

REMOTE ACCESS: REMOTE IN USING INTERNET EXPLORER OR CHROME ON A NON-MHS PC

Purpose

References policy PR IS-08. Instruction guide is used to provide the steps needed to setup remote access on your personal laptop or home computer using Internet Explorer or Chrome with a Microsoft operating system.

Everyone's home system is different as well as different service providers and speeds for internet service and has different software's and system modifications. Your experience may be slightly different than documented in these procedures.

Please try the procedure documented below first and if you need help please contact the service desk. 216-957-3280

Definitions

- ESR – Electronic Security Request
- VPN – Virtual Private Network
- NetScaler – Web and Application load balancing, secure and remote access.

How Use Remote Access from a Non-MHS PC Using Internet Explorer

Step 1. Note: Your user ID must be set up for remote connectivity

Step 2. Read these instructions entirely before trying to complete the steps

Step 3. Open Internet Explorer or Chrome

Step 4. Type <https://remote.metrohealth.org> in the web browser

The Remote Access login screen will appear.

Step 5. Log in using your network User ID and password.

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Home > Employee Portal

Employee Portal

Please note: The following information is for employees of The MetroHealth System only.

COVID-19 Working From Home Instructions & Guides

- [WebEx account setup instructions](#)
- [WebEx Productivity Tools setup](#)
 - WebEx's Productivity Tools allow you to schedule conference calls directly from Outlook.
- [WebEx Meeting Center application](#)
- [WebEx dial-in instructions](#)
- [Remote access installation instructions for Mac OS](#)
- [Remote access installation instructions for PC](#)
 - [Using your Cisco desk phone](#)
 - [Cisco phone work from home instructions](#)
- [Nortel voicemail instructions](#)
- [Cisco voicemail instructions](#)
- [Cisco IP voicemail reference guide](#)
- [Nortel CallPilot Quick Reference card](#)
- [Cisco Quick Reference guide](#)
- [Cisco Self Care portal](#)
- [Bring your own device - Android instructions](#)
- [Bring your own device - iOS instructions](#)

From this portal employees can access:

- [Employee Referral Bonus Form](#)
- [Epic Haiku/Canto Installation on Personal Mobile Devices](#)
- [GoOhio Commute - Green Your Work Commute](#)
- [Human Resources Policies](#)
- [IronKey Instructions](#)
- [Kronos Access and Mobile Instructions](#)
- [LEAP Online Education \(Saba Cloud\)](#)

- [MetroHealthy](#)
 - [OnBase Installation for iOS devices](#)
 - [Online Career Center \(Current Job Opportunities\)](#)
 - [Outlook Mobile Instructions](#)
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Iron Key Instructions

Instructions on setting up an IronKey device/account:

- For the S1000 Model: [Activating Your IronKey USB - S1000 Model](#)
 - For all models other than the S1000: [Activating Your IronKey USB](#)
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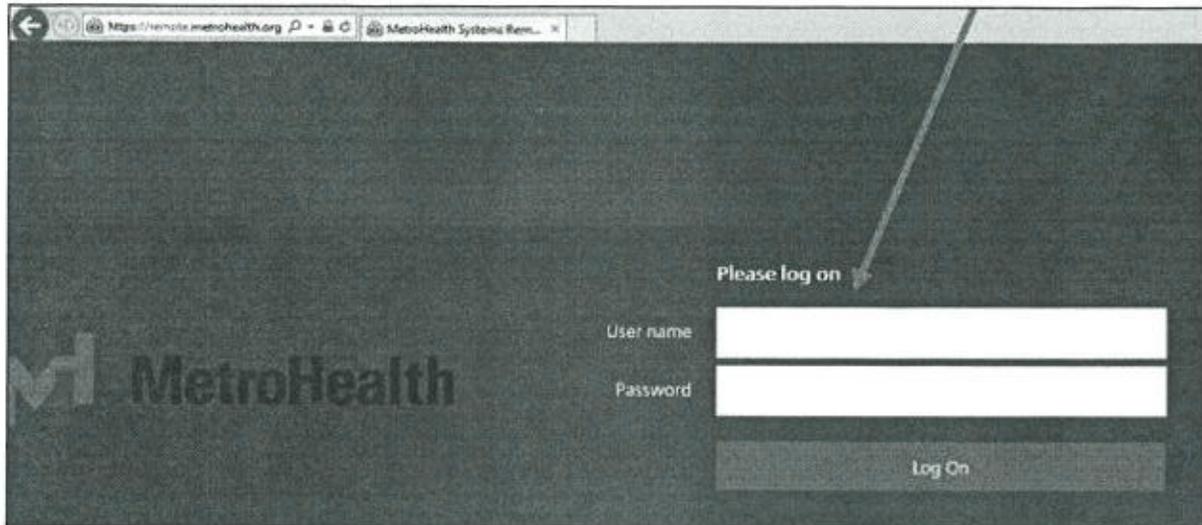
Kronos Access and Mobile Instructions

