

goRemote.carolinas.org

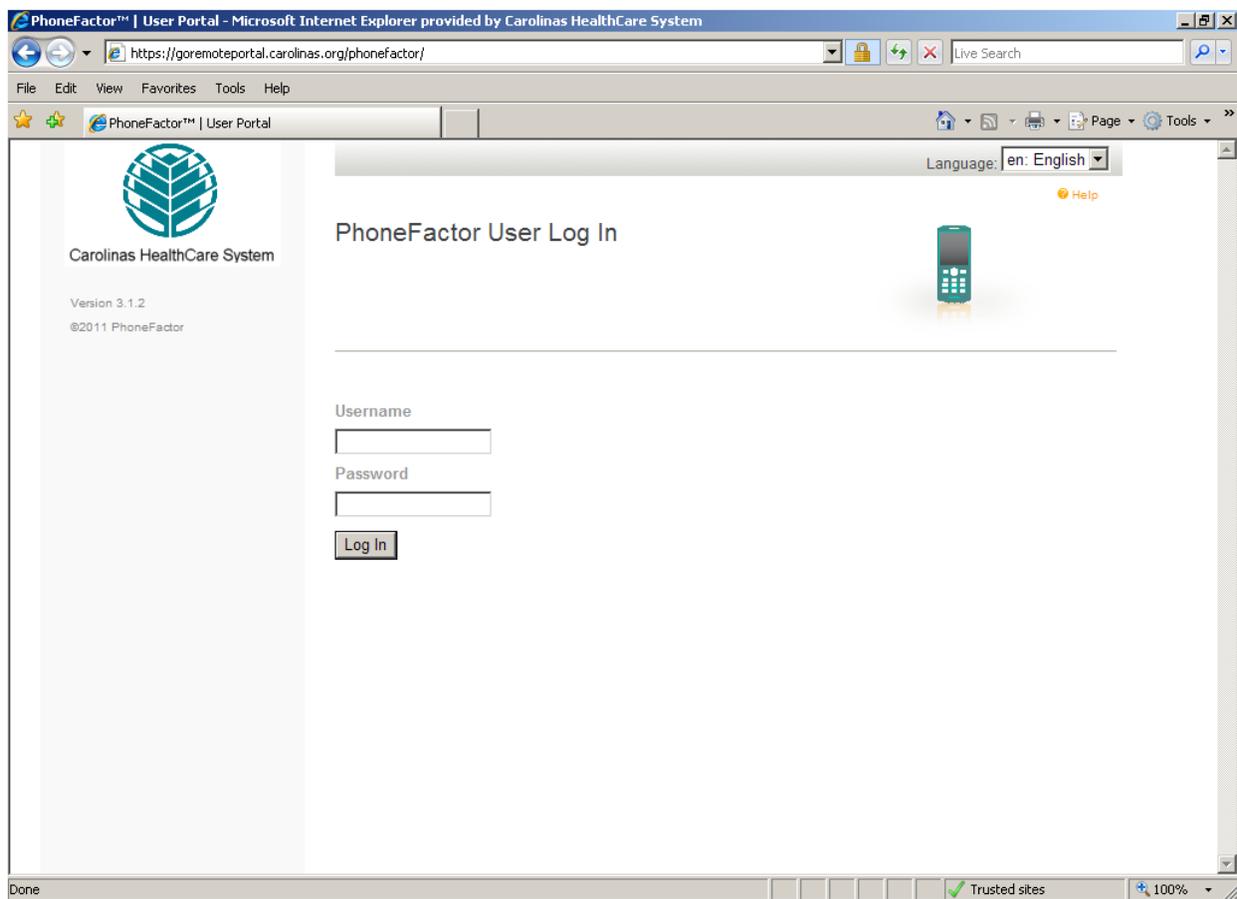
Detailed instructions for goRemote.carolinas.org

Section 1. Registering your account in the goRemote portal

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

Open a browser window on your device (Internet Explorer, FireFox and Safari (MAC) are supported).

