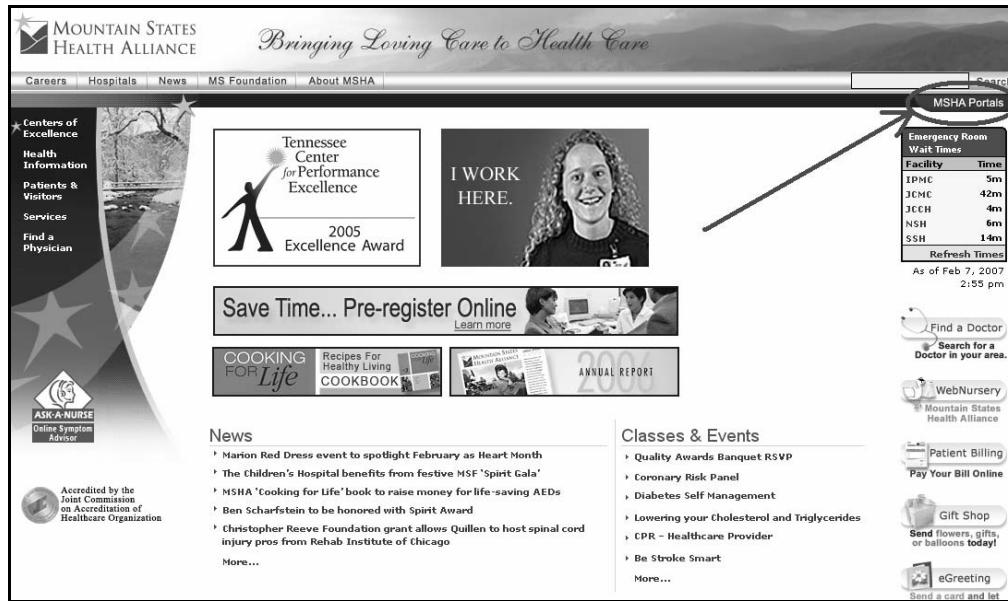


MSHA Carelink/ Citrix Desktop access

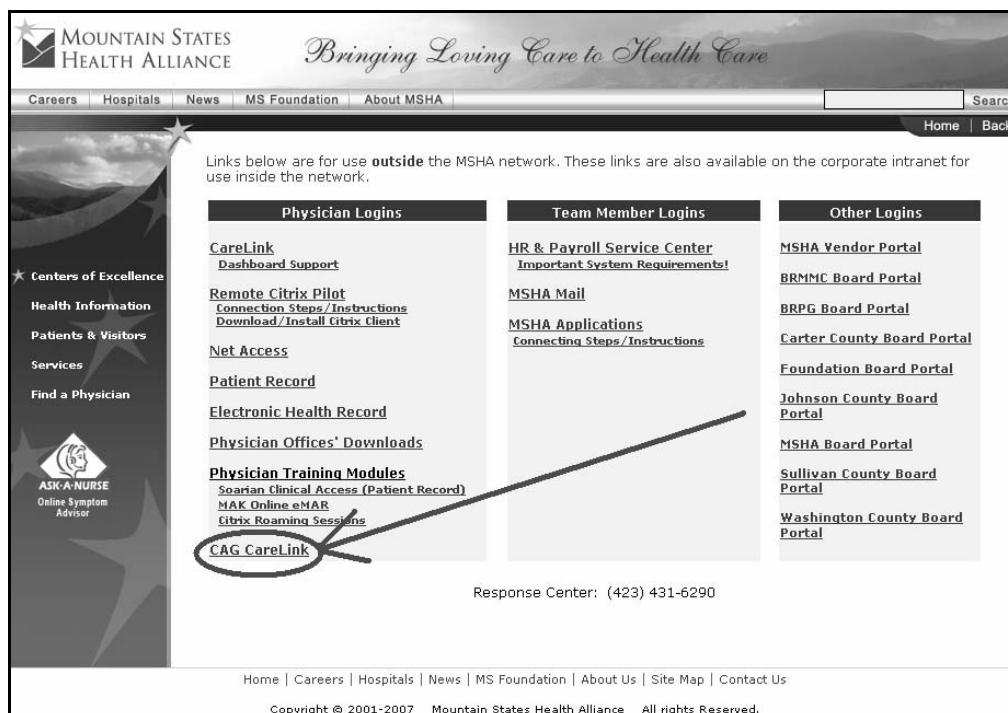
Please note: This product is currently in early production – there may be some issues that will be found. Be assured that we will work to resolve these issues as expediently as possible. Thank you.