Kronos is available at home or on your mobile device. Managers can review and approve timecards, approve time off requests and view employee schedules. Employees can view and approve their own timecards, view accrual balances, request time off and view schedules.

- [Kronos Advanced Scheduler](#)
 - [Kronos Mobile Instructions](#)
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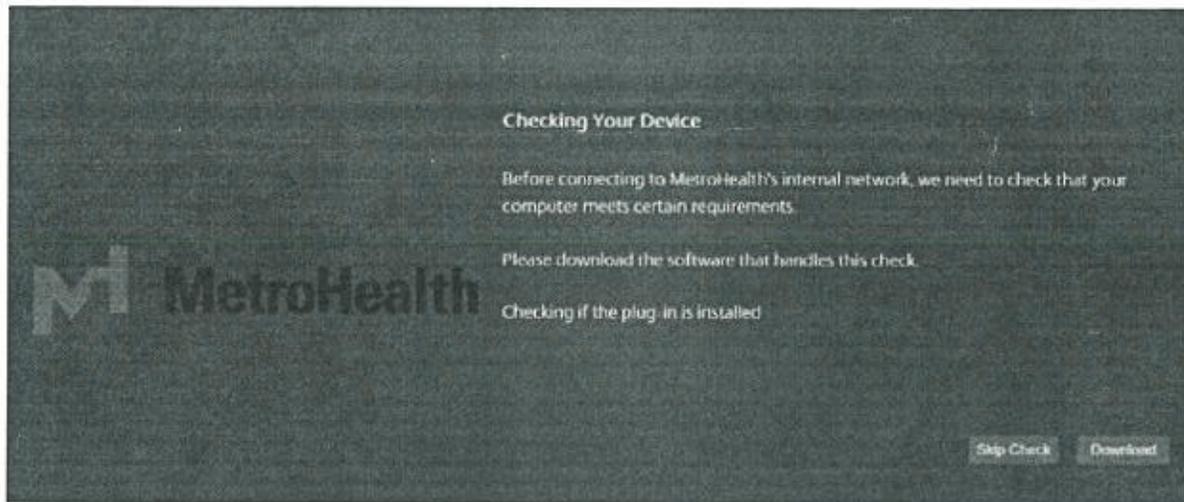
Outlook Mobile Instructions

- [Outlook Mobile Android Instructions](#)
- [Outlook Mobile iOS Instructions](#)

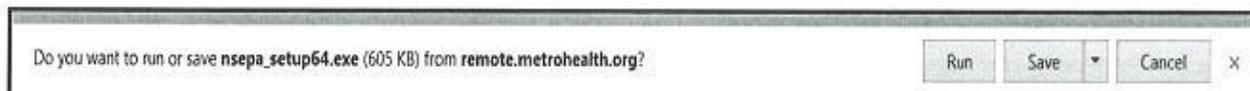


This screen will appear

Step 6. Click or select download



This message may appear depending on your PC or laptop configuration:



Step 7. Click or select Run

You may see this message: If you do not move to the next step.

User account control

Do you want to allow this App to Make Changes to your device?

