Accessing Carolinas Healthcare System Resources Remotely

Create a new, permanent password
If you have never changed your temporary password to a permanent password, the first thing to do is log into PeopleConnect Remote.

1. Browse to: http://www.carolinashealthcare.org
2. At the bottom of the web page, under "For Employees" click on "Carolinas Connect"
3. Click on the "PeopleConnectRemote" icon.
4. Log on to "PeopleConnectRemote" using the username and temporary password provided by CHS.
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 CHS in the 'Old Password:' field.
7. Create a new password with at least 8 characters. The password must include the following characteristics:
   a. At least one upper case letter
   b. At least one lower case letter
   c. At least one number
8. Once you have created a new password you can close out of this web page.

Install the Citrix Reciever to your PC (if not already installed)
1. Browse to www.citrix.com
2. Hover over "Downloads"
3. A Drop down menu will appear; select "Download Receiver" (This will allow Citrix site to detect the correct version for the computer/laptop being used)
4. Another window will open up, containing a blue box showing "Download Receiver (version) for (platform)"
5. Click the blue box and 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

Registering with Multi-Factor using the GoRemote Portal
(Internet Explorer is supported however FireFox, Google Chrome and Safari (MAC) will work if preferred).
Browse to https://goRemoteportal.carolinas.org
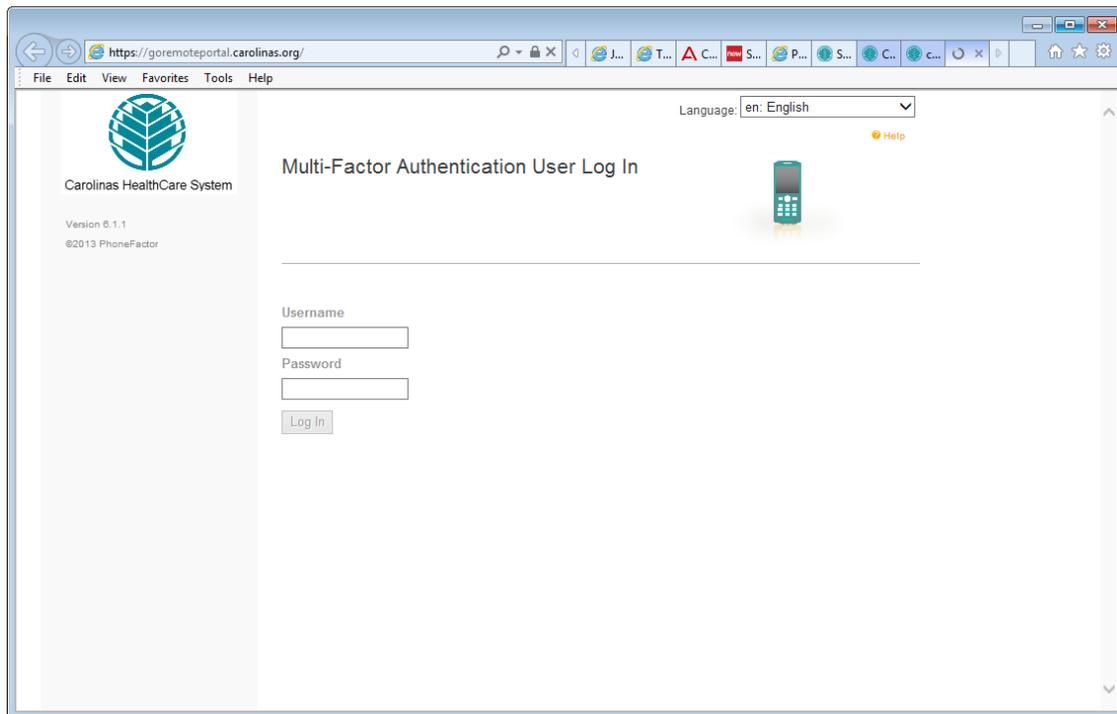
1. Enter your Active Directory Username and Password, then **click (Log In)**.
2. The Multi-Factor User Setup page will display, enter your primary and backup phone numbers to be used for authentication. Choose the preferred method and then click **"Call Me Now to Authenticate".**
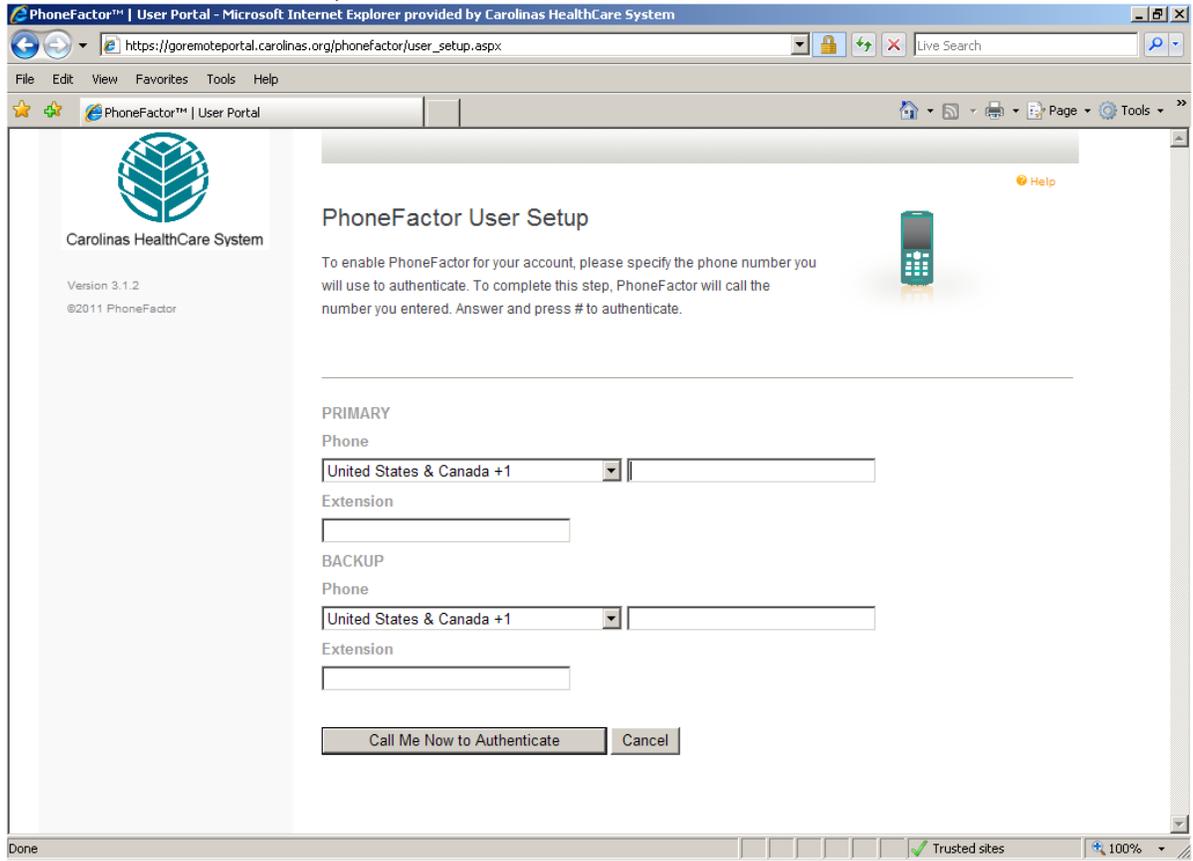
3. The Multi-Factor system will call or text the primary phone number first. If no response is received during the primary call/text, their secondary number will be used. If these are not answered, registration cannot be completed.

