

Accessing Carolinas Healthcare System Resources Remotely

Have you logged in remotely before? If **not**, please proceed to **Step 1**. If **yes**, please log in as normal or see **FAQ section** if you are having trouble logging in.

Step 1:

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 GoRemote. If you have a permanent password, please skip to **Step 2**

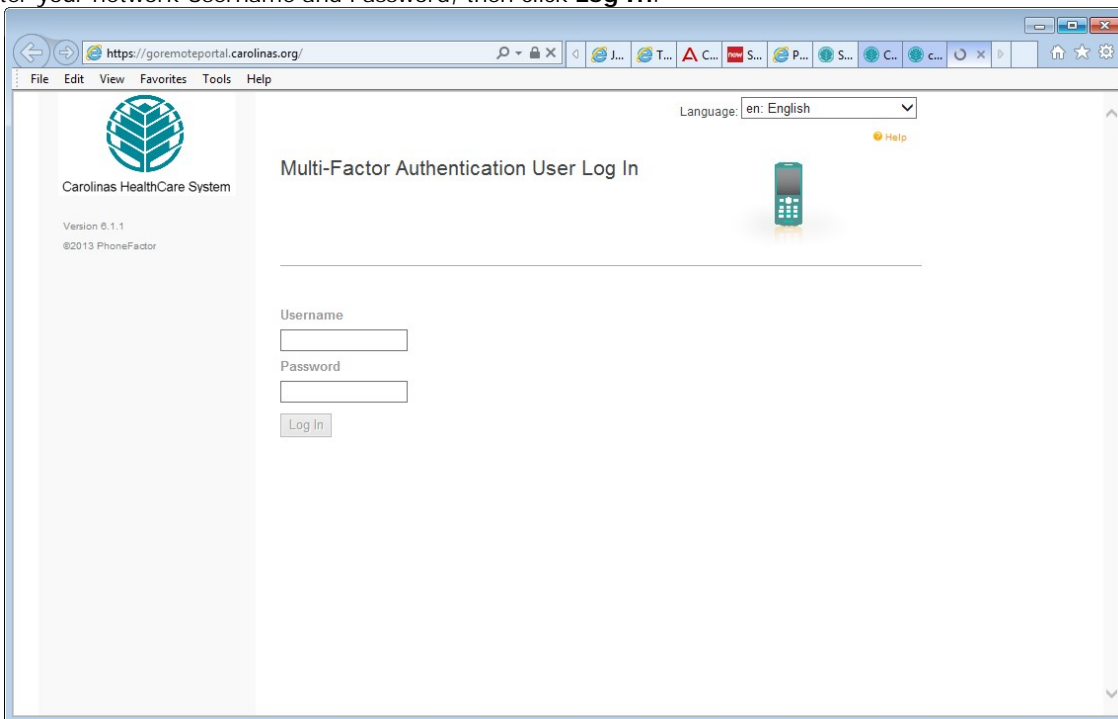
- a. Browse to: <http://www.carolinashealthcare.org>
- b. At the bottom of the web page, under "For Employees" click on "Carolinas Connect"
- c. Click on the "GoRemote: Log In" icon.
- d. Log on to "GoRemote" using the username and temporary password provided by CHS.
- e. After logging in, you will receive the message "Your password must be changed. You must create a new password to continue."
- f. Enter the password provided by CHS in the 'Old Password:' field.
- g. 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
- h. Once you have created a new password you can close out of this page.