Browse to <https://goRemoteportal.carolinas.org>

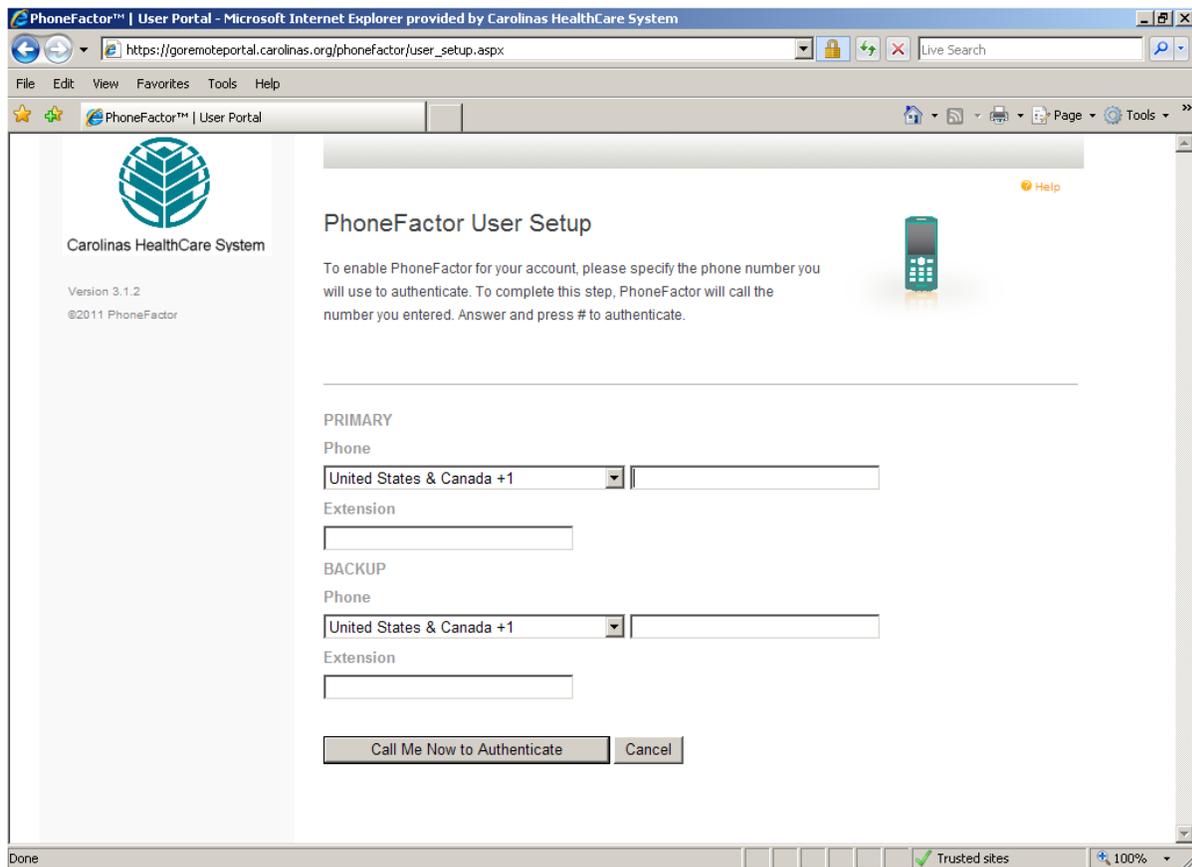


Enter your Active Directory Username and Password (the username and password you use to log into your CHS computer normally) and click Log On.

The PhoneFactor User Setup page will display; please enter the primary and backup phone numbers you will use to authenticate in the future, and then click “Call Me Now to Authenticate”.

If you would only like to use security questions for authentication, instead of using your phone, enter all zeroes for your primary phone number (there should be a total of 10 zeroes entered)

NOTE: During this first authentication and future authentications, the PhoneFactor system will call your primary phone number first. If no response is received during the primary call, your secondary number will be called.

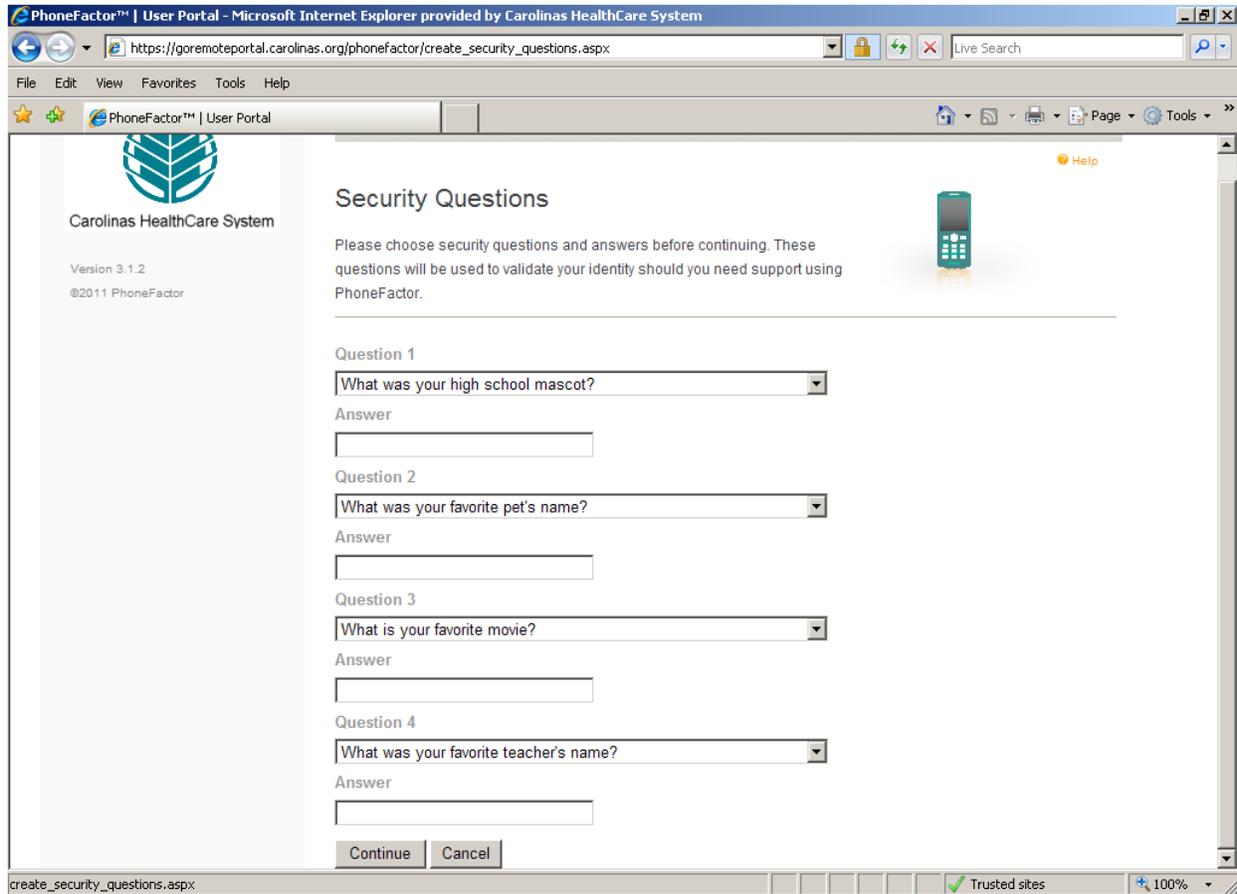


The screenshot shows a web browser window titled "PhoneFactor™ | User Portal - Microsoft Internet Explorer provided by Carolinas HealthCare System". The address bar shows the URL "https://goremoteportal.carolinas.org/phonefactor/user_setup.aspx". The page content includes the Carolinas HealthCare System logo and version information (Version 3.1.2, ©2011 PhoneFactor). The main heading is "PhoneFactor User Setup". Below the heading, there is a paragraph of instructions: "To enable PhoneFactor for your account, please specify the phone number you will use to authenticate. To complete this step, PhoneFactor will call the number you entered. Answer and press # to authenticate." To the right of this text is a small image of a mobile phone. The form consists of two sections: "PRIMARY" and "BACKUP". Each section has a "Phone" label, a dropdown menu for the country code (both set to "United States & Canada +1"), and a text input field for the phone number. Below each phone number field is an "Extension" label and a text input field. At the bottom of the form are two buttons: "Call Me Now to Authenticate" and "Cancel". The browser's status bar at the bottom shows "Done", "Trusted sites", and "100%" zoom.

