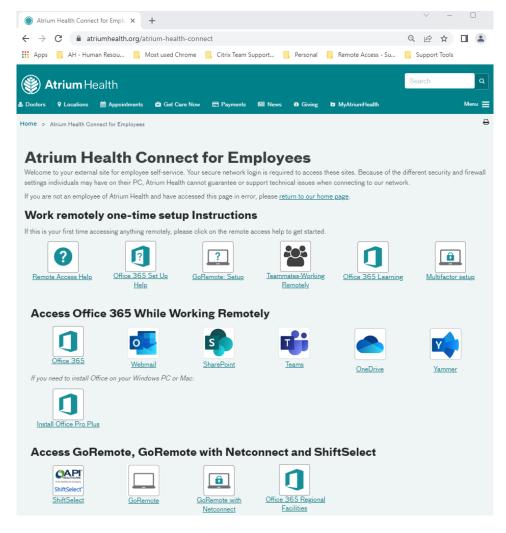# Atrium Health Remote Access for Employees

To begin accessing Atrium Health Resources remotely: please visit: [Atrium Health Connect for Employees](#)

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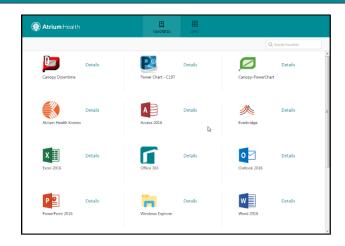
TIPS The easiest remote access option for email and calendar (Outlook), documents (SharePoint/OneDrive), and meetings (Teams) is to use Office365 or locally installed applications and not the Citrix portal.

Topics:

- Registering GoRemote
- Download the Mobile App
- Logging into go Remote
- GoRemote via Citrix Receiver
- **Supported Hardware and Browsers**
- Troubleshooting

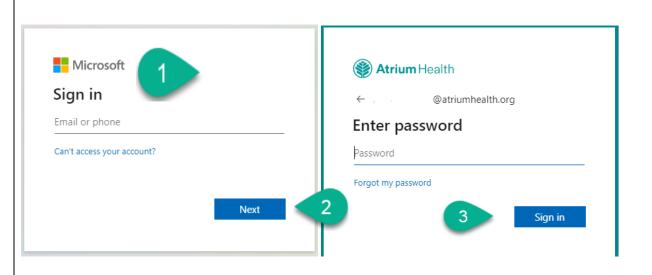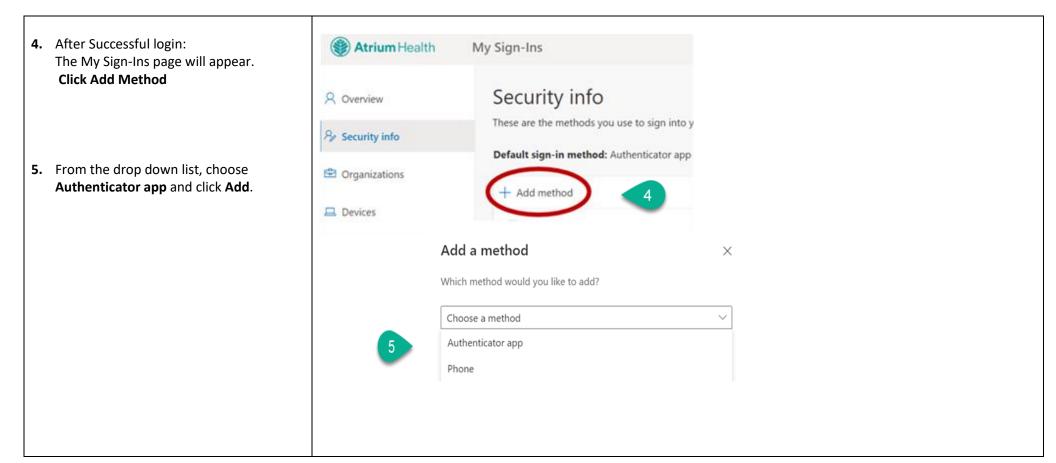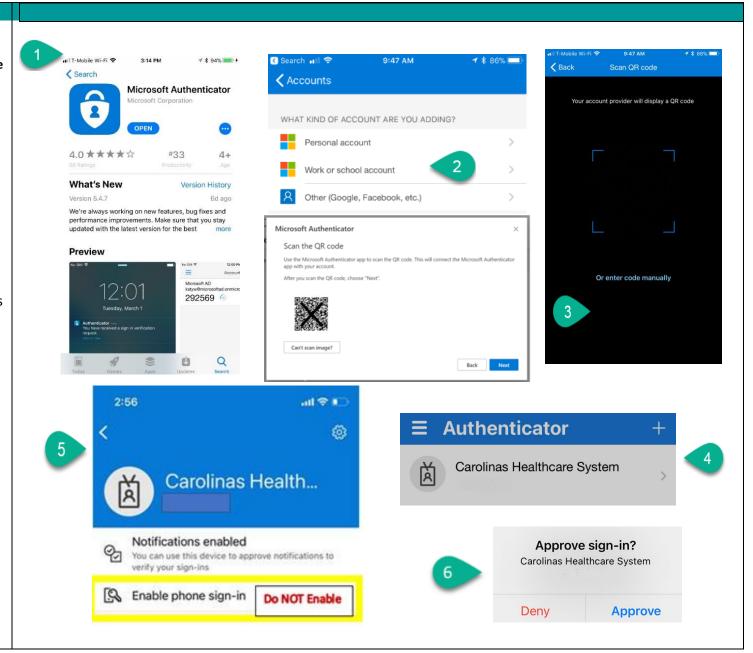| Registering	
Registering your account for MultiFactor Setup To setup your access to GoRemote.carolinas.org, please follow these steps: You will need to use a web browser, mobile phone and the authenticator app. If you do not yet have the Mobile App **Visit:** Download the Mobile App 1. In a WEB BROWSER: Go to https://aka.ms/mysecurityinfo 2. Enter your **Email Address (first.last) followed by @Atriumhealth.org, @CarolinasHealthcare.org. Contractors should use Userid@CMHA.org, and choose next**. 3. Enter your password and choose Sign in.	

