

Access UIHC Information Systems Remotely

Remote access to UIHC information systems requires DUO SECURITY two-factor authentication and reliable, high speed internet.

Remote Access provides access to most UIHC applications, including Epic, Microsoft Outlook and Office, network drives, and Sharepoint.

Prepare for Remote Access

Install the DUO Mobile application on your mobile device to allow for DUO push. For directions visit <https://guide.duo.com/>.

Follow these steps before attempting to work remotely. See **How to Prepare for Remote Access** at the end of this document for more information.

1. Verify your Citrix receiver has the applications you need to do your job.
2. Know which network drive(s) have the files you need to do your job.
3. Document the Internet, intranet (The Point), and Sharepoint addresses you need to do your job.

Use Remote Access

There are two ways to access Remote Access:

1. Go directly to Remote Access with this link: <https://desktop.healthcare.uiowa.edu>.
2. Navigate through the UIHC web site, <https://uihc.org>.

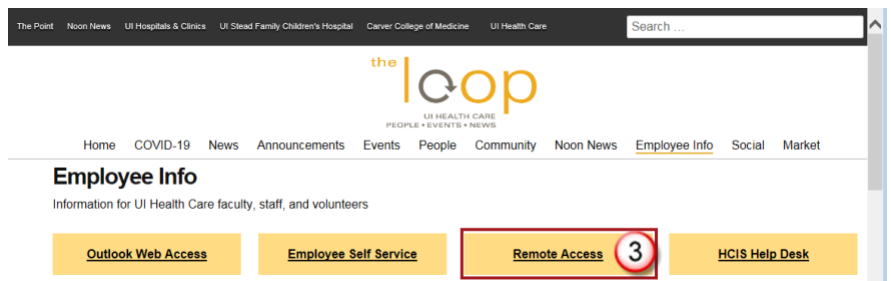
To navigate through the UIHC web site, <https://uihc.org>:

1. Scroll to the **Current/Prospective Employees** section near the bottom right of the page.
2. Click **Employee Updates**.



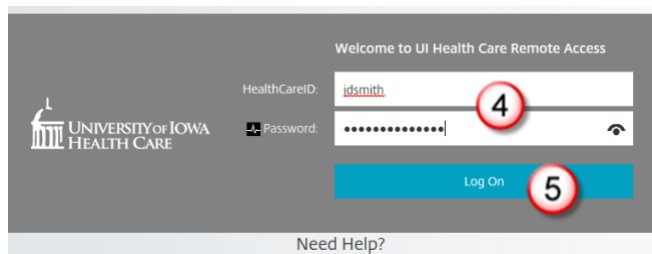
The Loop displays.

3. Click **Remote Access**.



The log in screen displays.

4. Enter your credentials.
This is the same username and password you use to log in to your computer at work.
5. Click **Log On**.

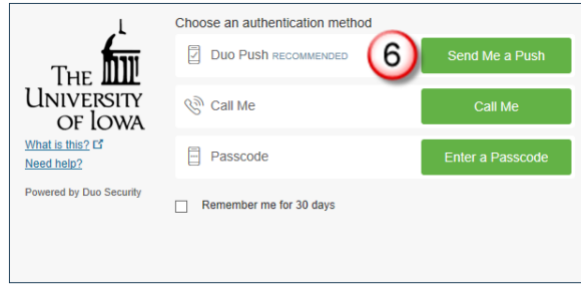


The DUO SECURITY screen displays.

6. Select your authentication method and follow the prompts.

! **Send Me a Push** is the preferred method.