You will receive a call from 704-446-6161. Answer the phone and press the # key.

If you entered all zeroes as your primary phone number, you will be taken directly to the security questions page.

After pressing the # key, the goRemote security questions setup page will display.



The screenshot shows a web browser window titled "PhoneFactor™ | User Portal - Microsoft Internet Explorer provided by Carolinas HealthCare System". The address bar shows the URL "https://goremoteportal.carolinas.org/phonefactor/create_security_questions.aspx". The page content includes the Carolinas HealthCare System logo and version information (Version 3.1.2, ©2011 PhoneFactor). The main heading is "Security Questions". Below the heading, there is a paragraph: "Please choose security questions and answers before continuing. These questions will be used to validate your identity should you need support using PhoneFactor." To the right of this text is an image of a mobile phone. The form consists of four questions, each with a dropdown menu for the question and a text input field for the answer:

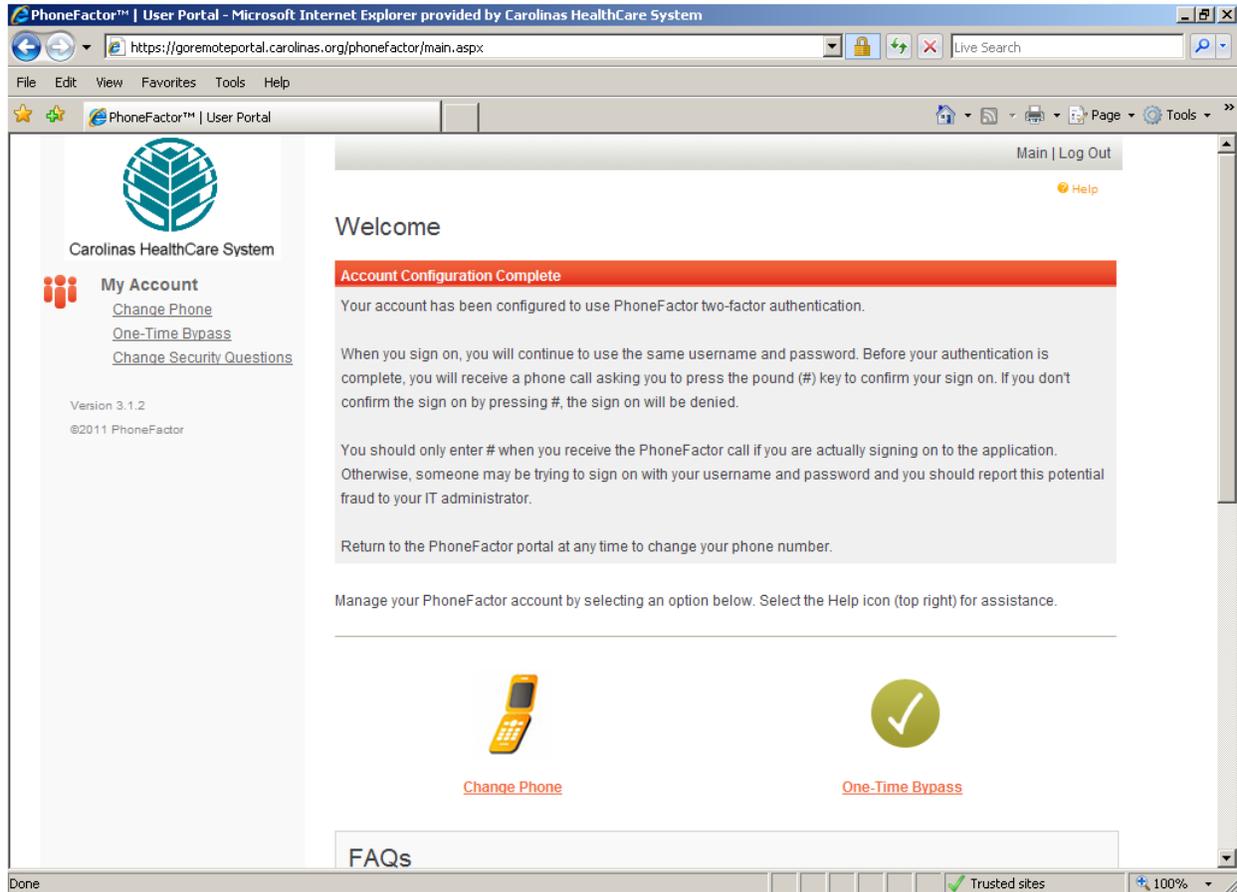
- Question 1: What was your high school mascot? Answer: [input field]
- Question 2: What was your favorite pet's name? Answer: [input field]
- Question 3: What is your favorite movie? Answer: [input field]
- Question 4: What was your favorite teacher's name? Answer: [input field]

At the bottom of the form are "Continue" and "Cancel" buttons. The browser's status bar at the bottom shows "create_security_questions.aspx", "Trusted sites", and "100%" zoom.

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.

After filling in all four security questions, click "Continue".

The goRemote portal welcome screen will display.



At this point your account has been setup and you are ready to log in using the main goRemote sign in page. 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 your registered phone numbers or change your security questions.

