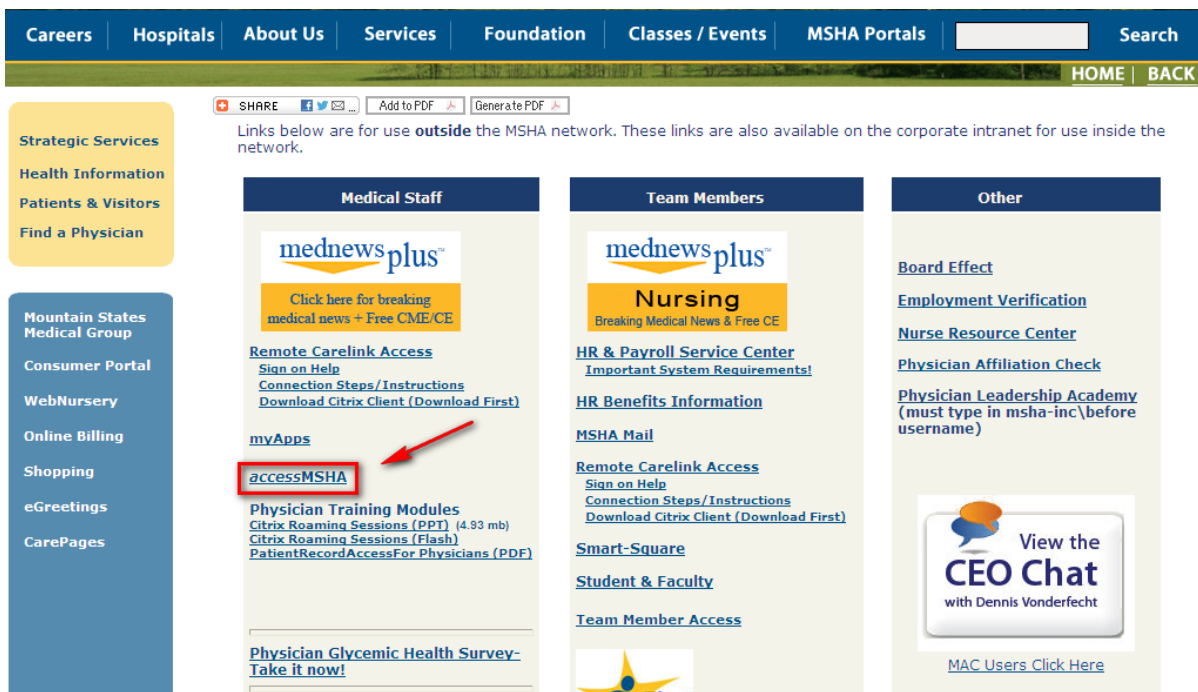


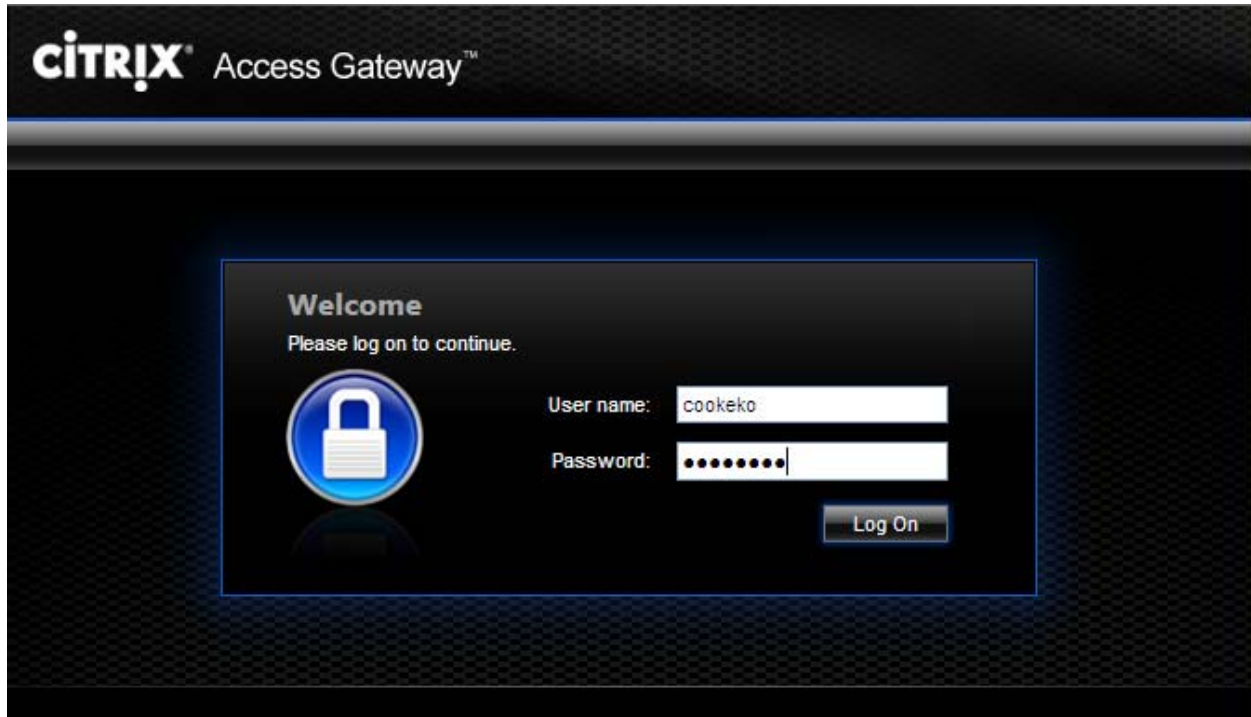
- 1) Using Internet Explorer, navigate to <http://www.msha.com>
- 2) Click on MSHA Portals



- 3) Under “Medical Staff”, click on the “accessMSHA” link
(*Note* If you have not installed the latest Citrix Client on your PC, please do so before