The first time you sign in you may be prompted to complete the DUO setup process. [Click here for more information.](#)



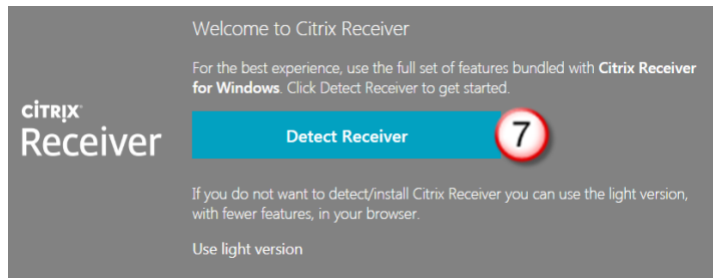
The Welcome to Citrix Receiver screen may display. This screen does not appear in every browser.

If you need to use the Citrix light version, use the Chrome browser.

7. Click **Detect Receiver**.

- a. If prompted, click the *Open URL: Citrix Receiver* button.

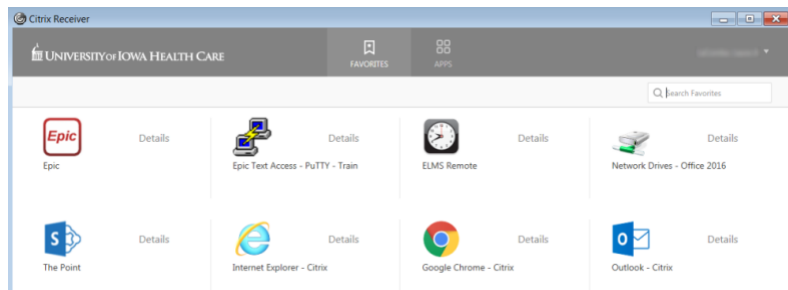
i *Use light version* runs Citrix in your browser with fewer features.



The Citrix Receiver launches. This may take a few moments – be patient.

Single click an application icon to open the application.

i There may be a delay between when you click the icon and when the app begins to load – be patient.



How to Prepare for Remote Access

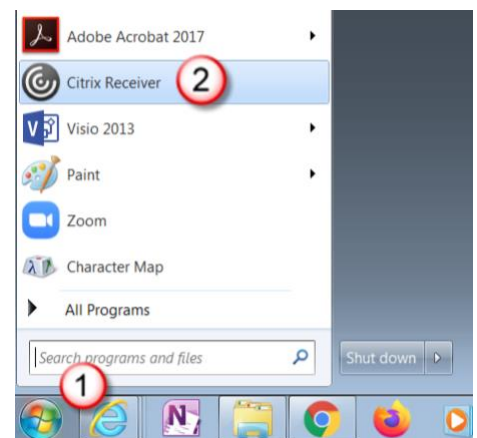
From your work location, follow these steps before attempting to work remotely:

1. Verify your Citrix Receiver has the applications you need to do your job.
 - a. Double click the **Citrix Receiver** icon in the lower right corner of your monitor.

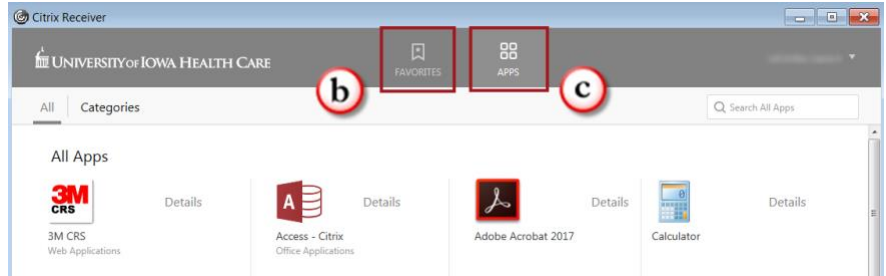
Or, click **Citrix Receiver** on the *Start* menu.



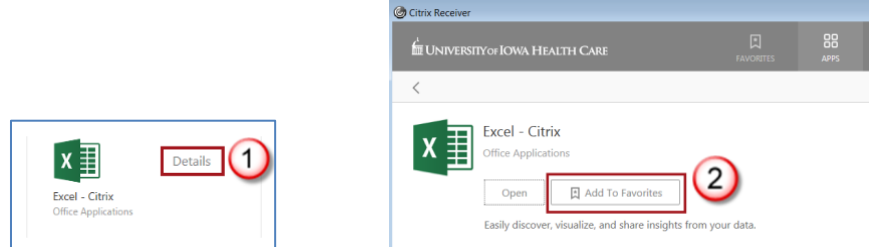
or



- b. The **Favorites** tab displays the applications you use most frequently.
- c. All applications you have access to can be found on the **Apps** tab.

