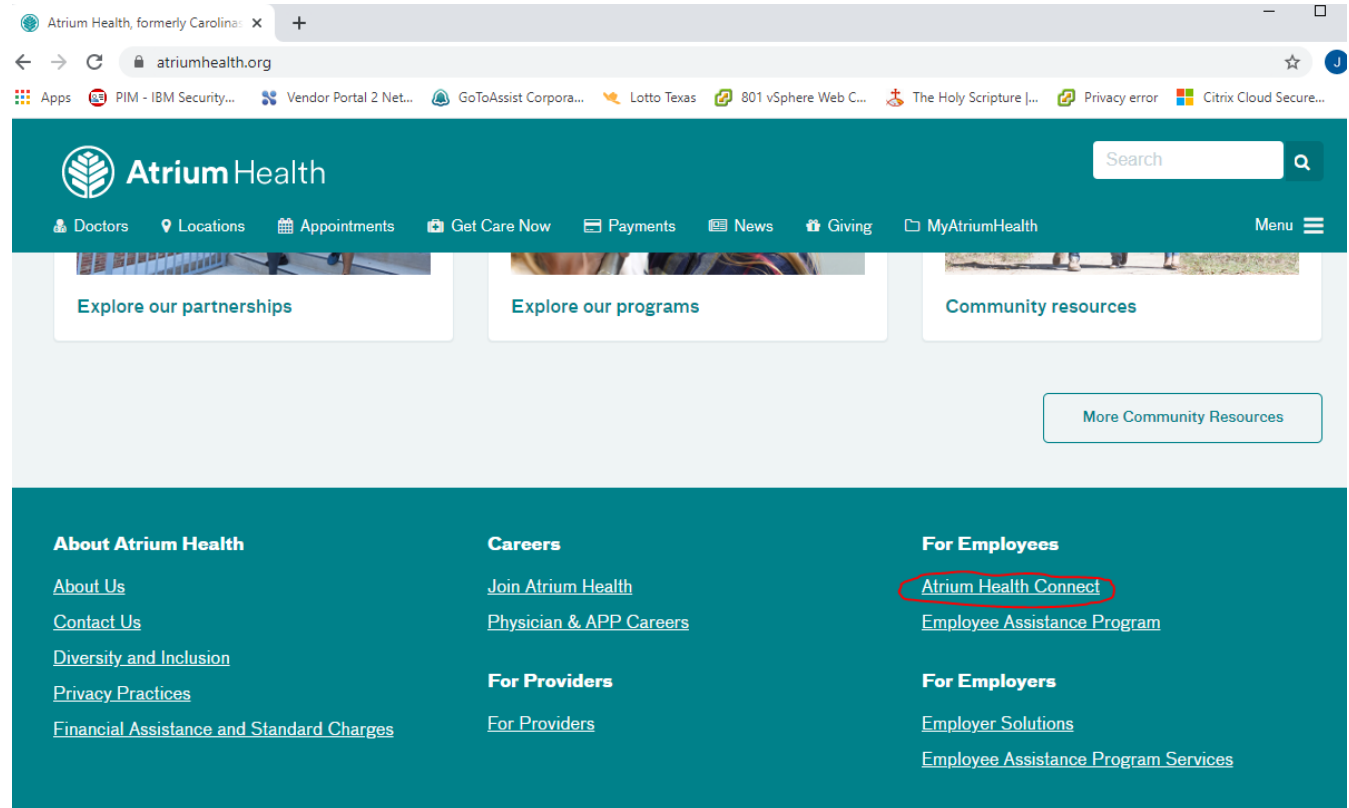
Press the actual Icon image to the left of the application name to launch the application.