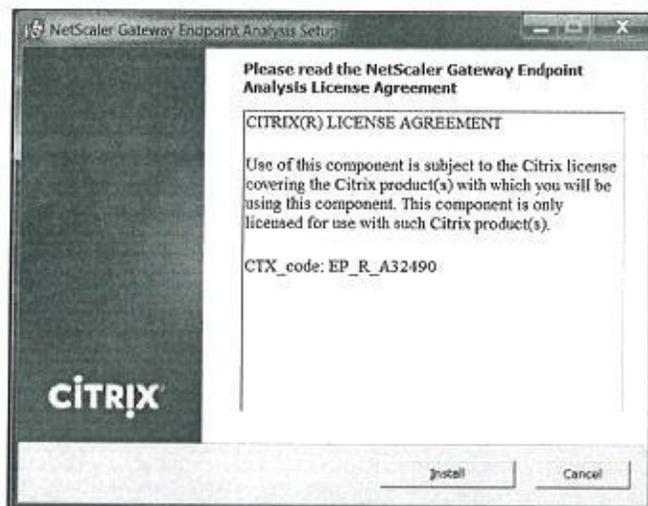
The WIN 32 cabinet self-extractor

Verified Publisher: Citrix systems, Inc
File Origin: Hard drive on this computer

Yes No

Step 8. Click or select yes

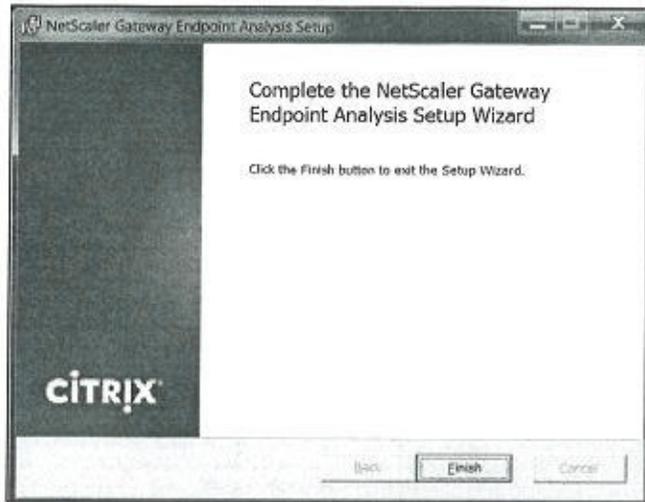
You will see this screen:



Step 9. Click or select Install

The Citrix NetScaler Gateway application will install

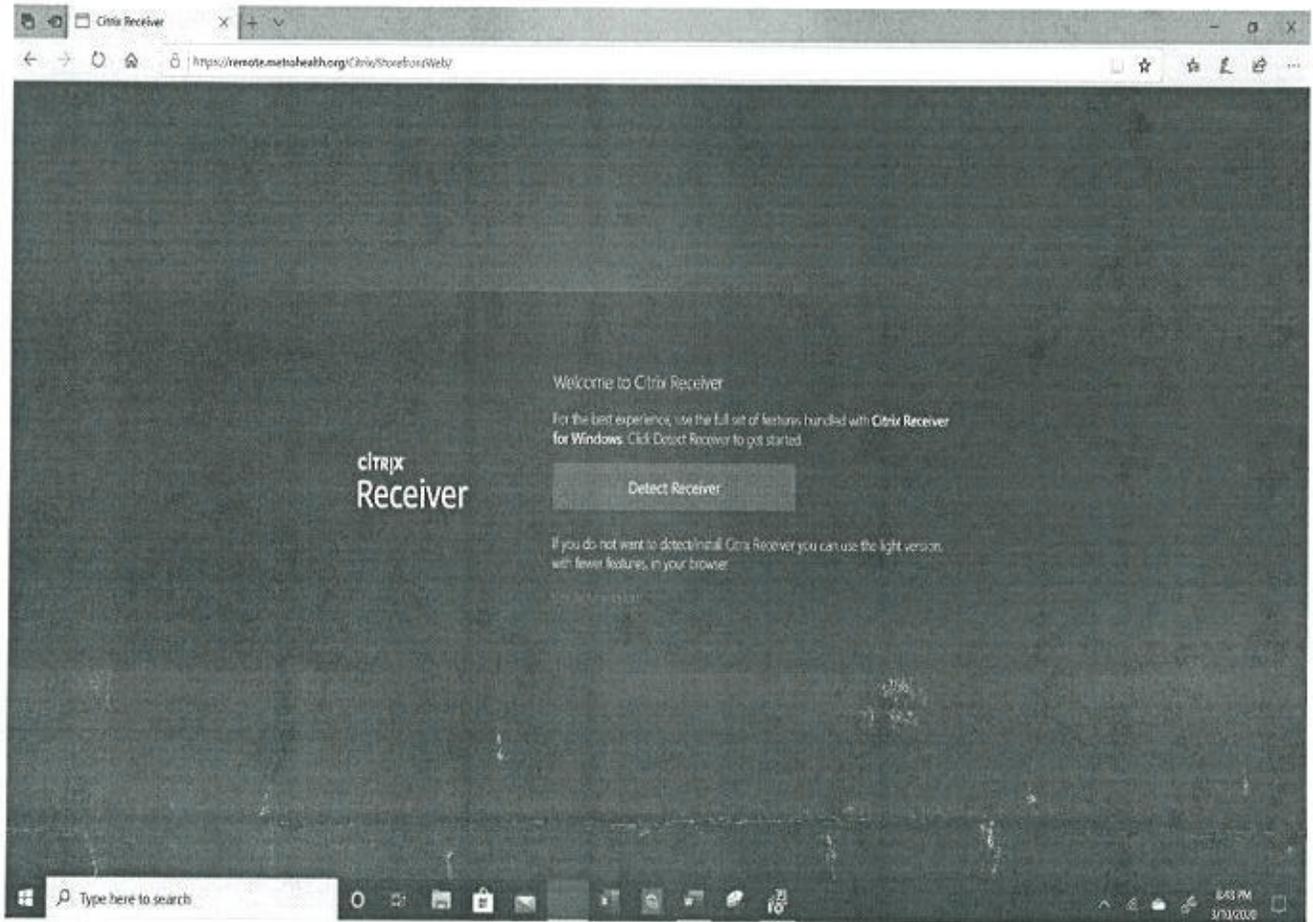
And you will see this screen



Step 10. Click or select finish

This screen will be displayed:

Do not click on detect receiver in the blue box. If you do you must follow the prompts to load the full citrix receiver and your home PC or laptop may not have the resources to run this effectively.



Step 11: Click or select Use Light version in the small blue lettering at the bottom of the main message.