Section 2. Logging into goRemote.carolinas.org

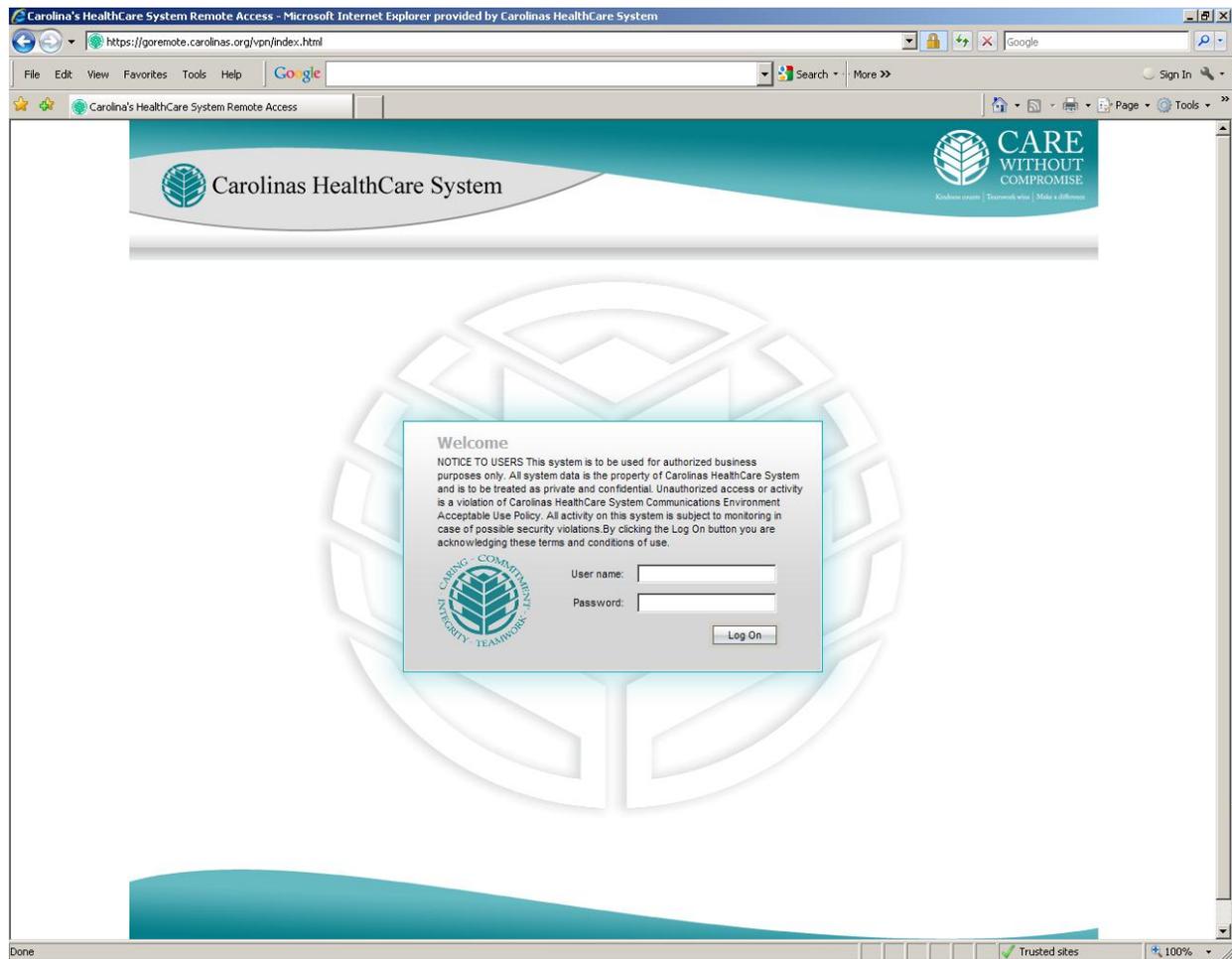
To log into the network remotely using goRemote, please follow these steps:

Open a browser window on your device (Internet Explorer, FireFox and Safari (MAC) are supported)

goRemote.carolinas.org

NOTE: If using a mobile device (i.e. iPad, iPhone, Droid, etc) you must download and configure the Citrix Receiver App to connect. See the App Store appropriate to your device for information on downloading the Citrix Receiver App. See section 4. of this document for more details on connecting with the Citrix Receiver when using your mobile device.

Browse to <https://goRemote.carolinas.org>



Enter your Active Directory Username and Password (the username and password you use to log into your CHS computer normally) and click “Log On”.

You will receive a call from 704-446-6161 on your primary number. Answer the phone and press the # key. If you do not have access to your primary number wait and your secondary number will be called (assuming the call to your primary number is not answered and responded to). If you do not have

