



Kaleida Health

Remote Access Gateway - User Manual

Information Systems and Technology

Security Services, IST Division

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Remote Access Gateway

Description:

- 1) Clientless External web access to Kaleida Health Citrix applications, Web Applications and corporate file shares.

Prerequisites:

- 1) Internet Access
- 2) Compatible Web Browser
- 3) Mobile phone number or pager that will accept TXT messages
- 4) Valid Email address
- 5) Citrix Client

Initial Setup

Remote Access requires a Windows/Network ID. If you do not have a Kaleida Windows/Network ID you will need to request one via e-Register on Kaleidascope. If you don't have access to Kaleidascope you will need to complete the external Security Access Request Form at <http://www.kaleidahealth.org/ISTSecurity/> and check "Remote Access".

Note: The initial setup process is only completed the first time you log on to the Remote Access Gateway.

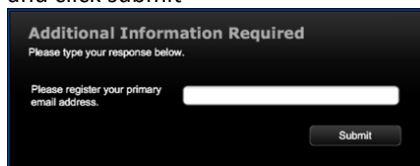
- 1) Enter the following web address into your browser: <http://www.kaleidahealth.org>
 - a. Click on Employees
 - b. Click on Remote Access
- 2) From the Remote Access web page click on the Access Kaleida Health button.

Access Kaleida Health

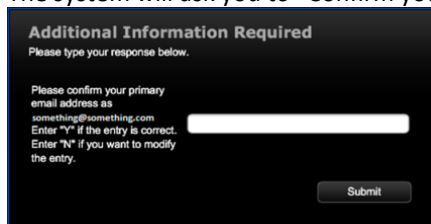
- 3) You will be prompted to login, use your Windows/Network ID (Ex: abc123) and password. Enter your Network ID and Password in the white field and click log on

A screenshot of the Kaleida Health Access Gateway login page. It has a dark blue background with a lock icon on the left. The text says "Welcome to Kaleida Health Access Gateway" and "Please log on to continue." There are two white input fields labeled "User name:" and "Password:". A "Log On" button is at the bottom right.

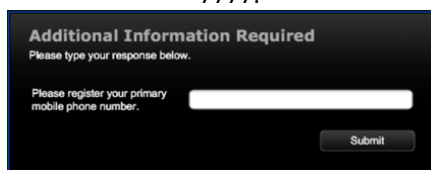
- 4) The system will ask you to "Please register your Primary Email Address". Type your email address in the white field and click submit

A screenshot of the "Additional Information Required" screen. The title is "Additional Information Required" and the subtitle is "Please type your response below." The text says "Please register your primary email address." There is a white input field and a "Submit" button at the bottom right.

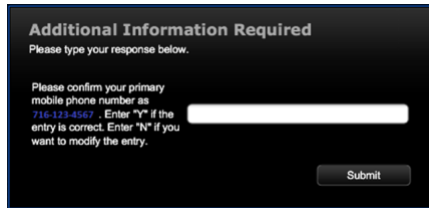
- 5) The system will ask you to "Confirm your primary email address". Type Y or N in the white field and click submit.

A screenshot of the "Additional Information Required" screen. The title is "Additional Information Required" and the subtitle is "Please type your response below." The text says "Please confirm your primary email address as something@something.com. Enter 'Y' if the entry is correct. Enter 'N' if you want to modify the entry." There is a white input field and a "Submit" button at the bottom right.

- 6) The system will ask you to "Please register your Primary Mobile Phone Number".
 - a. Type your primary mobile phone number in the white field and click submit
 - o I don't have a mobile phone # : Enter 999-999-9999
 - o I only have a pager: Enter your pager # and Contact the Technology Assistance Center at 716-859-7777.

A screenshot of the "Additional Information Required" screen. The title is "Additional Information Required" and the subtitle is "Please type your response below." The text says "Please register your primary mobile phone number." There is a white input field and a "Submit" button at the bottom right.

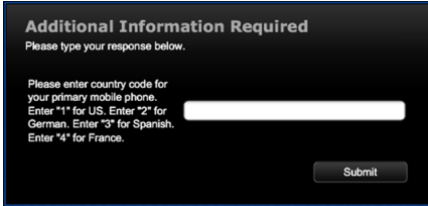
- 7) The system will ask you to “Please confirm your primary mobile phone number”. Type Y or N in the white field and Click Submit



Additional Information Required
Please type your response below.

Please confirm your primary mobile phone number as 716-123-4567. Enter "Y" if the entry is correct. Enter "N" if you want to modify the entry.

- 8) The system will ask you to “Please enter country code for your primary Mobile Phone”. Type 1 and click submit.



Additional Information Required
Please type your response below.

