



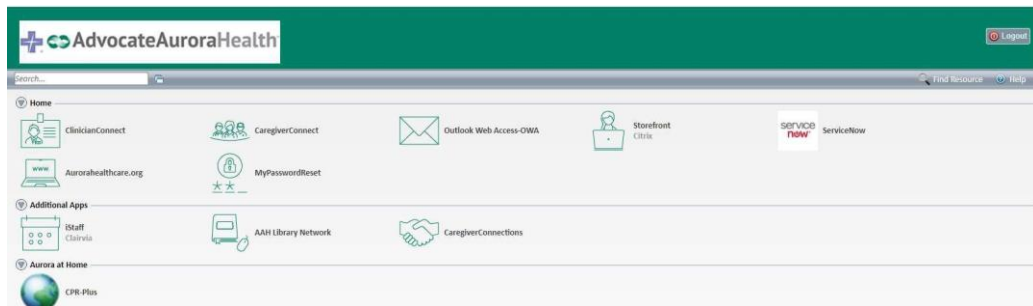
Accessing WI Applications Remotely

On an AAH or Non-AAH Device



Option 1: Access Portal

- This option uses Duo authentication to access Clinician Connect, Caregiver Connect, email, Storefront, ServiceNow, etc.
- Everyone has access to the Access Portal by opening a browser and going to the [Access Portal](#) website. After Duo authentication, you will see a screen like the one below.
- Click on the application you want to access and then enter your login credentials.



Option 2: Citrix Storefront Apps

This option uses Citrix Receiver and Storefront Apps to access AAH Citrix applications like Epic, Clairvia, MUSE and others. Everyone has access to the Storefront Apps.

- On a computer, open a web browser and go to the [Storefront website](#).
- Remote users will be prompted for their network **User ID** and **Password (Caregiver Connect user ID and password)**.

Option 3: Citrix Workspace Application for Non-AHH computers

This option uses the Citrix Workspace application to access AAH Citrix applications like Epic, Clairvia, MUSE and others. Everyone has access to the Citrix Storefront Apps.

- Note: **You must have the Citrix Workspace application installed on your device.**
- If you do not have the application installed, see Knowledge Document [KB0013031](#) WI - Citrix Storefront: Install Citrix Workspace App and add Storefront to a Windows device

Option 4: Citrix Remote Desktop

Citrix Remote Desktop is used on a personal computer to remote onto an AAH computer. It's a Virtual Desktop connection to your AAH computer where you can access shared drives or other remote computer features.

- Request access by submitting a ServiceNow ticket.
- A manager or supervisor needs to open a **Request** for the team member to have access to **Citrix Storefront Desktop**. The AAH **Workstation ID** that the team member will be remoting into **MUST** be included in the request.

Citrix Remote Desktop (continued)

- **Once access is granted:** On a personal computer, open a browser window and go to [Storefront Desktop](#). Remote users will be prompted for their network **User ID** and **Password (Caregiver Connect user ID and password)**. **Note: You will need to authenticate with Duo.**
- For additional information see Knowledge Document [KB0014418](#): Citrix Storefront: Log on and use Storefront Desktop.