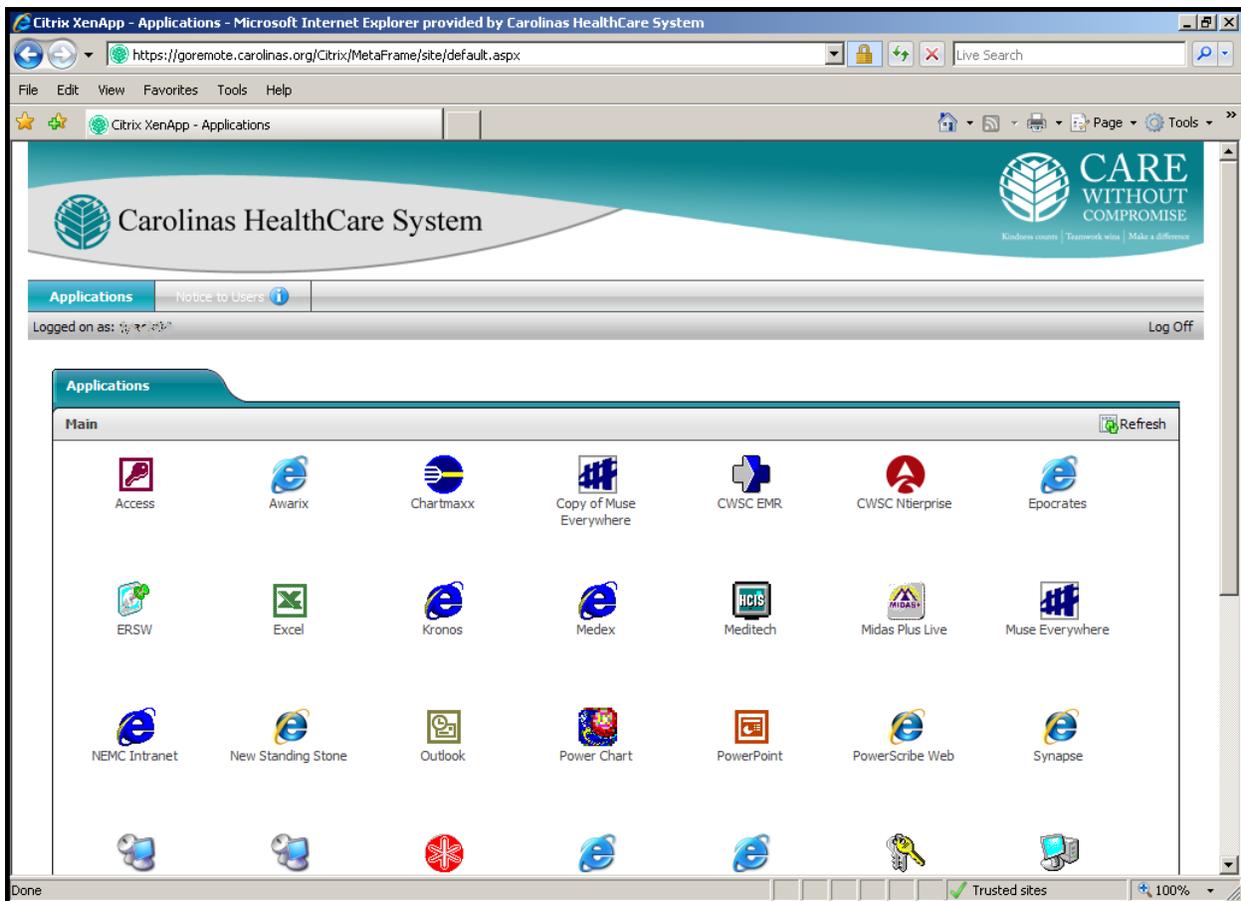
goRemote.carolinas.org

access to either your primary or secondary numbers, please see section 3. for information on how to login using your security questions.

After pressing the # key, the login process will continue, and you will be logged into your Citrix session. You can end the phone call at this time.

NOTE: The Citrix page shown below is for illustrative purposes only. The actual icons displayed after you login will depend on your individual setup within the Citrix environment.

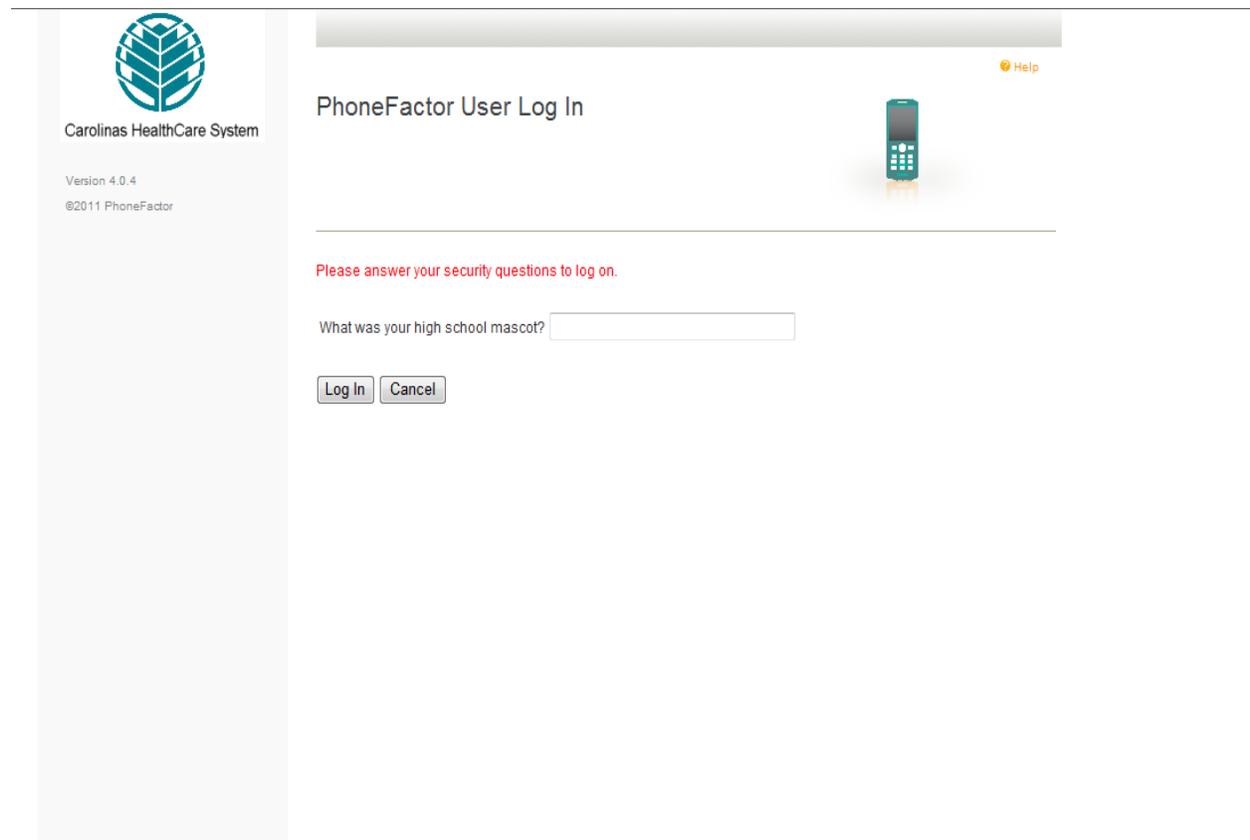
At this point you are fully connected to your Citrix session. Please use your applications in the normal fashion.



Section 3. Logging into goRemote.carolinas.org using your security questions

If PhoneFactor does not receive a response from calls to either your primary or secondary number, the security question page will display.

You will be presented with one of your four security questions to complete your authentication



PhoneFactor User Log In

Help

Carolinas HealthCare System

Version 4.0.4
©2011 PhoneFactor

Please answer your security questions to log on.

What was your high school mascot?

Log In Cancel

Answers the security question and click “Log In”.