enrolling. Clicking on “Download/Install Citrix Client” on the MSHA Portals page will take you to the Citrix Client download page.)

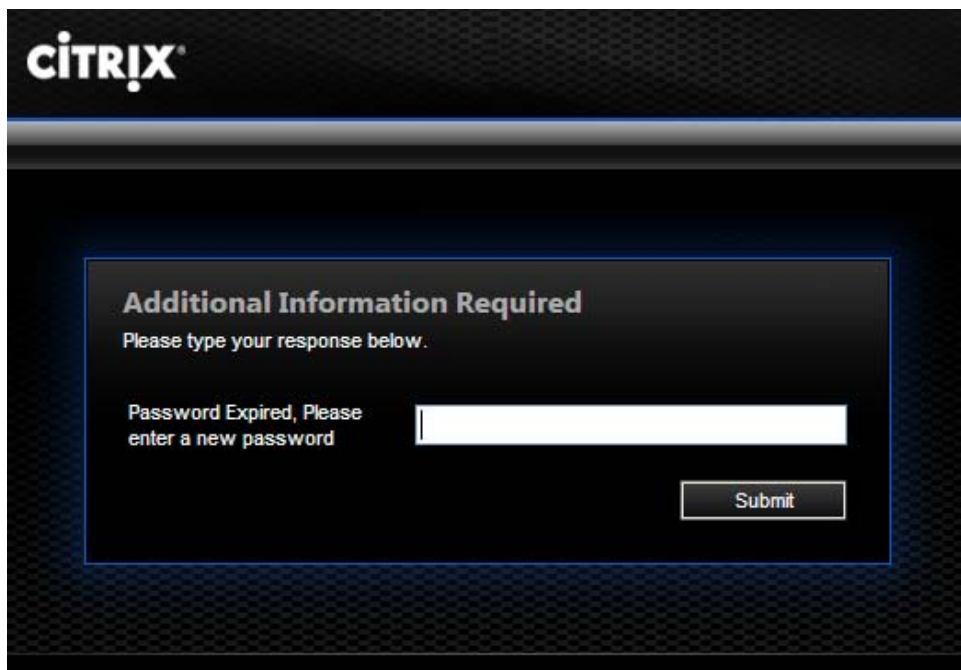


- 4) Enter your username and password (same as the username and password you use to sign onto PCs at MSHA facilities), then click the “Log On” button