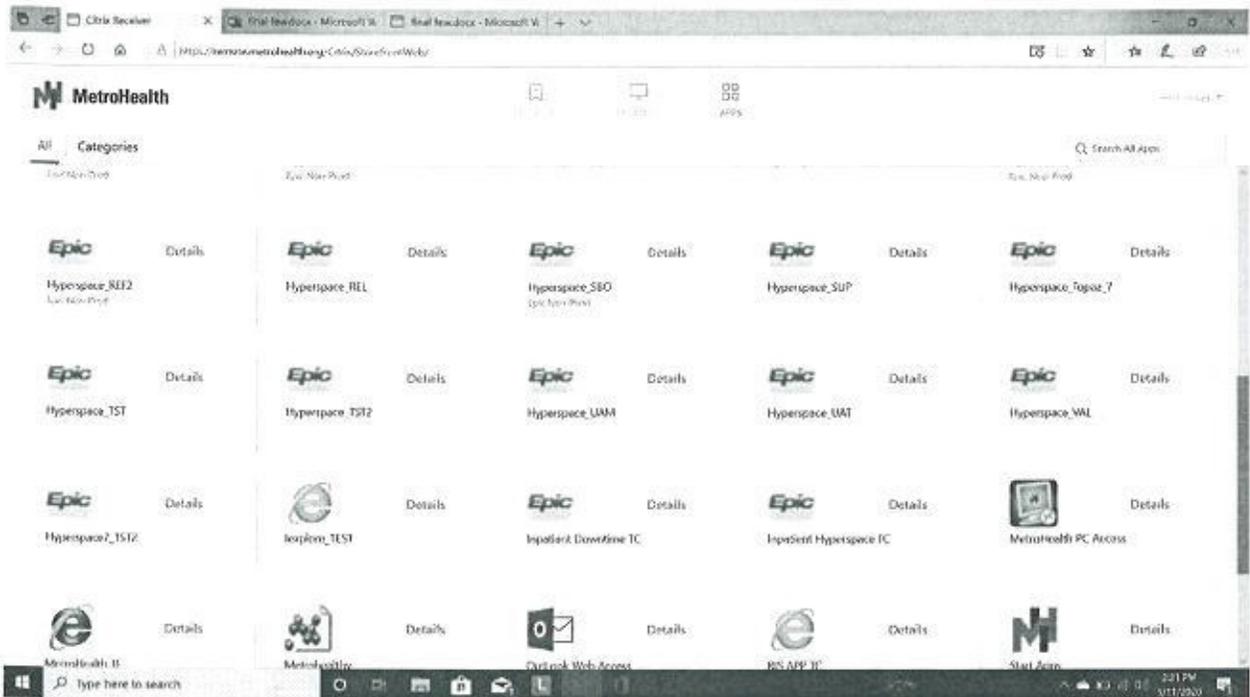
This screen will appear.



You have successfully logged on to the remote desktop.

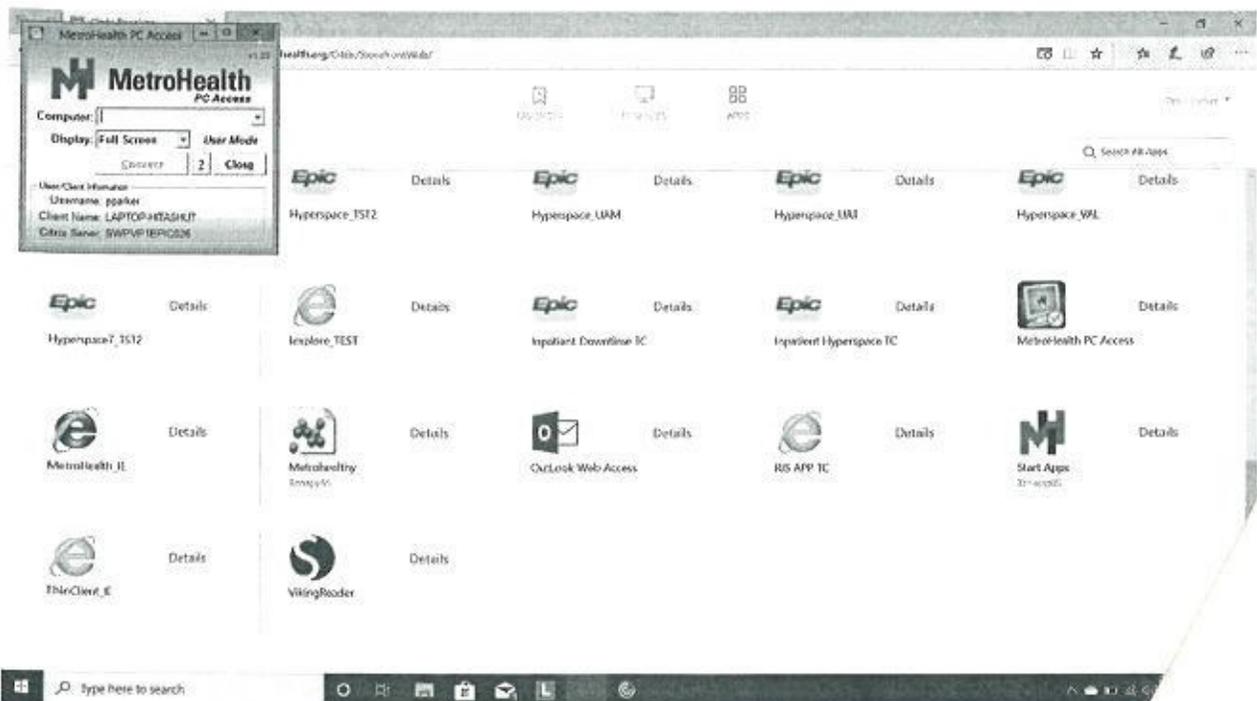
If you only need to access Epic, it is here on the first tab.