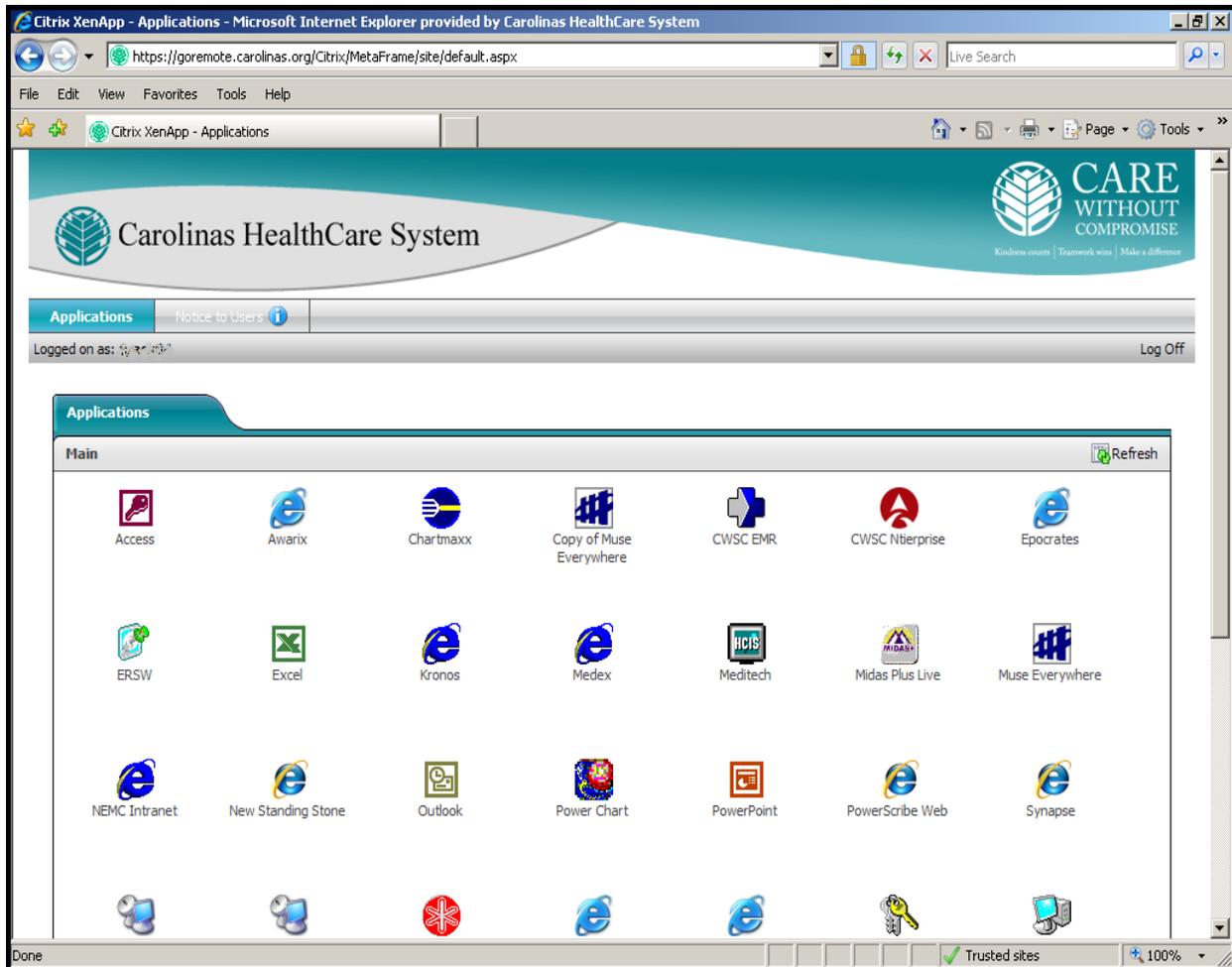
NOTE: The answers are not case sensitive.

After clicking “Log In”, the login process will continue, and you will be logged into your Citrix session.

goRemote.carolinas.org

NOTE: The Citrix page shown below is for illustrative purposes only. The actual icons displayed after you login will depend on your individual setup within the Citrix environment.

At this point you are fully connected to your Citrix session. Please use your applications in the normal fashion.



Section 4. Logging into goRemote.carolinas.org using the Citrix Receiver application

Section 4a. Using the Citrix Receiver on an iOS based device (iPhone, iPad)

To configure the Citrix Receiver for goRemote.carolinas.org, please follow these steps:

NOTE: Please verify that your device is connected to the Internet when following this procedure.