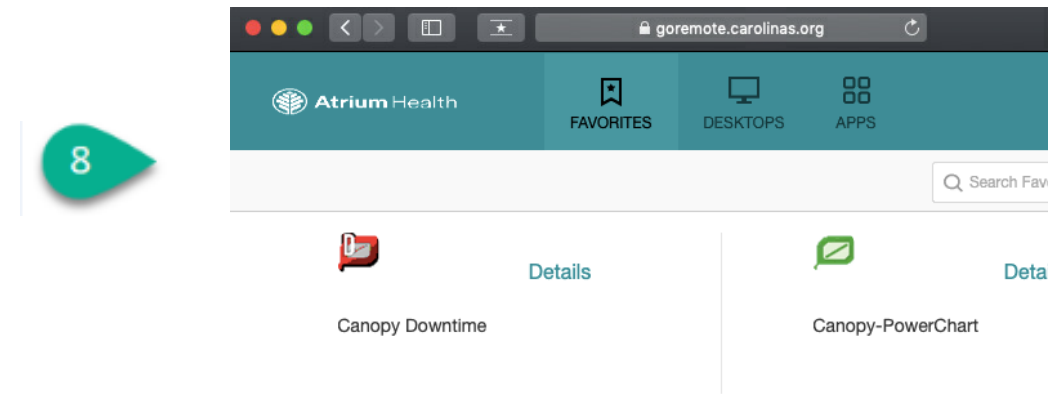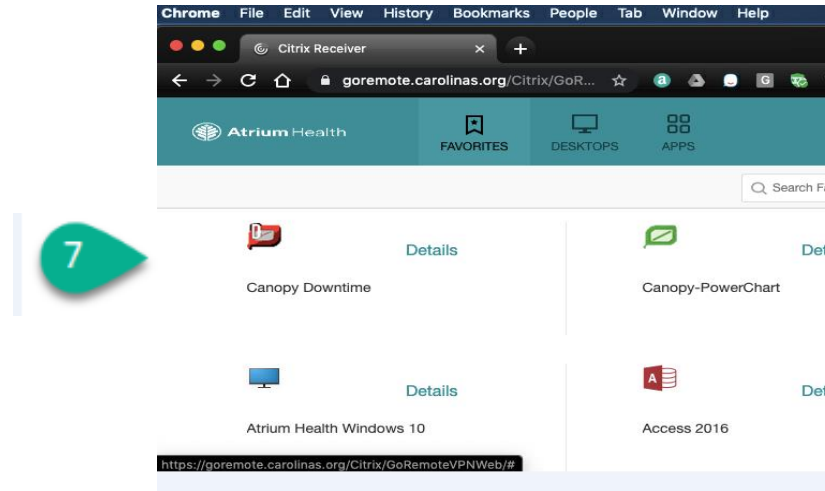
Troubleshooting