Please enter country code for your primary mobile phone. Enter "1" for US. Enter "2" for German. Enter "3" for Spanish. Enter "4" for France.

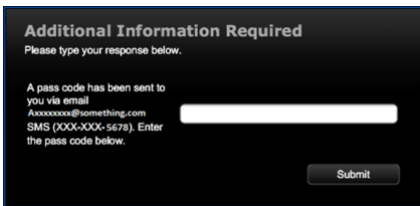
- 9) The system will ask you to “Please confirm your primary mobile phone country”. Type Y or N in the white field and click click submit.



Additional Information Required
Please type your response below.

Please confirm your primary mobile phone country as "US". Enter "Y" if the entry is correct. Enter "N" if you want to modify the entry.

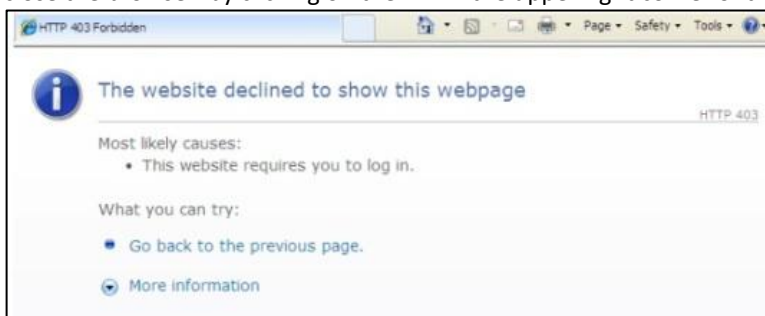
- 10) You will receive a passcode from Anakam (Kaleida Health’s two-factor authentication) as a text message to your mobile phone number and email you supplied in the initial setup. Enter the passcode in the white field and click click submit.



Additional Information Required
Please type your response below.

A pass code has been sent to you via email: Axxxxxxxx@something.com SMS (XXX-XXX-5678). Enter the pass code below.

- 11) **IMPORTANT** - Upon submitting your pass code you will be taken to a HTTP 403 Forbidden page. You will now need to close the browser by clicking on the “X” in the upper right corner of the Internet Explorer window.



- 12) After closing browser continue to the Kaleida Health Clientless Access (Page 7) or the Kaleida Health Full Network Access section (Page 9).

Kaleida Health Clientless Access

The Remote Access Gateway provides Clientless External web access to Kaleida Health Citrix applications, Web Applications and corporate file shares.

Routine Access:

- 1) Enter the following web address into your browser: <http://www.kaleidahealth.org>
 - a. Click on Employees
 - b. Click on Remote Access
- 2) From the Remote Access web page click on the Access Kaleida Health button.

Access Kaleida Health

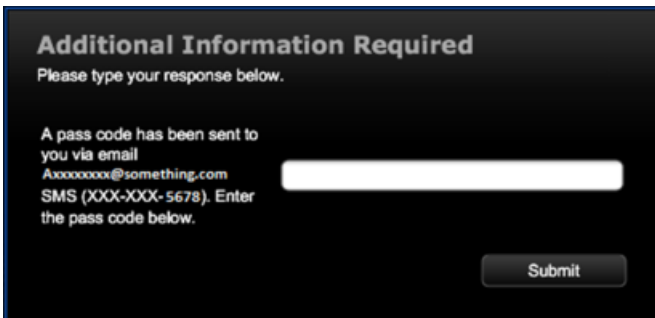
- 3) You will be prompted to login, use your Windows/Network ID (Ex: abc123) and password. Enter your Network ID and Password and click Log On.



Welcome to Kaleida Health Access Gateway
Please log on to continue.

 User name:
Password:

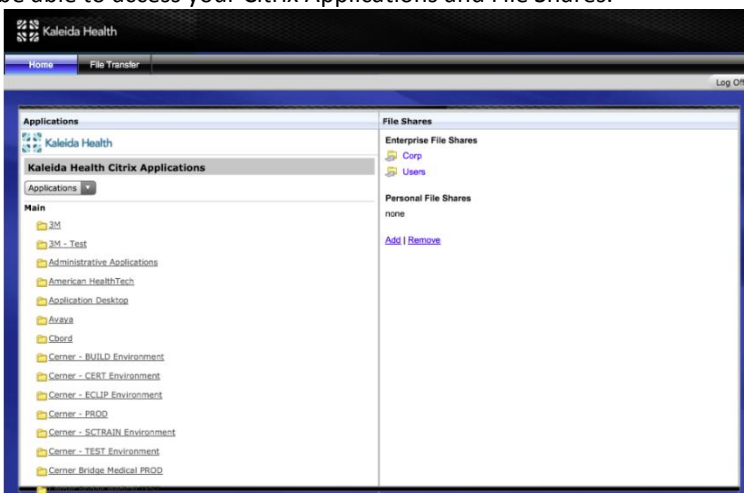
- 4) After clicking the “Log On” button , you will receive a passcode from Anakam (Kaleida Health’s two-factor authentication) as a text message to the phone number and email you provided at initial setup. Enter the passcode in the white field and click submit.