Step 12. Select the apps Icon at the top of the page and choose the applications you need to use. MH Remote gives you a clinical desktop. This will give you the best user experience. If you have a desktop at work and you want to remote into it, scroll down until you see the MetroHealth PC access button.



Step 13. Click or Select the MetroHealth PC access Icon

This screen will appear:



Step 14: Enter your MetroHealth workstation id in the box next to the computer designation and a virtual desktop will appear on your screen.

After you are able to remotely access your workstation (work computer) log off when you finish your session and the workstation will be powered on.

[REDACTED]

From: IS Service Desk
Sent: Friday, April 24, 2020 8:13 AM
To: [REDACTED]
Subject: RE: Problems with my computer



Please contact the IS Service Desk for assistance.

216 957-3280

Thank you

From: [REDACTED]
Sent: Monday, April 20, 2020 4:36 PM
To: IS Service Desk <isservicedesk@metrohealth.org>
Subject: Problems with my computer

Hello,

Since I followed the instructions on the MIV for working at home (due to COVID), I have had problems with my laptop. The screen has been very blurry since the moment I downloaded it. Today, when I came home from work to log in and work, the screen is now even more blurrier.

I called the Help Desk and spoke to Antoinette, who didn't seem the least bit interested in helping me. She actually told me to contact my laptop's manufacturer and said she's never heard of this problem before. Well, shown below are some links that describe this very problem. Had I known this download would create such a problem, I certainly wouldn't have attempted it. I cannot even uninstall the Citrix program from my laptop because I am not an administrator of Citrix! When I attempt to uninstall Citrix, I get a message that reads 'The global document path cannot be retrieved'.

Per Antoinette, she was placing a ticket, but I am quite sure I won't be getting any phone call back.

<https://support.citrix.com/article/CTX230017>

<https://lazyadmin.nl/it/citrix-receiver-blurry-in-windows-10/>

I would like for someone - other than Antoinette - to contact me about fixing this issue. It shouldn't cost me \$1,500 of my own money to work from home for two weeks.

Thank you,

[REDACTED]

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[REDACTED]

From: [REDACTED]
Sent: Monday, March 16, 2020 3:26 PM
To: Alan Nevel
Subject: RE: Immediate Action Required: Remote Work Assessment

Hi Alan,

I completed the form, however, my job doesn't require fax, printer, or copier. I do use them, but on a limited basis – like printing patient reminders or letters. I probably use them about 5% of the time.

Thanks,
[REDACTED]

From: Alan Nevel <anevel@metrohealth.org>
Sent: Monday, March 16, 2020 2:41 PM
Subject: Immediate Action Required: Remote Work Assessment
Importance: High

Colleagues,

As a precautionary measure given the COVID-19 situation, MetroHealth leadership is assessing possible work-from-home arrangements and which employees may be eligible. For this analysis, our IS department is surveying employees to better understand their at-home electronic equipment and capabilities, so we ask that you respond as soon as possible.

This email does not mean that you have been selected for work-from-home, and such arrangements cannot be guaranteed. Your leadership will be in touch with you if you are determined to be eligible for work-from-home.

Please complete the survey via the link below and return **no later than 3:40 p.m. today.**

https://forms.office.com/Pages/ResponsePage.aspx?id=CG2MNaBvBUWF8KBkdgDHoD0wwg_SXFdJoaGWBVIU30JUMkl_aWkl0NEhZUlo2OFITVjVaTTA0WU1YMS4u

Regards,
Alan



Alan K. Nevel, MBA

Senior Vice President, Chief Diversity and Human Resources Officer

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