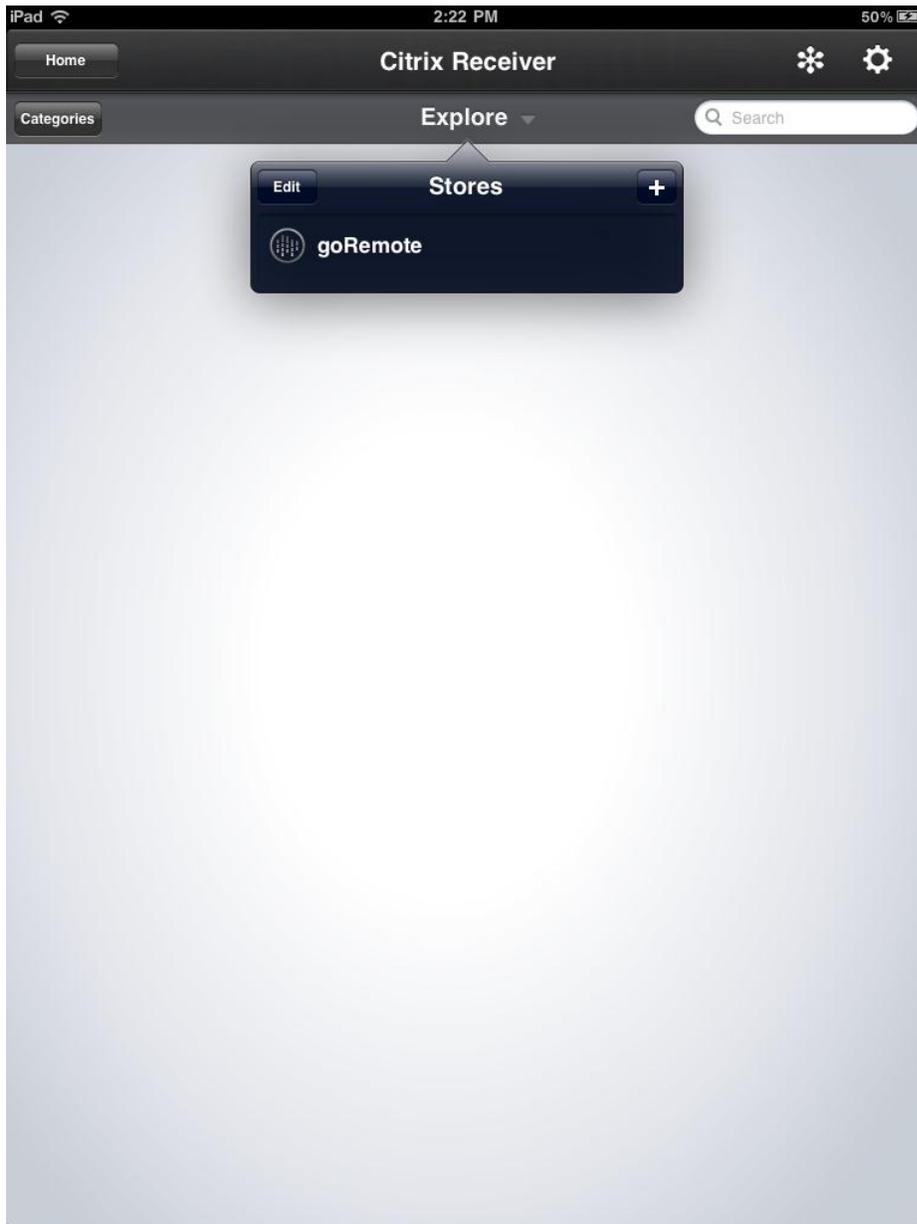
NOTE: If you are using an iPad, ensure you have the iPad version of the Citrix Receiver installed, not the iPhone version

If not already installed, go into the App store and download and install the Citrix Receiver.

Open the Citrix Receiver on your device. If you have never setup a Citrix Receiver store on your device you will see a screen similar to the one below. Press "Get Started" under Set up my enterprise app store at the bottom of the screen.



If you already have a Citrix Receiver store configured, you will see a list of stores similar to the image below. Press the + button (upper right corner) to add a new store.



In the address field enter <https://goremote.carolinas.org>

Press "Next".



After the site is verified, a screen will prompt you for details of the Citrix Store configuration. Enter in the details of the Citrix Store configuration as noted below.

Description: **goRemote**

Domain Name: **Carolinas**

Username: ***Your_Username***

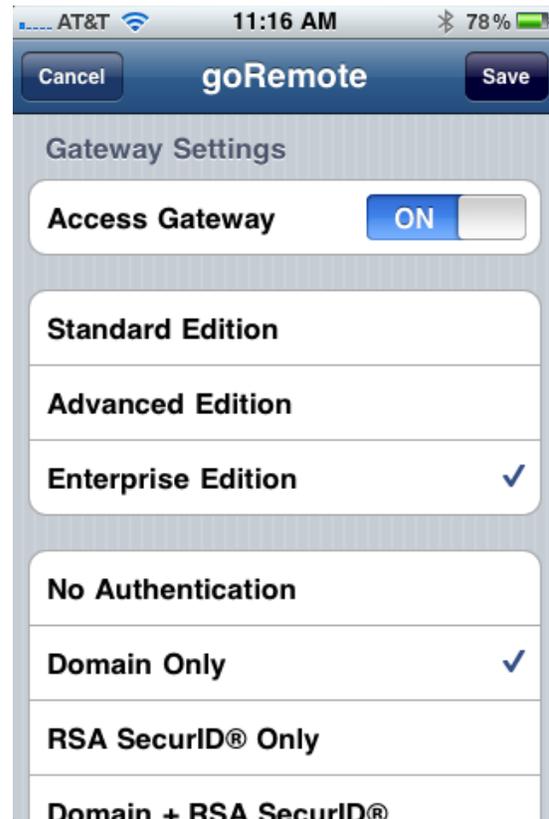
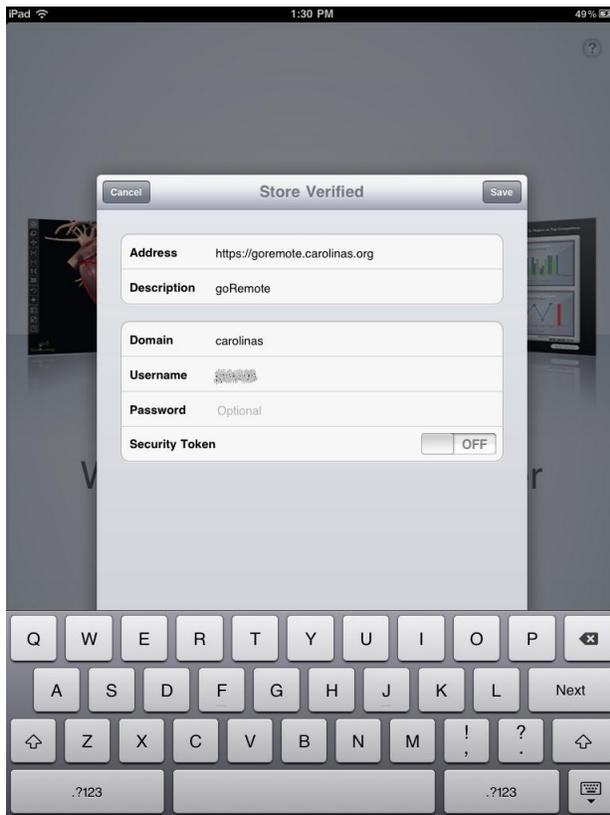
goRemote.carolinas.org

Password: Leave the password field blank (the application will not save your password)