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4. After Successful login: The My Sign-Ins page will appear. **Click Add Method** **5.** From the drop down list, choose **Authenticator app** and click **Add**.	**Atrium** Health My Sign-Ins Overview Security info Organizations Devices **Security info** These are the methods you use to sign into y **Default sign-in method:** Authenticator app + Add method **4** **Add a method** ✕ Which method would you like to add? Choose a method ⌄ **5** Authenticator app Phone

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Download / Install 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 thru 6** are representations of what you will see on your mobile device.

3. During the Setup process on your phone; you may 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 or email address.

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.

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

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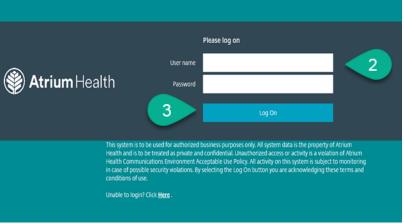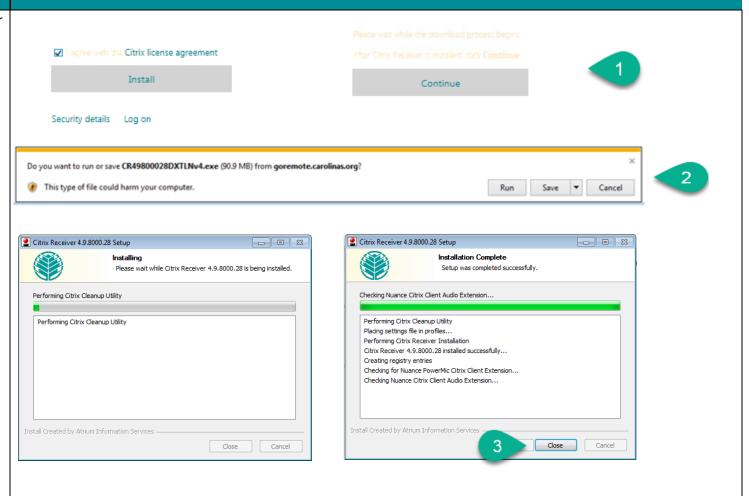| Logging into goRemote.carolinas.org	
Open a browser window on your device ([See Supported Configurations](#)) Using a browser, Go to: [Atrium Health Connect for Employees](#) 1. Click the **GoRemote** icon	**Access GoRemote, GoRemote with Netconnect and ShiftSelect** ShiftSelect GoRemote ① GoRemote 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 ② Password ③ 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 ④