Additional Information Required
Please type your response below.

A pass code has been sent to you via email
Axxxxxxx@something.com
SMS (XXX-XXX-5678). Enter the pass code below.

- 5) Once you enter your passcode, you will be redirected to the Citrix Remote Access Gateway home page where you will be able to access your Citrix Applications and File Shares.



Note: For access to KaleidaScope and other web based applications click the folder “Application Desktop”.

Kaleida Health Full Network Access - IS&T, VNA, Radiologists and authorized personnel ONLY.

The Remote Access Gateway provides External web access to Kaleida Health Citrix applications, Web Applications and corporate file shares along with Full Network Access.

Routine Access:

- 1) Enter the following web address into your browser: <http://www.kaleidahealth.org>
 - a. Click on Employees
 - b. Click on Remote Access
- 2) From the Remote Access web page click on the Access Kaleida Health button.

Access Kaleida Health

- 3) You will be prompted to login, use your Windows/Network ID (Ex: abc123) and password. Enter your ID and Password and click Log On.



Welcome to Kaleida Health Access Gateway
Please log on to continue.

 User name:
Password:

- 4) After clicking the “Log On” button, you will receive a passcode from Anakam (Kaleida Health’s two-factor authentication) as a text message to the phone number and email you provided at initial setup. Enter the passcode in the white field and click submit.



Additional Information Required
Please type your response below.

A pass code has been sent to you via email
Axxxxxxx@something.com
SMS (XXX-XXX-5678). Enter the pass code below.


- 5) Once you enter your passcode, you will be redirected to the following web page where you will have a choice of what type of access you will require for the session
 - a. Kaleida Health Network Access – Full VPN access
 - b. Kaleida Health Citrix Application – Citrix Access only
 - c. Kaleida Health Clientless Access – Citrix, Web pages and certain File Shares



Kaleida Health

Please select one of the following:

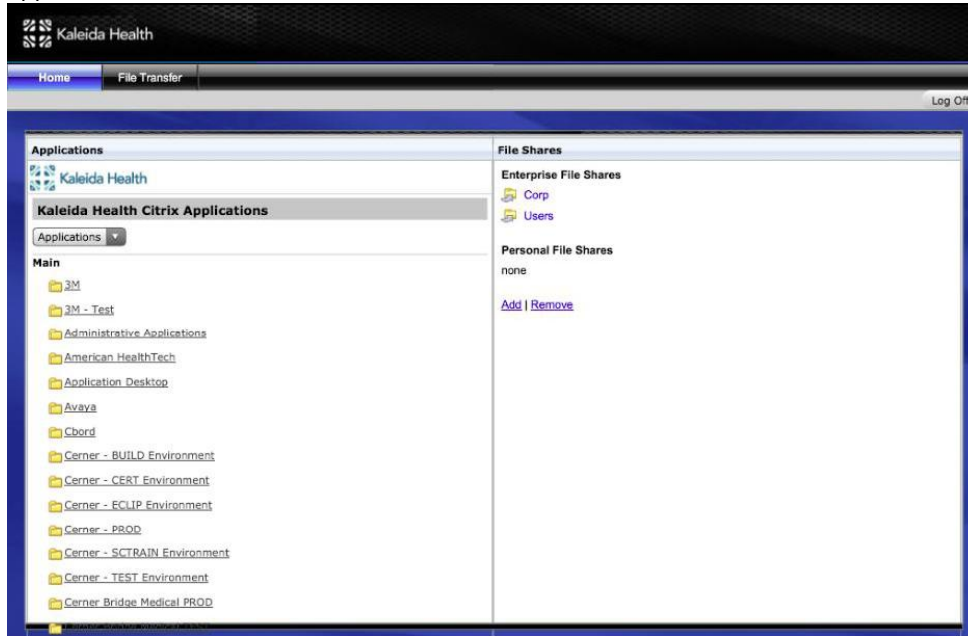
 Kaleida Health Network Access
Connect with the Access Gateway Plug-in

 Kaleida Health Citrix Applications
Connect with Citrix XenApp Plug-in for Hosted Apps.

 Kaleida Health Clientless Access
Connect without the Access Gateway Plug-in.