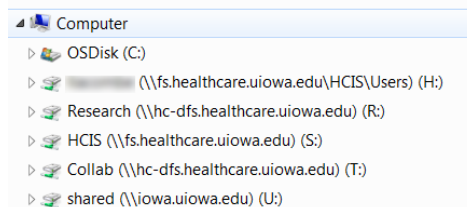


- d. To make an app a *favorite*, click **Details**. Then click **Add to Favorites**.



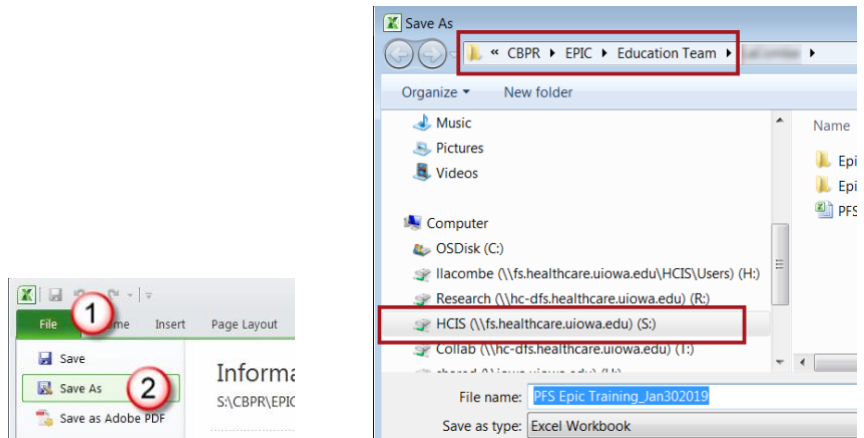
- 2. Know which network drive(s) have the files you need to do your job.

The network drives most often used are *H:*, *S:*, *T:*, and sometimes *R:* and *U:*.



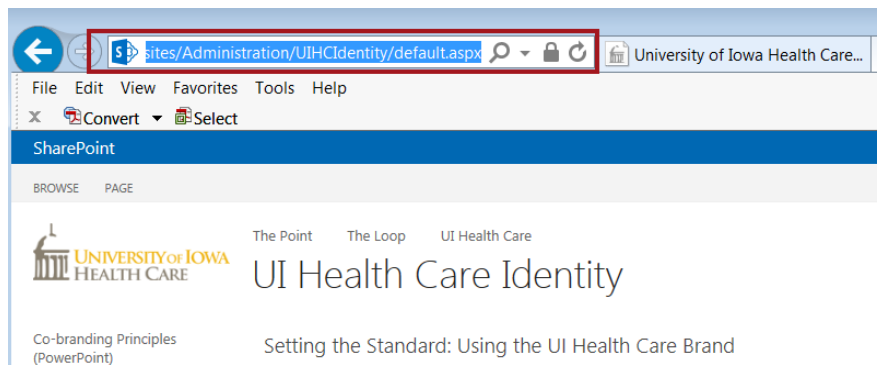
- a. Not sure what network drive your files are stored on?
 - i. Open a file.
 - ii. Select *File | Save As*.

The path is listed in the address bar, and the drive is highlighted.



- 3. Document the Internet, intranet (The Point), and Sharepoint addresses you need to do your job.

- a. Bookmarks and favorites are not retained when accessing The Point or the Internet through the Citrix receiver.
- b. Open the sites you use, copy the contents of the address bar, and paste that information into an easily accessible document or note.



Questions? Need assistance? Contact the Health Care Information Systems Help Desk at (319)356-0001.