

## Features

HCA is excited to bring to our physicians the speed and convenience of our best remote login solution to date “**hCare access.**” The best part is, it is available now!

### Features:

- Virtual Desktop Technology
- Connects you at work or at home
- Quick one time setup
- Compatible with Windows and Mac

## Access

hCare access web address:

<https://stdavids.com/remote-gateway-access/>



## Installation

hCare access requires a one time installation of the Citrix Receiver client on the physical machine of at least version 4.6 (12.6) or higher. This guide will walk you through these steps.

Once on our home page, scroll down and click on the large white box that reads “**hCare Access**” (example shown on top right side)

Click on the white box shown below on the [sdhpreremote.com](https://sdhpreremote.com) website:



You will receive the following logon screen:



## MFA - 2 Step Verification

After logging in you will see the below screen, if you don't get the 2 Step Verification screen try clicking on the refresh page option or logoff and log back. If that doesn't work, please call the help desk @ 512-901-2777 and inform them you need to confirm you're signed up for MFA.



2 Step Verification will text a code to your cell phone or send you an email with the 4 digit code. If you don't get the code within a few minutes, try choosing the "Get a new passcode" option.

Choose: “**Don't ask again on this device**” shown above!

After a successful 2 step verification, you will get the Citrix desktop with available connections.

## If Citrix is already installed



Choose any “**Allow**” prompts you may receive to launch Citrix. If you get a screen showing “Detect Receiver” or “Already Installed” choose those options. Then click the monitor icon to launch connection.

### If Citrix is not installed:

To Install Citrix Receiver click on the "HCA Certified Windows Citrix Receiver" link at the top of the Citrix Storefront web page(hilited below in yellow)



Click on the "Run" prompt:



Click on the "Start" prompt:



Click on the "I accept license agreement" box and then choose: Next



Do NOT choose the Enable single sign-on option and then click on: Install



At the end of the Citrix install do NOT choose "Add Account", simply choose "Finish"/Close.

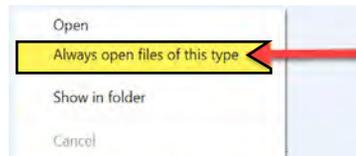
### For Your Information

Now that Citrix is installed - return to Page 1 to continue the logon process by going to our website, etc.

When clicking on the Monitor icon shown on page 1(lower right hand corner), you may get an option listing the connection at the bottom of screen(shown below). Please choose the arrow next to the listed connection(ending with .ica).



Then choose the "Always open files of this type" option shown below.



Choosing the above should launch the virtual desktop so you can begin working.

### Logging Off

Once done working, please log off the session by clicking on the RED door in the upper right hand corner.



Then click on your name in the upper right hand corner of the webpage and choose: Log Off