

## Remote Access Instructions - Regular User

The Citrix Access Gateway is an appliance that allows secure remote access to the following systems:

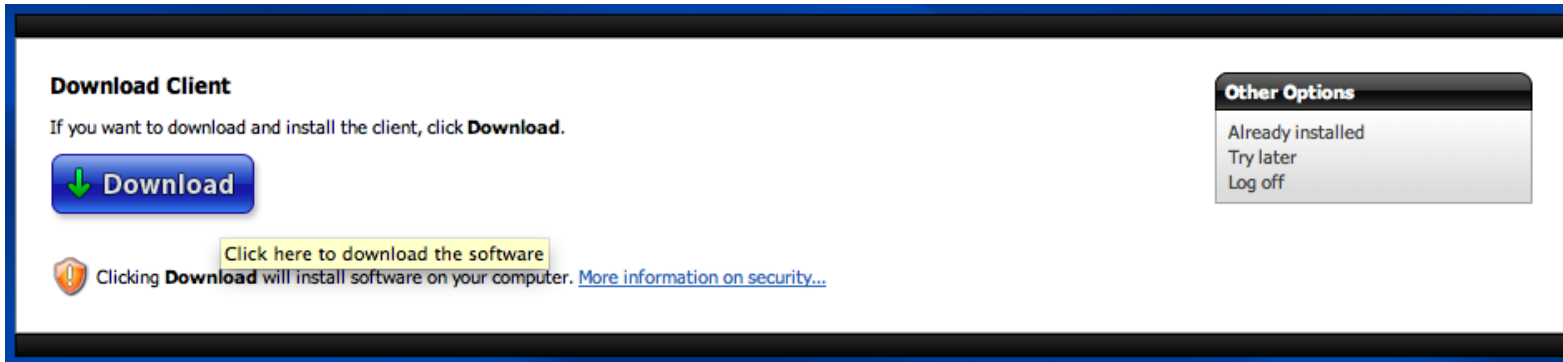
1. UHS Citrix Applications (Via Citrix Web Interface)
2. Enterprise Links
  - a. Insite
  - b. PacsWeb
  - c. Outlook Web Access
  - d. UHS Sharepoint site
3. Personal Links - For example specific Insite page or specific Sharepoint site
4. Personal File Server links - Once created they will be available for you on each subsequent login.
  - a. To add your Personal drive (P Drive) UNC Path = [\\NT-GPF.hosp.utmck.edu\username\\$](https://cisweb1.utmck.edu)

To access the Citrix Access Gateway please browse to the following URL. <https://cisweb1.utmck.edu>

Note: Recommend adding this link to your favorites in your preferred browser (IE. Internet Explorer, Firefox)

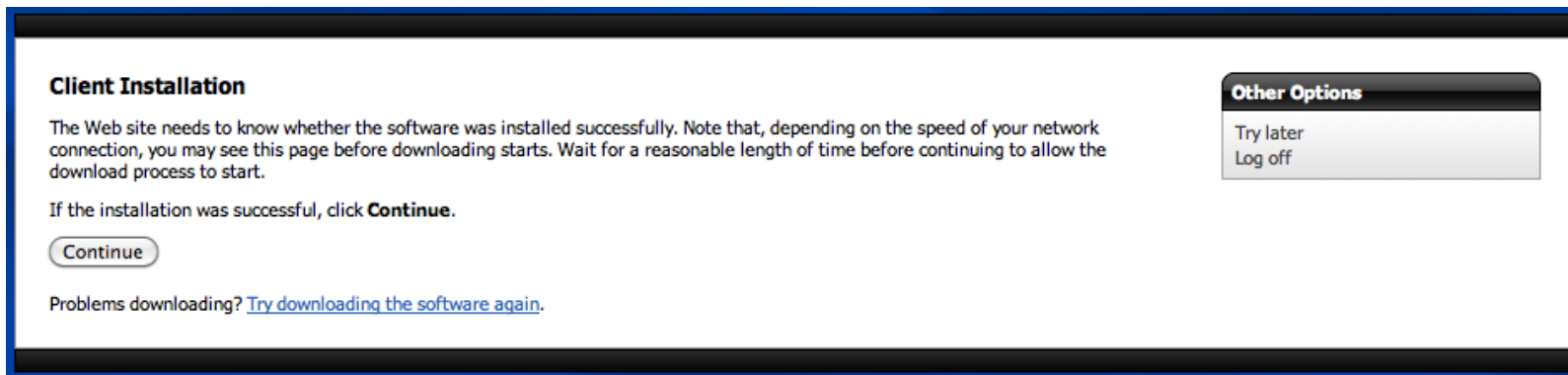
Note: To access the Citrix applications you will need the Citrix OnlineWebPlug-in installed on your machine prior to logging in to the Netscaler.