During 1st call / registration or when attempting to authenticate in future sessions for remote access:

4. 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.

   During Registration: After pressing the # key or replying to the text, the goRemote security questions setup page will display. You will need to fill out the four security questions. You may select different questions by clicking on the drop down lists. You must provide answers for all four security questions.

5. After filling in all four security questions, **click "Continue"**.
6. The goRemote portal **Welcome screen** will display.
7. Registration is Complete
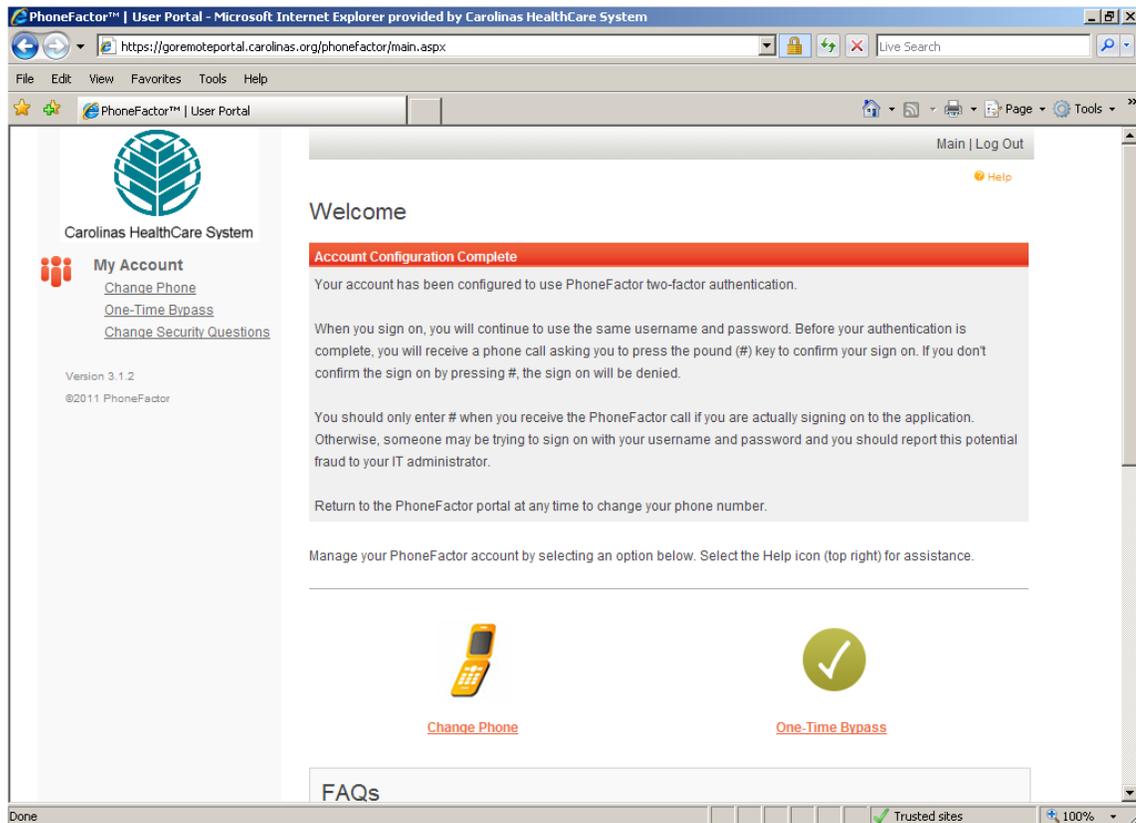
8. At this point, your account has been properly setup and you are ready to log in using goRemote.carolinas.org.
9. **Please log out** of the goRemote portal page **by clicking "Log Out"** in the upper right hand corner of the page. You can return to the goRemote portal page at any time to change / update your registered phone numbers or change your security questions.

Other Remote Connection Tips & Frequent Problems

My password is no longer working
Use the following link to see if the password is expired: https://peopleconnectremote.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 CHS 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 & router 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 below first, 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**
       i.   Click the menu button and choose **Options** > **Preferences**.
       ii. Click **Advanced** then **Network** tab
       iii. In the **Cached Web Content, Offline Web Content**, and **User Data** sections, click **Clear Now**.
       iv. Close the Advanced Preferences page, any changes you've made will automatically be saved.
  b. **Google Chrome**
       i.   On your browser toolbar, click **More Tools**
       ii. Point to **More Tools**, click **Clear browsing data**.
       iii. From the **Clear browsing data** screen, click the **Clear browsing data…** button.
       iv. 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**.
       v.   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**)
       vi. Click the **Clear browsing data** button
  c. **Internet Explorer**
       i.   **Select Tools** (via the Gear Icon) > **Internet Options**
       ii. Under the **Browsing History** section, click the **Delete** button
       iii. Ensure all items *EXCEPT* **Preserve Favorites website data & Tracking Protection, ActiveX Filtering and Do Not Track** options are selected.
       iv. Click **Delete** *(Internet Explorer will give a notification when it has completed clearing browsing history.)*
  d. **Safari**
       i.   From the Safari menu bar click **Safari** > **Preferences**
       ii. then select the **Advanced** tab.
       iii. Select **Show Develop menu** in menu bar.
       iv. From the Menu bar click **Develop** > **Empty Caches**
       v.   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.
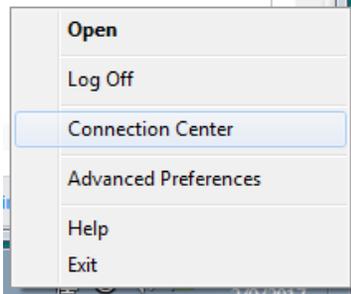
One of my Citrix applications launches but then freezes or an error appears.
  a. In the system tray, locate the icon for your Citrix Receiver:
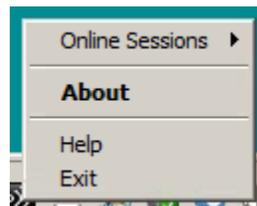
(Note: the icon may appear as one of the following images)

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

          OR

c. For the menu showing **Connection Center**, click that option. For the menu showing **About**, select that option.