If this is your first time logging in your Atrium UID and PW, you will need to create a new, permanent password before being able to configure your remote access.

1. Browse to:
   http://www.atriumhealth.org

2. At the bottom of the web page, under "For Employees" click on "**Atrium Health Connect**"

3. Click on the "**GoRemote: Log In**" icon.

4. Log on to "GoRemote" using the username and temporary password provided by Atrium.

5. After logging in, you will receive the message "Your password must be changed. You must create a new password to continue."

6. Enter the password provided by Atrium in the 'Old Password:' field.

7. Create a new password with at least 12 characters; must include 3 of the following elements: *At least 1 upper case letter; 1 lower case letter ;1 number; and or special character

8. Once you have created a new password you can close out of this page. Return to Registering GoRemote above

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Atrium Health, formerly Carolinas   ✕   +

← → C   🔒 atriumhealth.org   ☆   J

Apps   PIM - IBM Security...   Vendor Portal 2 Net...   GoToAssist Corpora...   Lotto Texas   801 vSphere Web C...   The Holy Scripture |...   Privacy error   Citrix Cloud Secure...

Atrium Health

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For Providers

For Employees

Atrium Health Connect

Employee Assistance Program

For Employers

Employer Solutions

Employee Assistance Program Services

Atrium Health

FAQ and additional Troubleshooting tips

2. **My password is no longer working**

3. **Loss of network connection**

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

5. **Browser is no longer connecting, or random errors are appearing**

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

2. **If your password is no longer working, please follow Troubleshooting step 1.**

3. **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.

4. **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.

5. **Browser is no longer connecting, or random errors are appearing in Chrome**
   Try to clear your browser cookies and cache using from the browser you are using, and then shutdown the browser. The steps for clearing these will depend on which browser or device you are using. Once cookies/cache are cleared, relaunch the browser.

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

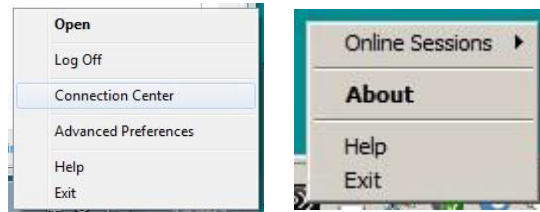6. **Citrix applications launches but then freezes or an error appears**
   A. In the system tray, locate the icon for your Citrix Receiver:

   **B. (Note: the icon may appear as one of the following images)**

- **Continue to Next page**

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

Open
Log Off
Connection Center
Advanced Preferences
Help
Exit

Online Sessions ▶
About
Help
Exit

D. 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

E. The Connection Center will appear, showing all active Citrix Connections on the affected device:
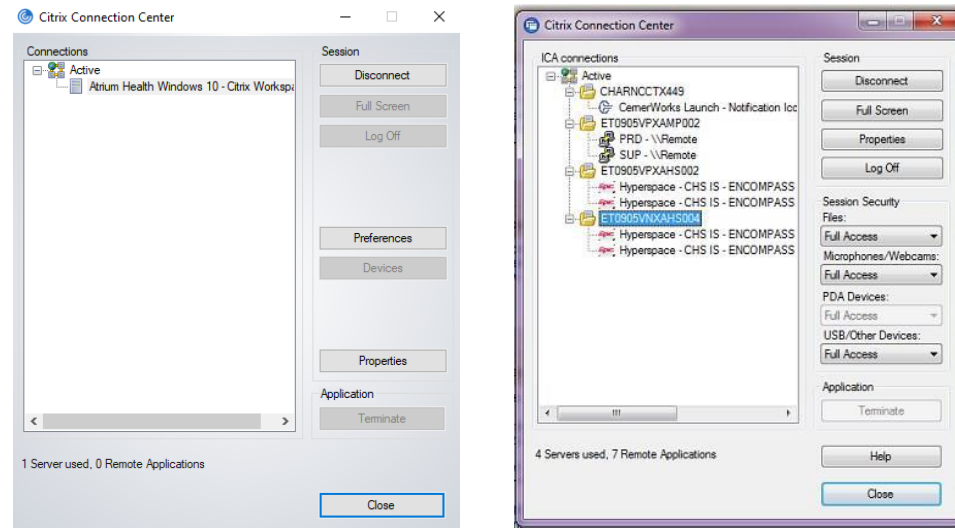
F. Select the folder name of the session you wish to reset, then click **Log Off** from the buttons on the right side of the screen.

G. 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.

H. Log out of any Citrix based applications that may still be active and log out of GoRemote.

I. Clear browser cookies and cache (See steps noted in item 5 above).

J. Log back into GoRemote and try to launch the application again.

K. If the same problem continues, contact the Service Center at 704-446-6161 with the affected application

Current Supported OS and Internet Browser Versions are:

Current Hardware:

Windows pc's running

Microsoft Windows 7
Microsoft Windows 10

Apple – MAC hardware

*Chromebooks are not supported at this time!

Current Browsers:

Microsoft Edge, Internet Explorer, Google Chrome, and Safari

*Each device will require the Citrix Receiver Application to be installed to allow you to Access the Atrium Icons.