Step 2:

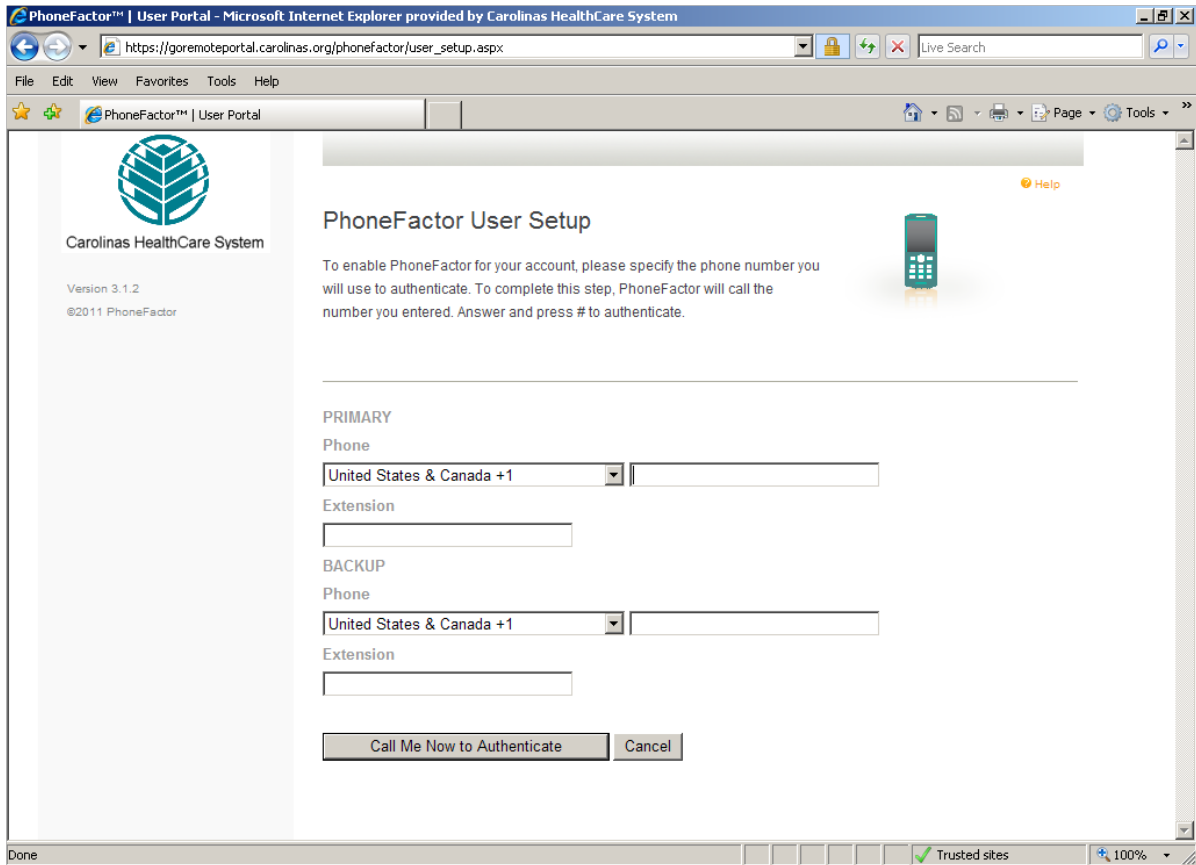
Registering with Multi-Factor using GoRemote Portal

(Internet Explorer is supported however FireFox, Google Chrome and Safari (MAC) will work if preferred). Browse to <https://goRemoteportal.carolinas.org>