If the Citrix OnlineWebPlug-in is not installed on your computer the Citrix Web Interface (Left Pane) will inform you to download and install the plug-in.



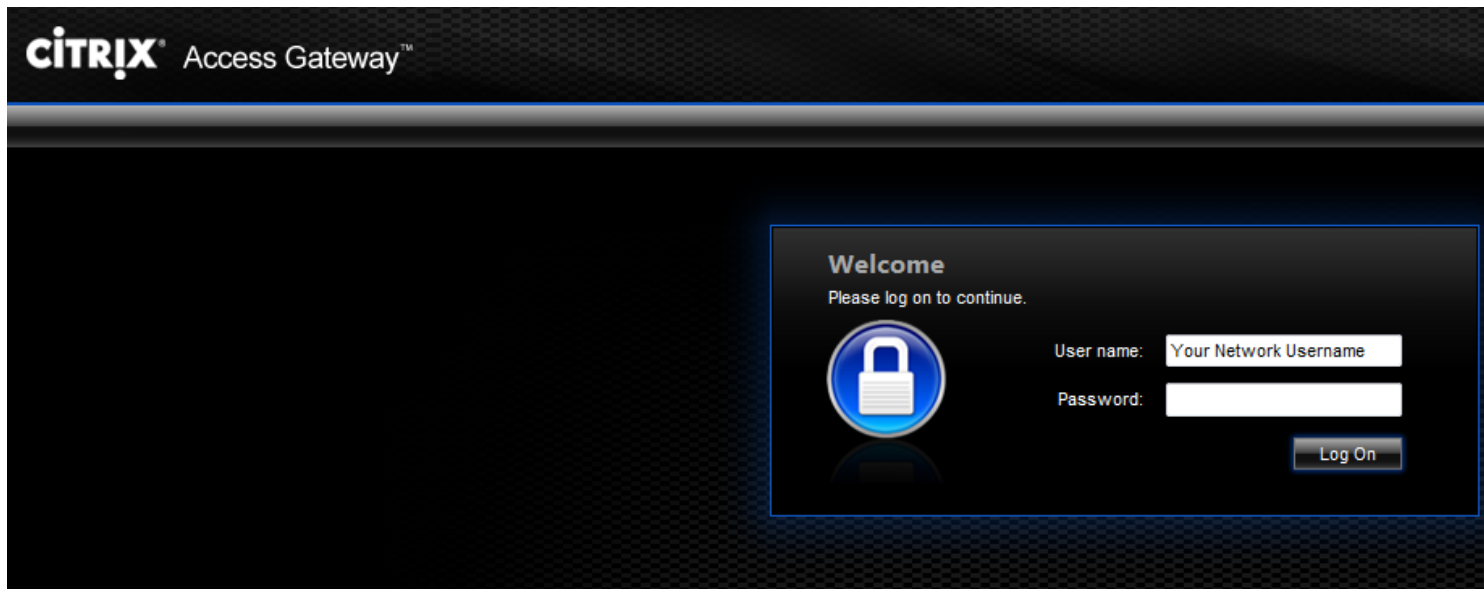
Click on the Run button and accept all default setting during the installer.

