## Contents

System Requirements.......................................................................................................................... 2
Microsoft Windows 7/8/10 Instructions .............................................................................................. 3
Apple Mac OS X Instructions ............................................................................................................... 5
Remote Access Logon Instructions

System Requirements

- **Supported Internet Browsers** – Internet Explorer 10 through 11(PC), Chrome, Firefox, Safari(Mac)
- **Citrix Client** – Citrix client version 14 or higher, Citrix Receiver version 4 or higher
Microsoft Windows 7/8/10 Instructions

Overview: The Citrix Remote Access website is a portal to allow application access from any supported device. To enhance the user experience as well as provide a high level of security, certain prerequisites are required on the user’s workstation. The following set of instructions give direction on what has to be installed and what settings are required/recommended for Microsoft Windows using Internet Explorer. Most internet browsers come with security functionality that could prevent your Citrix Remote Access portal from functioning properly, or cause annoying pop-ups during your session.

Note: Windows 8/10 users will have to start Internet Explorer from the Desktop not the Metro interface.

- Open Internet Explorer and navigate to [https://remote.nhrmc.org](https://remote.nhrmc.org)
- Enter in your Username and Password and click Log on
- Enter the appropriate numeral for the second authentication method you would like to use and click Submit.
- To view a short video about the authentication options and how it works click [here](https://remote.nhrmc.org).
Welcome to the Citrix Remote Access Web Site where you may now work on desktops and applications provided to you.

If additional applications are desired or you need assistance resolving issues, please contact the helpdesk at (910) 667-7855.

Please continue through this documentation for additional instruction.
Apple Mac OS X Instructions

Overview: The Citrix Remote Access website is a portal to allow application access from any supported device. To enhance the user experience as well as provide a high level of security, certain prerequisites are required on the user’s workstation. The following set of instructions give direction on what has to be installed and what settings are required/recommended.

- Open Safari and navigate to https://remote.nhrmc.org
- Enter in your Username and Password and click Log on
- Enter the appropriate numeral for the second authentication method you would like to use and click Submit.
- To view a short video about the authentication options and how it works click here.
Remote Access Logon Instructions

- Welcome to the Citrix Remote Access Web Site where you may now work on applications provided to you

- If additional applications are desired or you need assistance resolving issues, please contact the helpdesk at (910) 667-7855