Launching the Citrix Desktop session:

You may launch the new Citrix Desktop session via the msha.com Physician portal web page. To access this link, go to <http://www.msha.com> and click on the **MSHA Portals** link as shown below:




Once you see the Portal page, click on the **CAG Carelink** hyperlink at the bottom of the *Physician Logins* column as shown below:



Accessing the Citrix Desktop:

The next page will be the Citrix Access Gateway login. Enter your *user name*, *network password*, and *token PIN/code*.

Citrix Access Gateway



Log In

User Name:

Password:

SecurID PASSCODE:


Definitions:

User Name: Your MSHA Network Signon
Password: Your MSHA Network Password
SecurID PASSCODE: Your RSA Token PIN followed by the code displayed on the token


Once you enter this information, click **Login**.


*NOTE: If you receive an **Access Denied** error, this likely means that you need to have Information Systems grant you the proper privileges. Please contact the Response Center at (423) 431-6290 to have this corrected.*



Once you login, you will be presented with the main Citrix web interface, as shown below:




Citrix Remote Application Portal



Applications 

 Top  Up



Roaming Session - CareLink




Welcome to MSHA's Citrix Application Portal

Your customized list of applications is being presented to you. If you are missing applications, or your portal is not working correctly, please contact the help desk @ 423-431-6290.

You will need Java to access these applications. If you currently do not have java installed, please go to www.java.com and download their latest version.

***** THIS IS CURRENTLY A TEST ENVIRONMENT! *****

Message Center

-  Current browser security restrictions may prevent you from launching applications, or may require your explicit permission to proceed. To launch an application successfully, save the launch file if prompted and double-click the file to start the application.
-  Your session will expire in 5 minutes. If additional time is needed [select more time is required](#).
-  If you wish to use the latest Citrix Presentation Server Client, you can install it. After installation, you must restart your browser.

[Download the Citrix Presentation Server Client for 32-bit Windows](#)

Other clients are available from [the Citrix client download site](#)

All information on this site is strictly confidential.
Only MSHA employees or approved third-party personnel are permitted to use this system.
It is a violation of the law to illegally access this portal.
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The *Applications* are on the left side. This lists the software to which you have access. In order to access your Roaming Sessions (CareLink), simply click on the icon named as such.

The CareLink desktop will launch and you should be able to access your clinical applications.

Please note: You may need to allow pop-up web pages for this site in order for Citrix to function properly. Also, your firewall may need TCP port 1494 opened.

THE FOLLOWING STEPS ARE NOT REQUIRED TO ACCESS THE MSHA CITRIX CARELINK DESKTOP. HOWEVER, IF YOU WISH TO ATTEMPT TO IMPROVE YOUR INITIAL LOAD TIMES OR USE A NON-JAVA CLIENT, YOU MAY WANT TO CONFIGURE YOUR SYSTEM WITH THE STANDARD CITRIX CLIENT INSTALLATION.

Advanced concepts: *Improving your access speed*

More than likely your workstation will have a Java window open upon launching the Roaming Session. Java can take 5 to 10 seconds longer (or more, depending on your hardware) to launch. The Java window should look similar to this:





There may also be text in the window – this image is for demonstration only.

If you would like to use the **Native Citrix Client**, which is faster, you may download it from the main Citrix application screen. The link is on the right side of the screen (see below).

Message Center

The Message Center displays any information or error messages that may occur.

-  Your session will expire in 2 minutes. If additional time is needed [select more time is required](#).
-  If you wish to use the latest Citrix Presentation Server Client, you can install it. After installation, you must restart your browser.

[Download the Citrix Presentation Server Client for 32-bit Windows](#)

Other clients are available from [the Citrix client download site](#)

Download this link and take the default installation method to install the Native Client. You will not have to do anything else, as the Citrix server will automatically recognize the client and use it by default the next time you log into your applications.