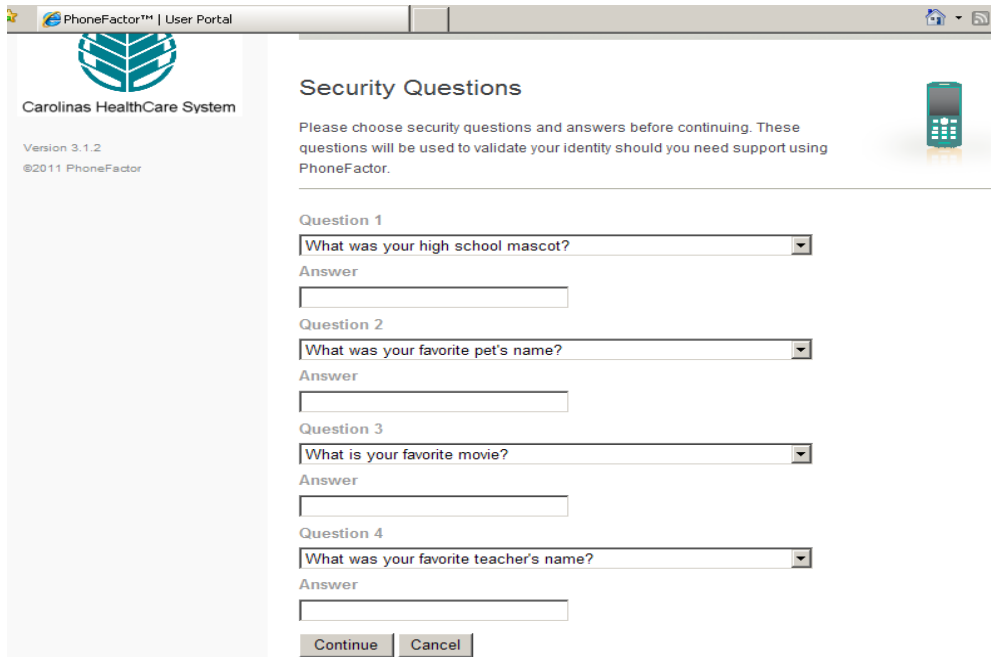
1. Enter your network Username and Password, then click **Log In**.



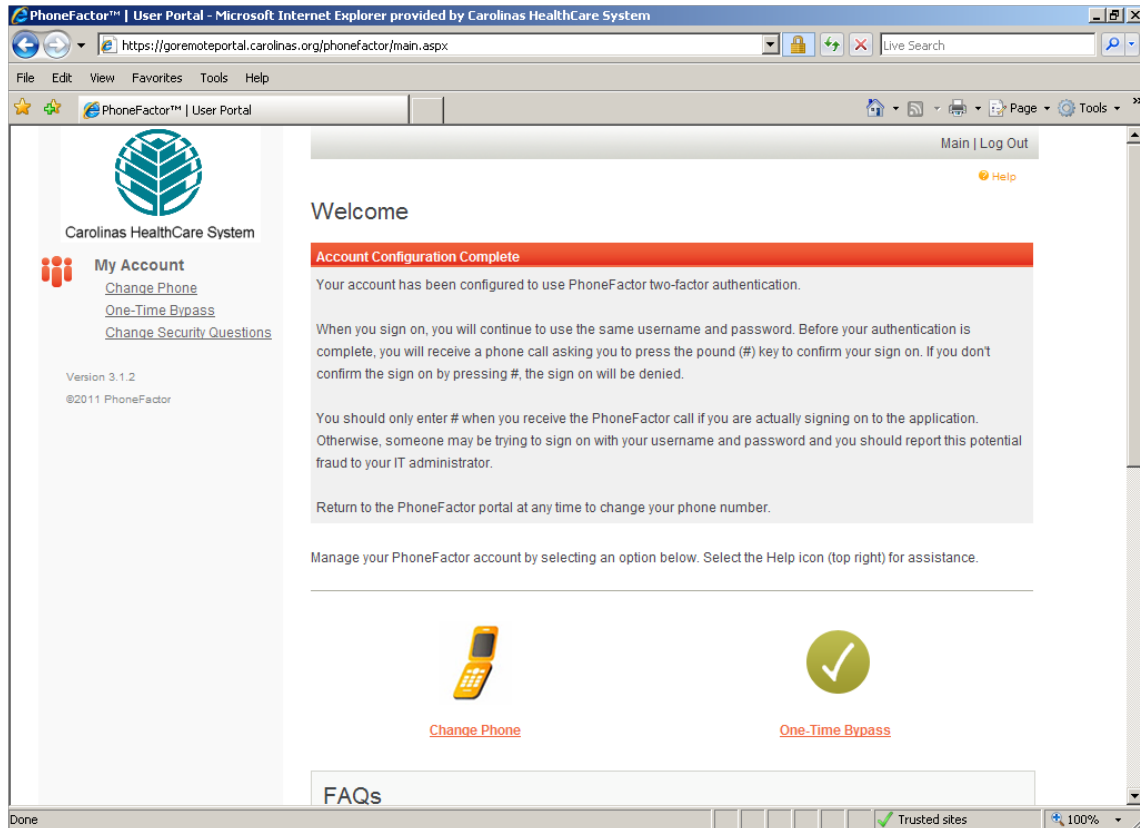
2. The Multi-Factor User Setup page will display, enter your primary and backup phone numbers to be used for authentication. Choose the preferred method and then click "**Call Me Now to Authenticate**".