 Log Off
End your session

- 6) You will be redirected to the Citrix Remote Access Gateway home page where you will be able to access your Citrix Applications and File Shares. Also with the Full Network Access VPN connection you can run locally installed applications.



- 7) You will see a pop up above the notification area on the screen showing your connection status. You have established a Full Network Access VPN connection.

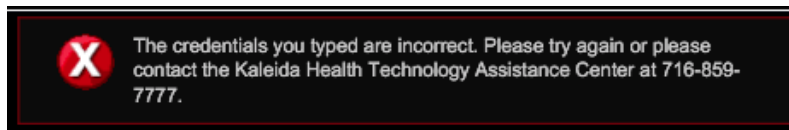


Note:

For access to web based applications or limited Internet access click the folder "Application Desktop" then click the icon "Kaleidascope"

Troubleshooting :

- 1) On the initial login screen, if after clicking on the “Log On” button you are returned to the Login page with the following error:



- 2) After entering your Network account if you never receive a Passcode:
- 3) After entering your passcode if you do not get the list of Citrix applications and file shares:
- 4) What if you want to change your mobile phone number or email address:
- 5) What if you need full Kaleida Health Network Access (Full VPN):

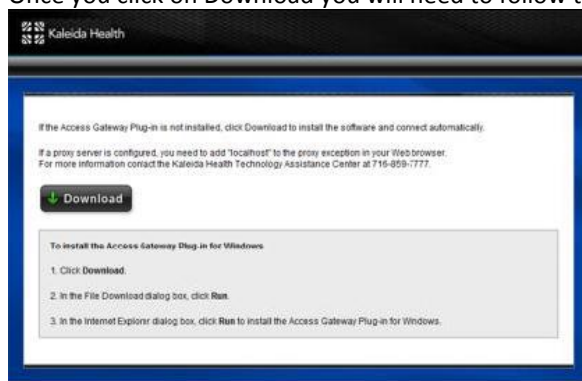
For any of the above listed issues you will need to contact the **Technology Assistance Center at 716-859-7777**

- 6) If you don't have a Citrix agent installed , you will see the following web page:
 - a. Click Download and follow the instructions to install the Citrix Web client



- 7) **Kaleida Health Full Network Access ONLY.** Upon clicking on Kaleida Health Network Access you will then need to download and install the Access Gateway Plugin. Click on Download to continue

- a. Once you click on Download you will need to follow the install steps outlined below:



- b. Click Run, the download will begin



- c. Click Install, the install will begin

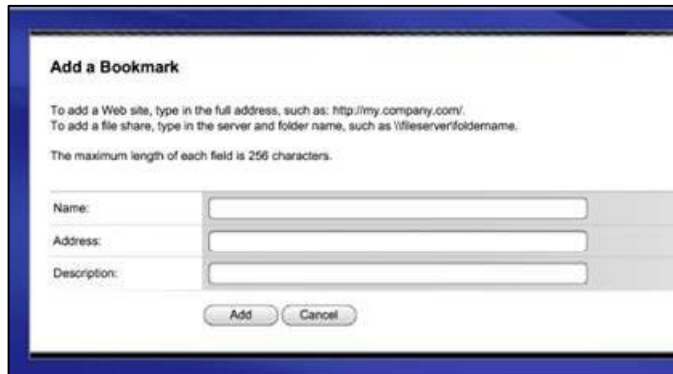


- d. Click Finish

Frequently Asked Questions

Adding a Network share

- 1) In the far right Pane
- 2) Click Add
- 3) Name: Can be whatever you want to call the personalized share
- 4) Address: should be entered like this
 - a. [\\SERVERNAME\SHARE](#)



The screenshot shows a dialog box titled "Add a Bookmark". It contains instructions: "To add a Web site, type in the full address, such as: http://my.company.com/." and "To add a file share, type in the server and folder name, such as \\fileservr\foldername." Below the instructions, it states "The maximum length of each field is 256 characters." There are three input fields labeled "Name:", "Address:", and "Description:". At the bottom, there are "Add" and "Cancel" buttons.

- 5) If you do not have permissions based on Kaleida Health credentials it will prompt you for the credentials to use.



The screenshot shows a file browser interface. At the top, there is a toolbar with icons for "Log On", "Up", "Refresh", "New Folder", "Download", "Upload", "Delete", "Rename", and "Log Off". Below the toolbar is an "Address:" field with the text "Neighborhood" below it. In the center of the screen, a "File Server" dialog box is open. It has fields for "Address:" (containing "Vkainas03"), "User name:", "Password:", and "Domain:". At the bottom of the dialog are "Log On" and "Cancel" buttons. Below the dialog box, the text "Hide Credentials" is visible.