Once the installer has closed, you may see your browser automatically refresh and bring up the Citrix apps. If not, click the continue button proceed.



NOTE: Please add <https://cisweb1.utmck.edu> to your trusted sites list in Internet Explorer

Tools Menu | Internet Options | Security Tab | Trusted Sites | Click on Sites button | in the add this website to this zone type in <https://cisweb1.utmck.edu> click on ADD button.



After Initial Login the screen is broken down into 3 screens

Location	Window Label	Purpose
Left Side	Applications	Citrix Applications
Middle	Web Sites	Both Web sites Enterprise and Personal
Right	File Shares	Enterprise File share and Personal File Share locations

Applications



Logo

# Web Interface



## Applications



Top Up



Admin



Cerner Applications



Computer Services Only Testing



EEG



Knoxville Cardiovascular



Sleepcenter



Surgery



Surgery 7



Tempus Scheduling



UPA



Calc



Q&A Builder

Reconnect

Disconnect

Log Off

## Web Sites

### Enterprise Web Sites

[UHS Intranet Web Site](#)

[UHS SharePoint Web Site](#)

[Radiology Pacs Web Viewing](#)

### Personal Web Sites

[IS Sharepoint](#)

[Add](#) | [Remove](#)

## File Shares

### Enterprise File Shares

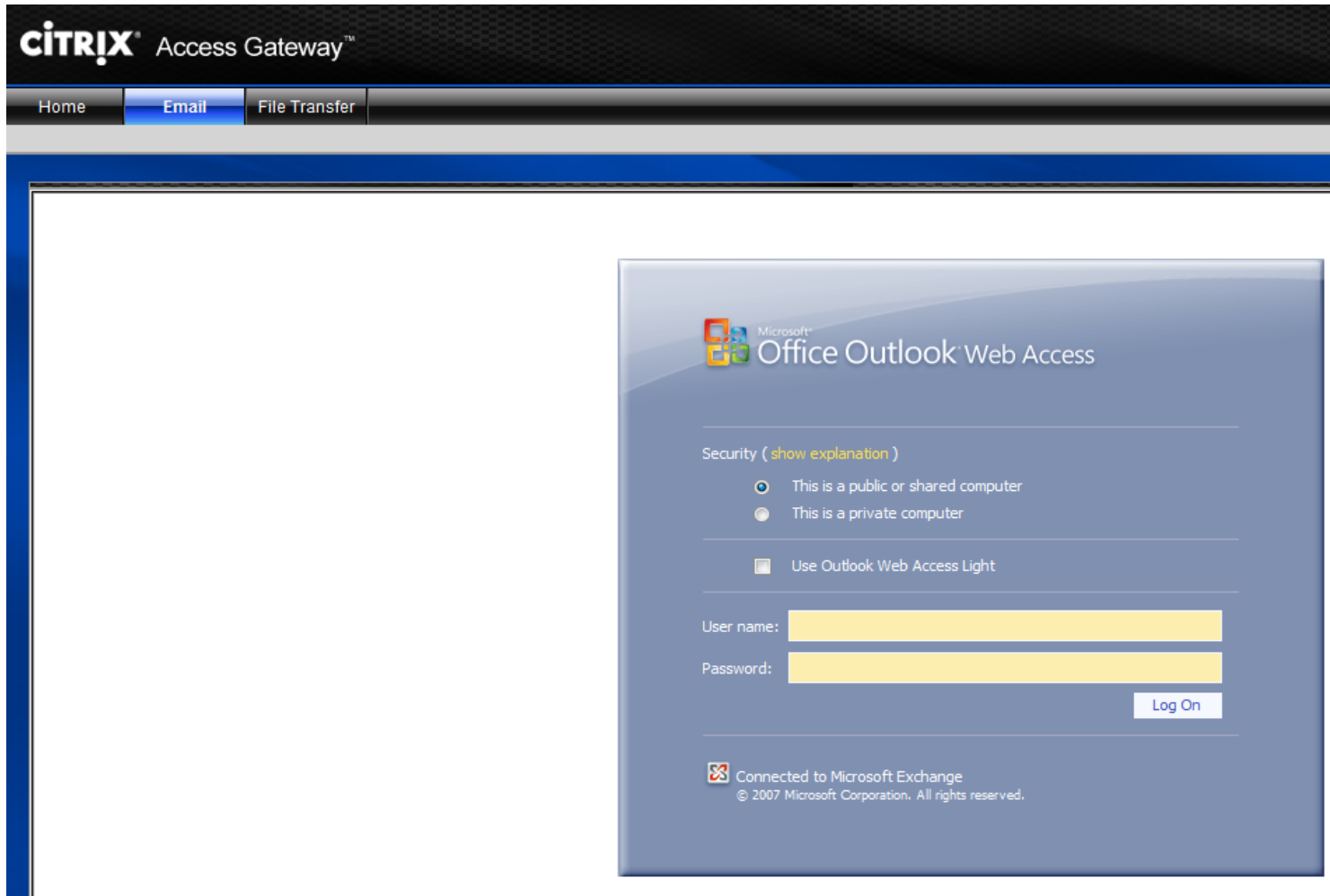
### Personal File Shares

[P Drive](#)

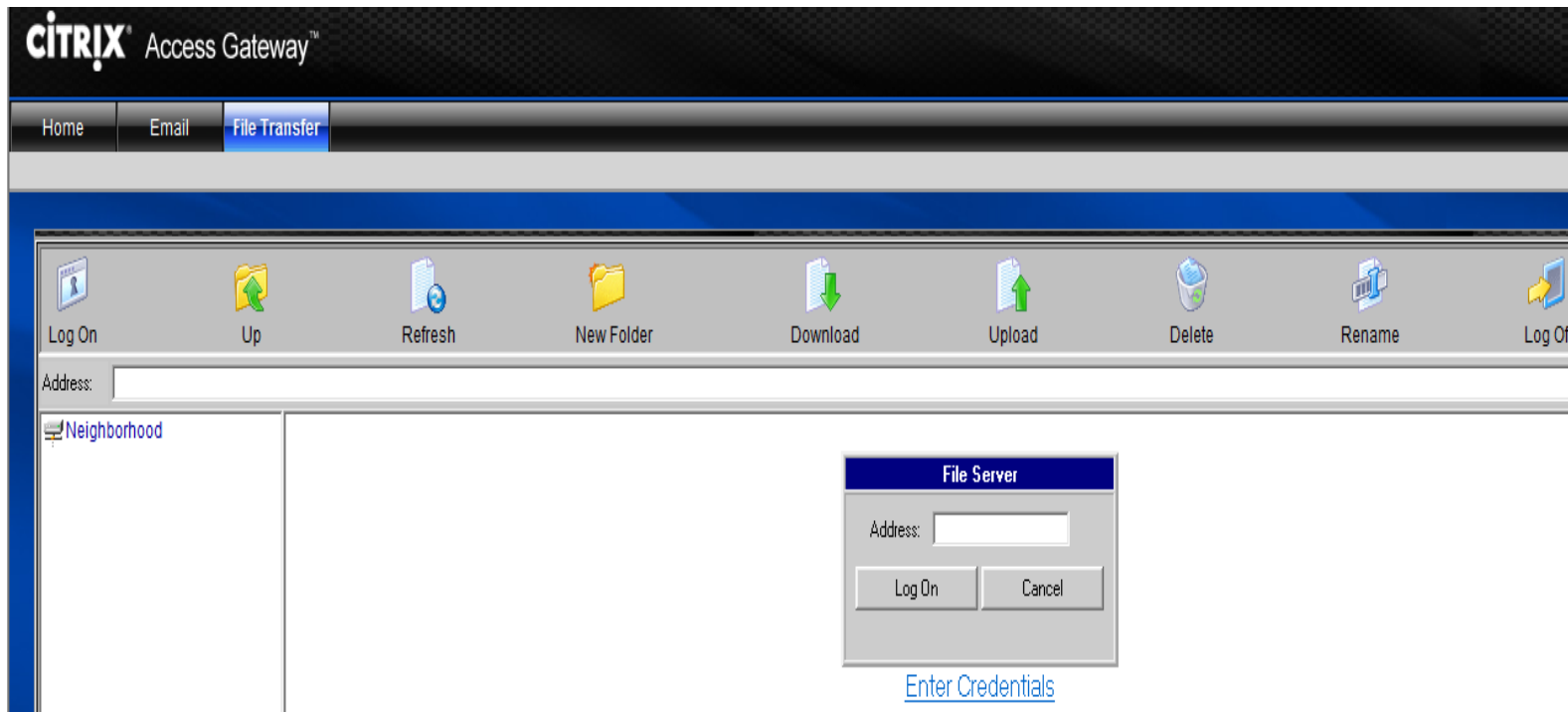
[Add](#) | [Remove](#)