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.
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.
5. After pressing the # key or replying to the text, the GoRemote security questions setup page will display. You will need to select and answer four of the security questions.



6. After filling in all four security questions, **click "Continue"**.
7. The GoRemote portal **Welcome screen** will display. Your account is now ready for use.



8. **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 security questions.

FAQ and Troubleshooting tips

1. [My password is no longer working](#)
2. [Loss of network connection](#)
3. [Multi-Factor is authenticated successfully; however, you only see a blank screen](#)
4. [Browser is no longer connecting, or random errors are appearing](#)
5. [One of my Citrix applications launches but then freezes or an error appears](#)
6. [Unable to launch any Citrix applications](#)

My password is no longer working

Use the following link to see if the password is expired: <https://goremote.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 (connected to the wall via Ethernet or coaxial cable) & router (connected to the router via Ethernet. Modem and router maybe 2-in-1) 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 under "Browser is no longer connecting, or random errors are appearing" and then 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

1. Click the menu button and choose **Options > Preferences**.
2. Click **Advanced** then **Network** tab
3. In the **Cached Web Content**, **Offline Web Content**, and **User Data** sections, click **Clear Now**.
4. Close the Advanced Preferences page, any changes you've made will automatically be saved.

b. 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

c. 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.*)

d. 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.

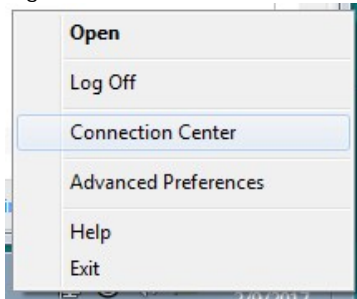
If still unsuccessful, reboot the PC and attempt to connect using one of the alternate supported browsers such as Firefox, Google Chrome, Safari or Internet Explorer.

One of my Citrix applications launches but then freezes or an error appears.

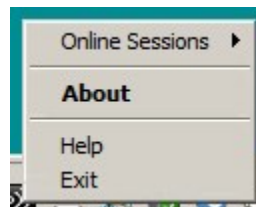
1. In the system tray, locate the icon for your Citrix Receiver:
2. (Note: the icon may appear as one of the following images)



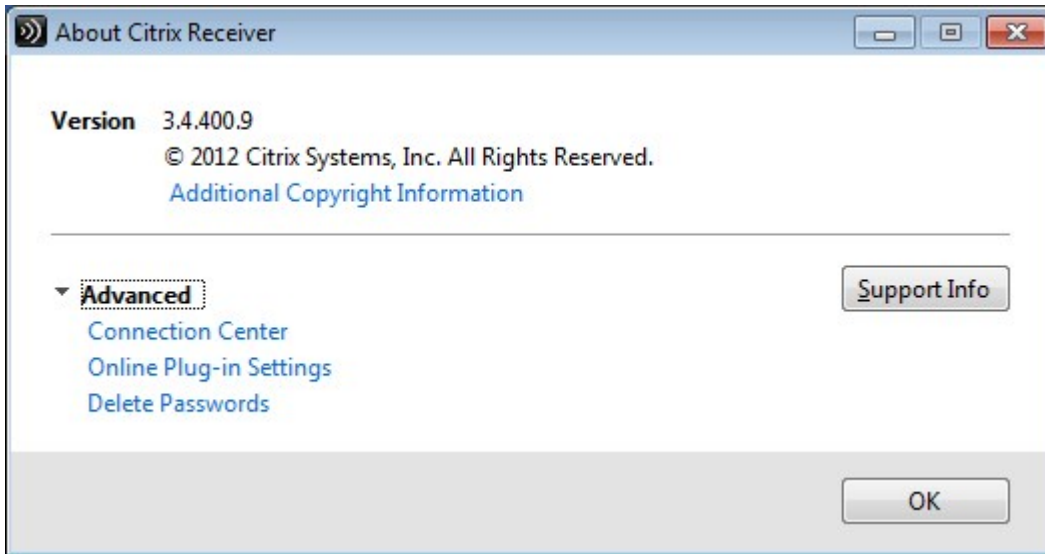
3. Right-Click the icon, one of the following menus will appear:



