

## Frequently Asked Questions for goRemote.carolinas.org

- Q. I received a call from the goRemote system, but I was not trying to log in. What should I do?
- A. Contact the CHS support center immediately at 704-446-6161. It is possible that someone is trying to log in to the system using your username and password.
- Q. I went into the phone factor menu using the option \*,# and accidentally blocked myself from future authentication attempts using option #5. What should I do?
- A. Contact the CHS support center at 704-446-6161.
- Q. How do I register or change my phone numbers for use with goRemote?
- A. Login to the goRemote portal using your active directory username and password. The address for the goRemote portal is <https://goremoteportal.carolinas.org>
- Q. How do I configure goRemote to send me straight to my security questions?
- A. Login to the goRemote portal at <https://goremoteportal.carolinas.org> , click the "Change Phone" link, set your primary phone number to be all zeroes (be sure you enter a total of 10 zeroes) then click "Save".
- Q. What happens if I don't answer my phone when the goRemote system calls me?
- A. If you have a secondary phone number configured, the system will call your secondary number. If you do not have a secondary phone number configured, or if you do not respond to the calls on your primary or secondary number, the system will send you to the security question page.
- Q. I have been using goRemote with my mobile phone, and have never filled out the security questions. I don't have my mobile phone with me but I need to gain access.
- A. Please contact the IS Support center at 704-446-6161.

- Q. I get logged into the Citrix Receiver Application, and I press the green + sign to start the application, but nothing happens.
- A. Pressing the green + sign adds the application to your Citrix Receiver home screen, which is accessible by pressing "Home" in the upper left hand corner of the application. To start an application from the main Citrix Receiver screen, press the application Icon to the left of the application name.