    i. If the **About** option was selected, the window shown below will appear- select the **Advanced** drop-down menu, and select the **Connection Center** option
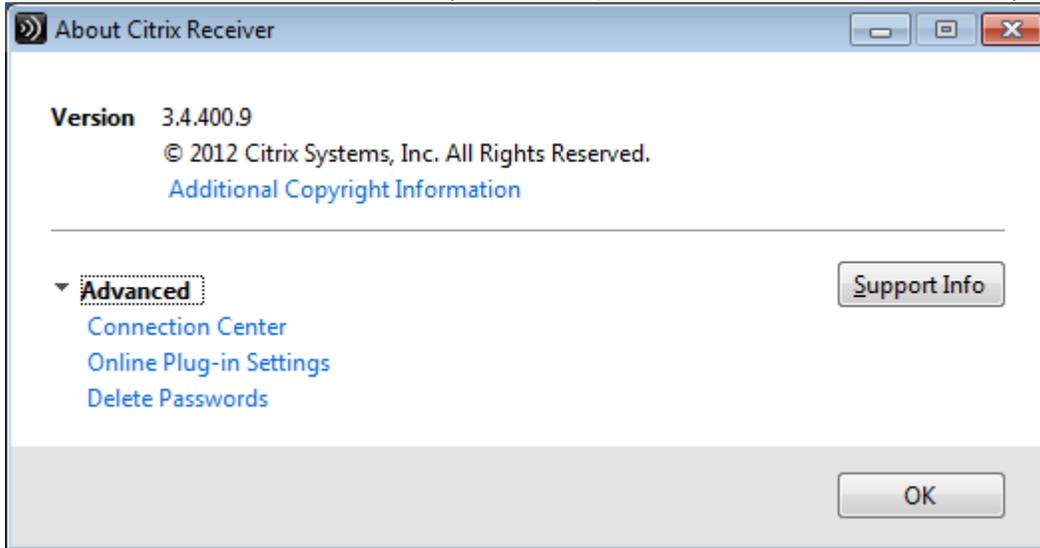
d. The Connection Center will appear, showing all active Citrix Connections on the affected device:
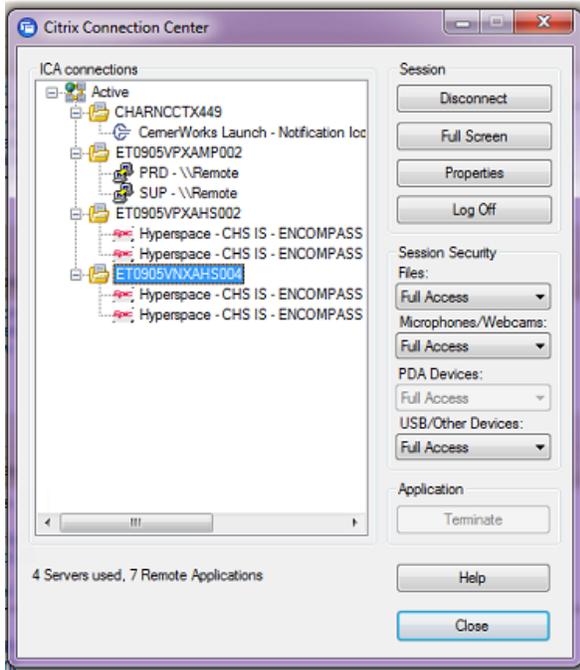
e. Select the folder name of the session you wish to reset, then click **Log Off** from the buttons on the right side of the screen.

f. 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.
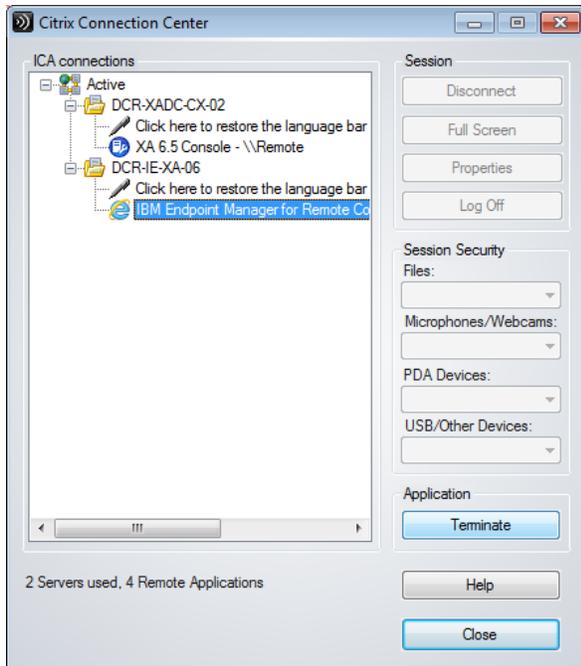
g. Log out of any citrix based applications that may still be active, and log out of Goremote or Secureconnect.

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

i. Log back into Goremote or Secureconnect and try to launch the application again.

j. 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

a. Navigate to https://www.citrix.com/products/receiver.html to install the Citrix receiver, restart your PC, and try to reconnect.

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