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.

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
3. Answer question Do you want to allow the following program to make changes to this computer? Click Yes
4. Minimize the web browser for now
5. “Welcome to Citrix Receiver” box will appear:
   a. Click Start
   b. Check “I accept the license agreement” box
   c. Click Install. When Installation successful, click Finish
   d. 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