Security Token: Leave this set to **Off**

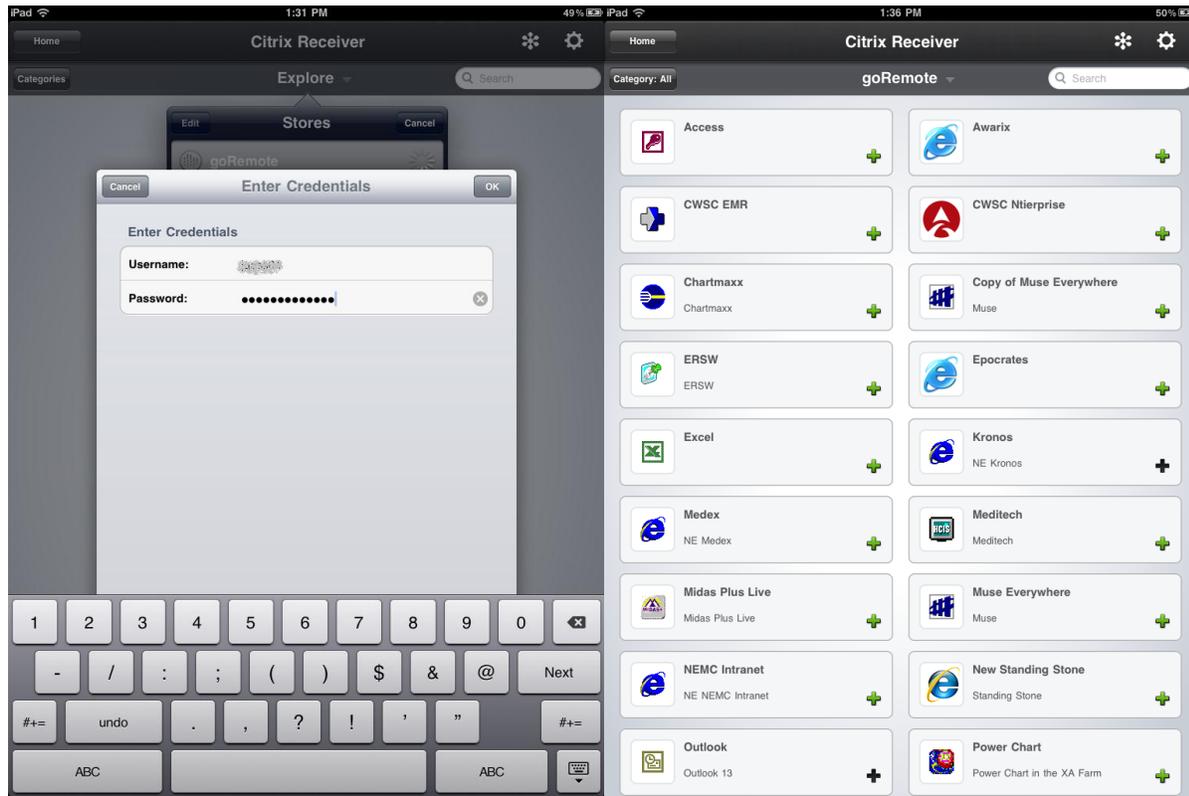
To setup the Citrix Receiver for the iPhone, the slider for "Access Gateway" should be set to "on". Then select "Enterprise Edition" and "Domain only".

Press "SAVE".



You will then be prompted to enter your username and password. Enter your Active Directory Username and Password (the username and password you use to log into your CHS computer normally) and press "OK".

You will receive a call from 704-446-6161 on your primary number. Answer the phone and press the # key. If you do not have access to your primary number, wait and your secondary number will be called (assuming the call to your primary number is not answered and responded to). Currently the Citrix Receiver App does not support logging in using security questions.



After pressing the # key during the call from PhoneFactor, the login process will continue, and you will be logged into the Citrix Receiver store. You can end the phone call at this time.

You should see all of the available applications in your Citrix farm. Pressing the green + icon will add the application to the home screen, accessible by pressing "Home" at the top of the page. Press the actual Icon image to the left of the application name to launch the application.

Going forward, just launch Citrix from the Receiver on your iPad / iPhone to access goRemote.

Section 4b. Using the Citrix Receiver on an Android based device (Xoom, Galaxy Tab, etc.)

To configure the Citrix Receiver for goRemote.carolinas.org, please follow these steps:

NOTE: Please verify that your device is connected to the Internet when following this procedure.

NOTE: If you are using an Android device, ensure you have the Android version of the Citrix Receiver installed.

If not already installed, go the Android Market and download and install the Citrix Receiver.



Citrix Receiver

Open the Citrix Receiver App on your device. If you have never setup a Citrix Receiver store on your device you will see a screen similar to the one below. Press “Set up my enterprise apps”

If you already have a Citrix Receiver store configured, you will see a list of stores similar to the image below. Press the “Add Account” button to add a new store.



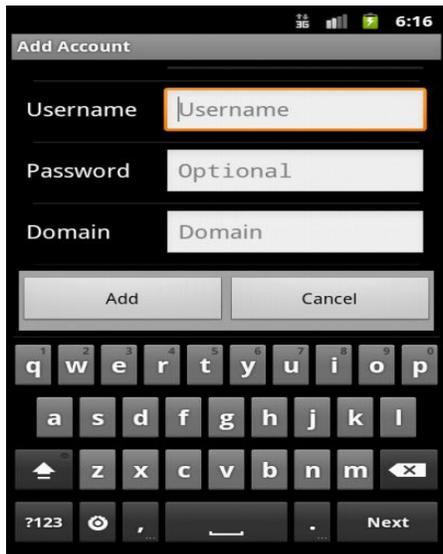
Username: ***Your_Username***

Password: Leave the password field blank (the application will not save your password)

Domain Name: **Carolinas**

Description: **goRemote**

Security Token: Leave this unchecked



Click on your goRemote account. You will then be prompted to enter your password. Enter your Active Directory Password (the password you use to log into your CHS computer normally) and press "Connect".



You will receive a call from 704-446-6161 on your primary number. Answer the phone and press the # key. If you do not have access to your primary number, wait and your secondary number will be called (assuming the call to your primary number is not answered and responded to). Currently the Citrix Receiver App does not support logging in using security questions.