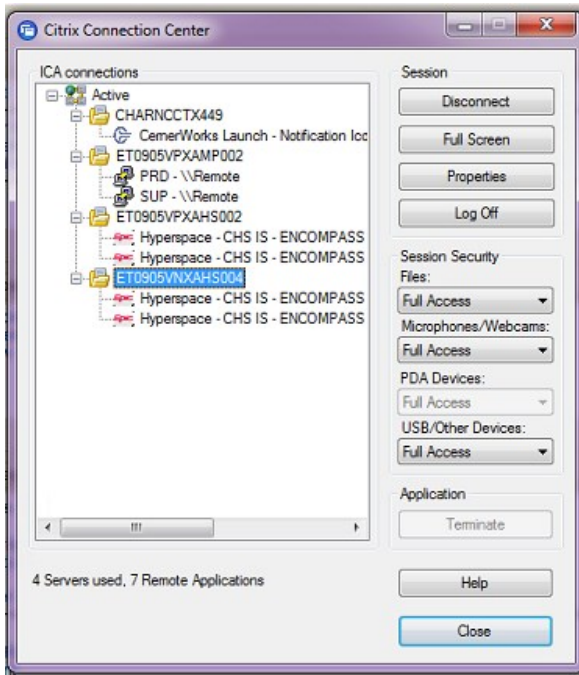
OR



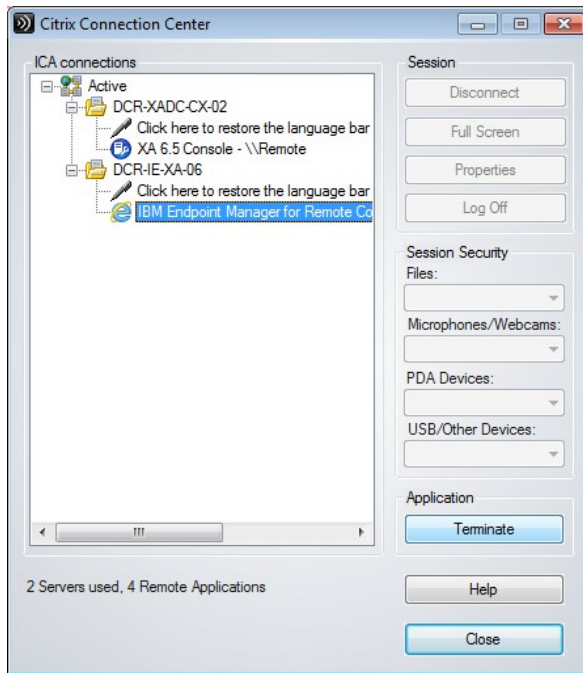
4. For the menu showing **Connection Center**, click that option. For the menu showing **About**, select that option.
 - a. If the **About** option was selected, the window shown below will appear- select the **Advanced** drop-down menu, and select the **Connection Center** option



5. The Connection Center will appear, showing all active Citrix Connections on the affected device:



6. 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.
7. 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.



8. Log out of any Citrix based applications that may still be active, and log out of GoRemote.
9. Clear browser cookies and cache (See steps noted in item 5 above).
10. Log back into GoRemote and try to launch the application again.
11. 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

Install the Citrix Receiver 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
7. Once installed, reboot your computer.

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