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.

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

**Topics:**
- Registering GoRemote
- Logging into GoRemote
- Installing Needed Software
- Troubleshooting
- Approved Operating Systems, Hardware and Browsers

### Registering GoRemote

**Registering your account in the GoRemote portal**

To setup your access to GoRemote.carolinas.org, please follow these steps:

1. Open a browser window on your device (Internet Explorer, Chrome and Safari (MAC) are supported).
   - Browse to [https://GoRemoteportal.carolinas.org](https://GoRemoteportal.carolinas.org)

2. Enter your **Network Username and Password** (the username and password you use to log into your Atrium Health computer normally) and click Log On.
3. The PhoneFactor User Setup page will display; please enter ONLY the primary and NOT a backup phone number you will use to authenticate in the future, and then click “Call Me Now to Authenticate”.

4. Fill out the four security questions and click Continue.

During this first authentication and future authentications, the Microsoft Authentication system will call your primary phone number first. If you do not answer, your registration will not be completed.

5. Please log out of the GoRemote portal page by clicking “Log Out” in the upper right-hand corner of the page.

NOTE: If this is your first attempt to login and you are receiving an error message when attempting to login, see the Troubleshooting Section.
Logging into GoRemote

Open a browser window on your device (See Supported Configurations)

Go to Atrium Health Connect for Employees: https://atriumhealth.org/atrium-health-connect

1. Click the GoRemote: Log In icon

2. Enter your Network Username and Password (the username and password you use to log into your Atrium Health computer normally) and

3. Click “Log On”.

You will receive a call from 704-446-6161 on your primary number. Answer the phone and press the # key. You may end the phone call.

Note: If PhoneFactor does not receive a response from the telephone call, you will be unable to login.
Installing Needed Software

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 must install the Atrium Health provided Citrix receiver after login in order to open your applications. Review the images for items you can expect to see during the install on your device.

For Windows Devices:

1. Choose the I agree to the Citrix license agreement and then 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. This is an example of the Icons you will see in in your Receiver if you are using Safari

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

You should see all the available applications in your Citrix application farm.

Press the actual Icon image to the left of the application name to launch the application.
## Approved Operating Systems, Hardware and Internet Browsers

### Current Operating Systems and Hardware:

Windows pc's running

- Microsoft Windows 7
- Microsoft Windows 10

Apple – MAC hardware

Chromebooks are not supported at this time

### Current Browsers:

- Internet Explorer
- Google Chrome
- Safari

Microsoft Edge browser is not supported at this time

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

1. If this is your first-time logging in with your Atrium User ID and Password and you were given a temporary User ID and Password you will need to create a new, password before being able to configure 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 onto “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 ‘Password’ field.
   g. Create a new password with at least 8 characters; that must include: At least 1 upper case letter; 1 lower case letter and at least one number
   h. Once you have created a new password you can close out of this page. Return to Registering GoRemote above.
### Troubleshooting con’t

2. My internet browser is showing a blank screen, or my Citrix applications will not open.

   a. Try clearing your browser cookies and temporary files:

   a. **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.)*

   b. **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.

   c. **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

If still unsuccessful, reboot the PC and try again.
### Troubleshooting con’t

**3. I cannot access any websites.**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td>You may have lost your network connection.</td>
</tr>
<tr>
<td>a.</td>
<td>Power cycle your modem and router by disconnecting power to each and restart your PC.</td>
</tr>
<tr>
<td>b.</td>
<td>Once the PC boots back up, plug your modem and router (maybe 2-in-1) back in, allowing 1-2 minutes for reconnection.</td>
</tr>
<tr>
<td>c.</td>
<td>Attempt to access a website again.</td>
</tr>
<tr>
<td>d.</td>
<td>If you are still unable to connect to a website, contact your Internet Service provider to troubleshoot your internet connection.</td>
</tr>
</tbody>
</table>