## Email - Outlook Web Access (OWA)

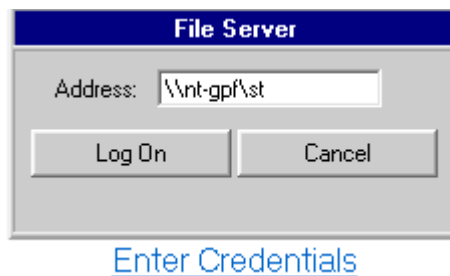
To Use OWA Select the tab at the top of the Screen labeled Email.



To Transfer files from the network to your local PC select the File Transfer tab.

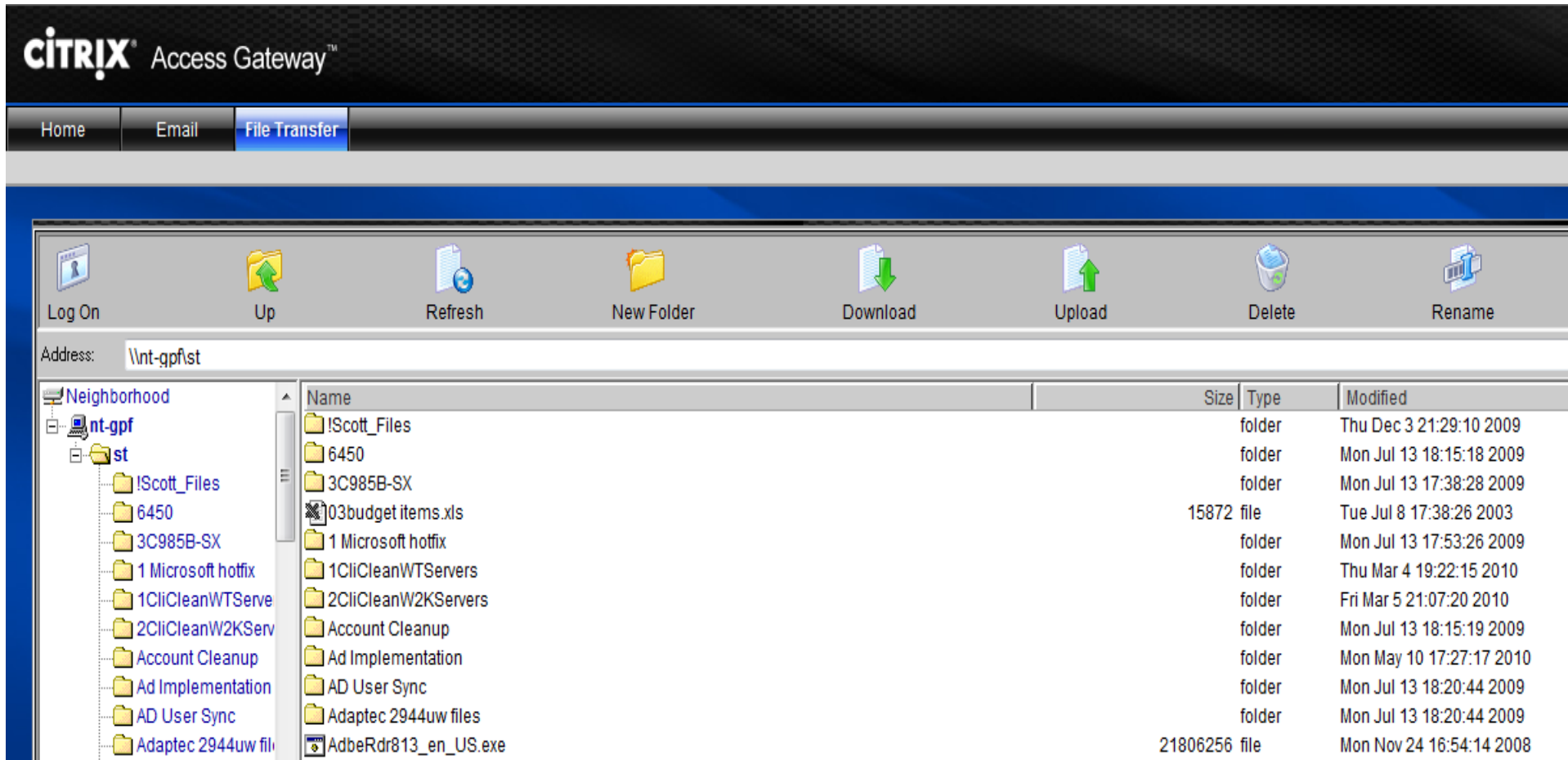


Put in the address to the location of your files for example your P drive put in [\\nt-gpf\username\\$](#)



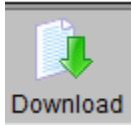
Your login credentials will be passed automatically once you hit the Log On button.

A File Explorer type windows will be opened allowing you to browse the files in the share you connected to.

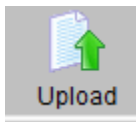


To Open a file just double click on it and select open.

