

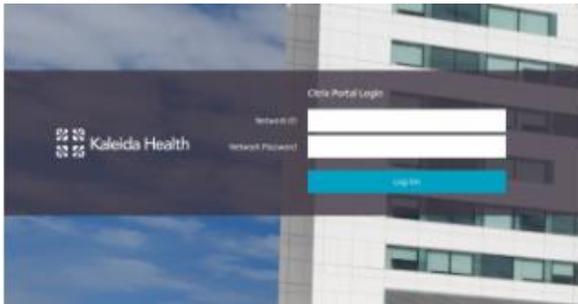
# Kaleida Health Remote Access

## Getting There

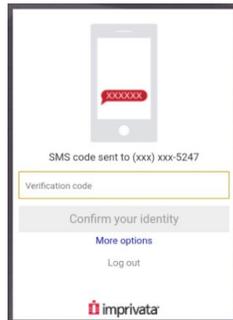
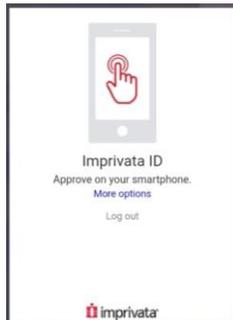
1. Open web browser, go to <https://connect.kaleidahealth.org>
2. Enter your Kaleida Network User id and Password into the corresponding fields. (Ex: abc123)
3. Click **Log On**.

## First Time Users—Initial Set-Up

To prevent unauthorized access to your account, Kaleida Health uses two-factor authentication for logging into remote access. This means that after logging in with your user name and password, you will need to select 'Approve' in the Imprivata ID app or enter the 6-digit code that is sent to your mobile phone.

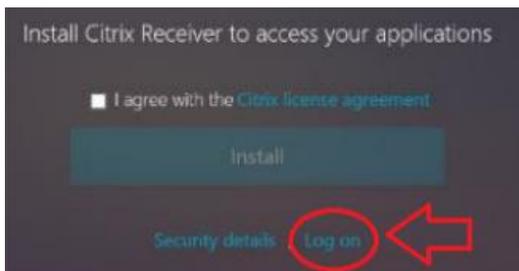


Select 'Approve' in the Imprivata app on your mobile device or enter the 6 digit code received via SMS.



If you have never used remote access - or receive the error "Invalid user name or password" when logging in, please call the Technology Assistance Center at (716)859-7777.

On the Install page, simply click "Log on." Installing Citrix Receiver is recommended, but not required.



## Routine Access

Open web browser, go to <https://connect.kaleidahealth.org>

1. Enter your Network User id and Password into the corresponding fields. (Ex: abc123)
2. Click **Log On**.
3. Enter your **new** passcode and click **Submit**.
4. On the Install Citrix Receiver page, **you can simply click Log on**, you don't need to Install. This is all you need to do to access your apps and desktops. If you need better integration or Dragon dictation, continue to "Installing Receiver (Optional)" steps.
5. Click "Desktops" tab at the top, then click Clinical Desktop or click the Favorites or Apps tab to directly access bookmarked applications or desktops.



## Installing Receiver (Optional)

1. Install Citrix Receiver - Check "I agree" box and click Install (**do not click Continue/Log on yet**)
2. Wait for option to "Run" at the bottom of the browser for **CitrixReceiverWeb.exe**. Click **Run**  
Answer question **Do you want to allow the following program to make changes to this computer?** Click **Yes**
3. Minimize the web browser for now
4. "Welcome to Citrix Receiver" box will appear:
5. Click Start
  - Check "I accept the license agreement" box
  - Click Install. When Installation successful, click Finish
  - Restore web browser from task bar, then click Allow at the bottom of the page or the blue Continue button
6. Optional: If you need to use Dragon dictation with a PowerMic, or are having issues with Receiver then launch Internet Explorer and navigate to the following site to run this install:

<http://www.kaleidahealth.org/access/kaleidadesktop.exe>

## Remote Access on a Mobile Device

1. Download and install Citrix Receiver from the App or Play Store
2. Launch Receiver and tap Add Account
3. Enter your Kaleida email address and tap Next
4. Enter your Kaleida network ID, Password and for the domain enter kaleida and tap Add
5. Enter the new passcode you received to your phone and tap OK
6. Tap on your email address to launch