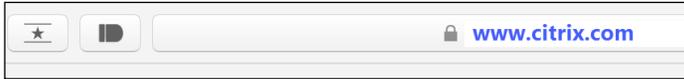
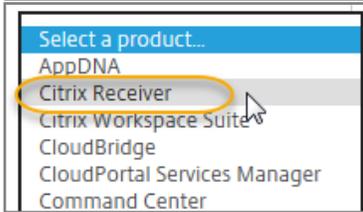
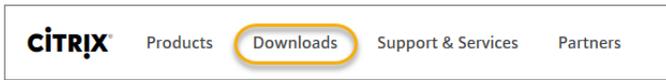


First, you will need to install the Citrix Receiver. This can be done by going to [www.citrix.com](http://www.citrix.com)



Select **Downloads** then select **Citrix Receiver**.



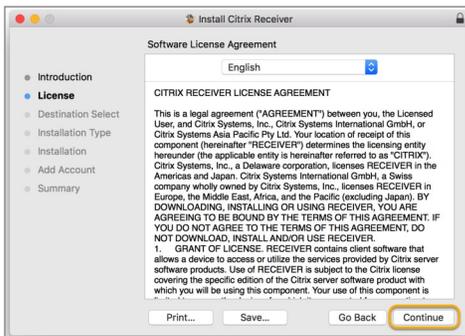
Once downloaded, open the Downloads folder and open the package to begin the installation process.



Click the **Continue** button in the Introduction window.



The Software License Agreement appears, click **Continue**.



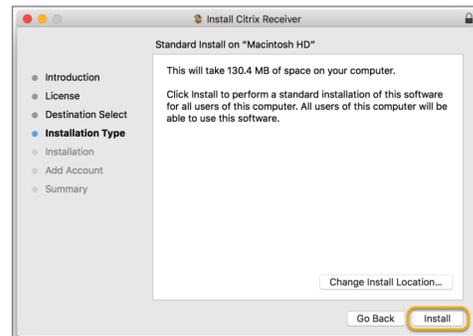
Click **Agree** to the terms of the agreement.



Next the **“Select Destination”** dialog box will appear. Select the **hard disk** as the destination for the install and click the **“Continue”** button.



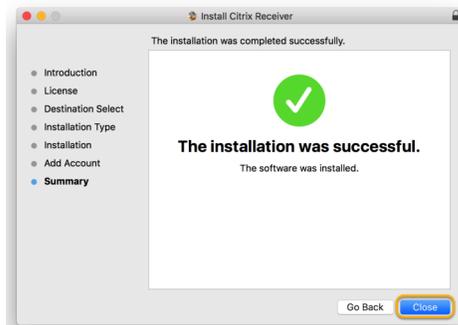
The **“Installation Type”** dialog will appear, click **Install**.



Next, you will be prompted to enter your device login password, then click **Install Software**.



The green check confirms your installation was successful. Click the **“Close”** button.

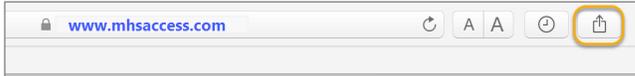


Continue on page 2 ...

Open a browser and access the hCare Access site by going to:  
[www.mhsaccess.com](http://www.mhsaccess.com).

**Note: The site should be Bookmarked.**

**Safari, Google Chrome, and Firefox Mozilla are supported.**

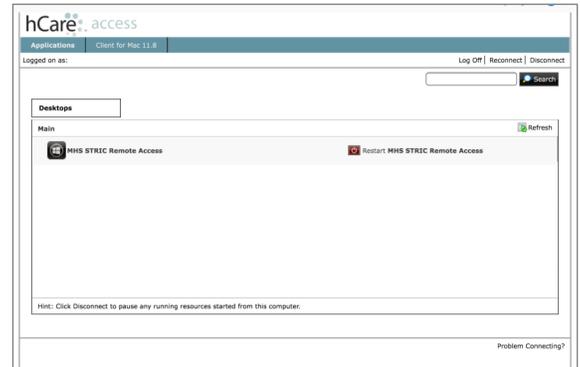


When the Welcome Page loads, enter you **3/4 ID** and **password**, and click the “**Log On**” button.

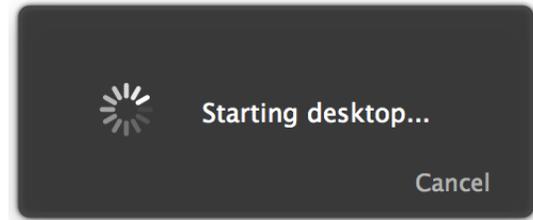
If you have not completed enrollment, you will be required to set-up 4 security questions with answers.

If you have done so previously, you will be presented with two of your identifying questions. Enter your answers and then determine (personal vs. public device) if you want the site to remember your device, clicking **Yes** will allow you to bypass security questions for next logins, then click “**Continue**”.

Click on the MHS STRIC Remote Access desktop to launch the Citrix Viewer.



Citrix Virtual Desktop will begin to launch.



The virtual desktop will appear, you will have access to applications such as Meditech, PACS, and PatientKeeper Portal, etc.



When you are done with the session, it is important to logoff to avoid future technical issues. Simply click on the **Red door** on the top right hand corner of the SSO Toolbar.



**For assistance please contact the Physician Support Help Desk at 210-575-0090.**