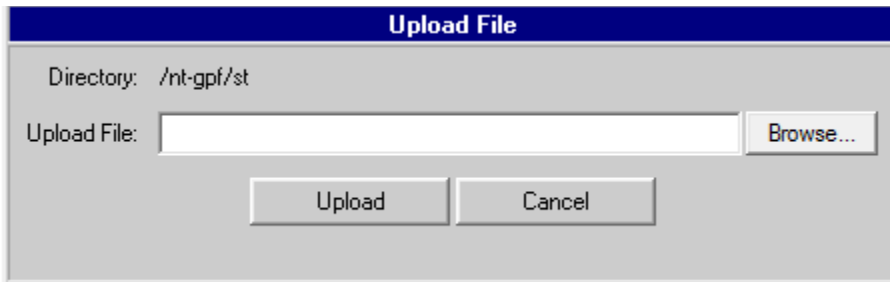
To copy a file to your local PC highlight the file and click on Download button in the toolbar. Once the box opens up select Save and choose the location on your workstation to save the file.



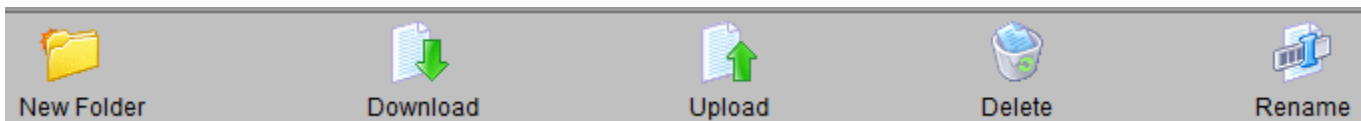
To Upload a file click the Upload button on the toolbar.



You will get a Upload File window asking for a location. Hit the Browse button and locate the file you want to upload and then hit the Upload button.



You can add new folders, Delete or Rename files and Folders by highlighting the file or folder and using the appropriate icon on the toolbar.



When you are finished using the Citrix Access Gateway please use the Log Off (pictured below) and close your browser.