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**

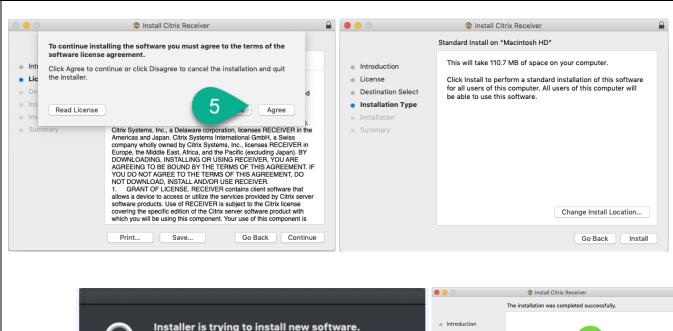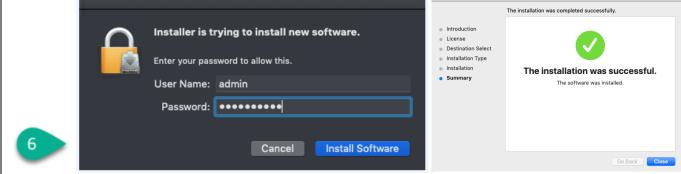   To allow the software install to continue and accept the license agreement!

5. Choose **Agree** to accept the terms of the license agreement

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

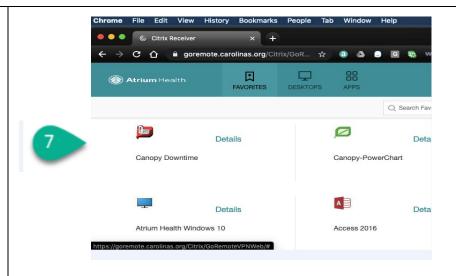**6.** Choose **Install Software** and **Close** when the install is complete

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.

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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:
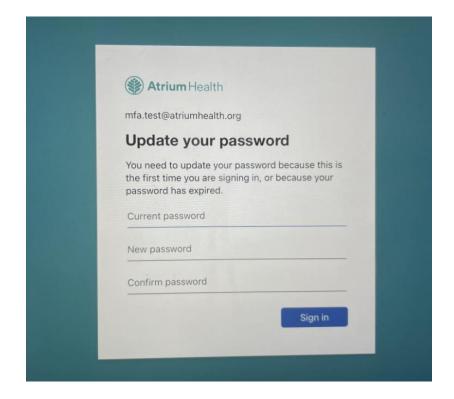   https://aka.ms/mysecurityinfo

   Log on using the email address and temporary password provided by Atrium.

   After logging in, you will receive the message "Update your password". You must create a new password to continue.

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

   Create a new password with at least 12 characters; that must include: *At least 1 upper case letter; 1 lower case letter and at least one number

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

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mfa.test@atriumhealth.org

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

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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:
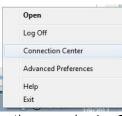
   Citrix Online Plugin   Citrix Receiver

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

- **Continue to Next page**

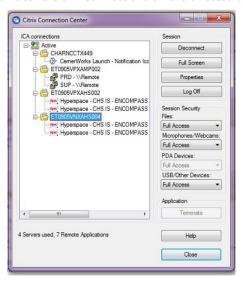**C.** Right-Click the icon, one of the following menus will appear:

| 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.

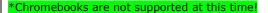**K.** If the same problem continues, contact the Service Center at 704-446-6161 with the affected application

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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.**