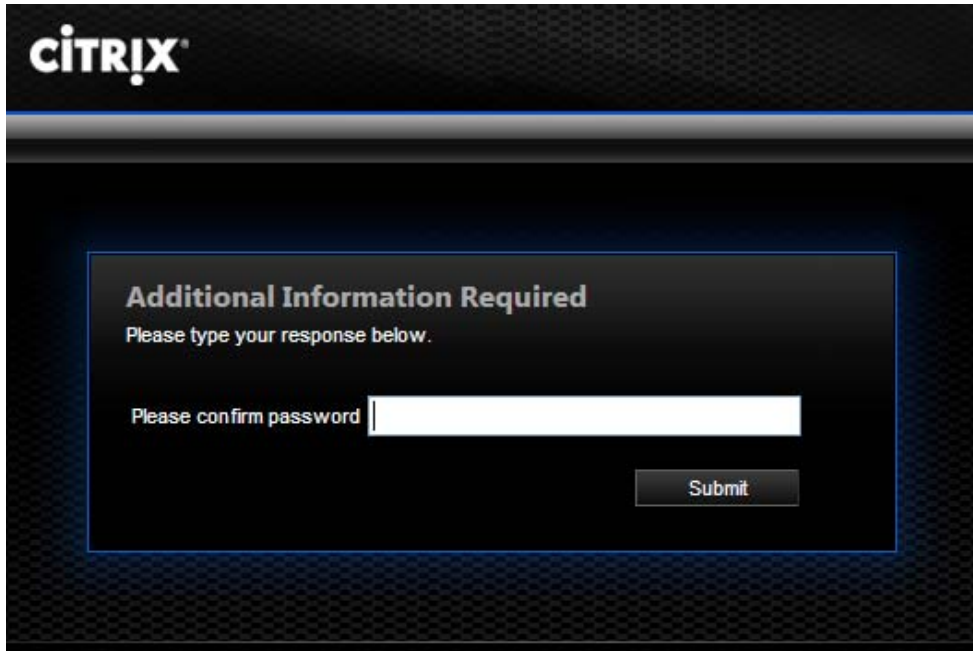
The image shows the Citrix Access Gateway login interface. At the top left, the Citrix logo and "Access Gateway™" are displayed. Below this, a central panel contains the text "Welcome" and "Please log on to continue." To the left of the login fields is a blue circular icon with a white padlock. The "User name:" field contains the text "cookeko". The "Password:" field is filled with ten black dots. A "Log On" button is positioned at the bottom right of the central panel.

If your password has expired or has been marked to be changed at next login, you will be presented with a new screen where you will enter your new password, then click the “Submit” button.



The image shows the Citrix Access Gateway password expiration screen. At the top left, the Citrix logo is displayed. Below this, a central panel contains the text "Additional Information Required" and "Please type your response below." Below this text, the message "Password Expired, Please enter a new password" is shown next to a long, empty white text input field. A "Submit" button is located at the bottom right of the central panel.

After entering your new password, confirm it by typing it in again, then clicking the “Submit” button.



5) Review the statements on the next screen, then click the “Continue” button



Security Enhancements

Please note: To further protect the security of your information on our website, we've made some changes to our account login.

Keep Your Information Safe

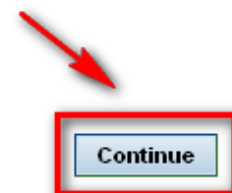
- ▶ A new way to protect your identity
- ▶ Adds a layer of protection to your account, as an additional level of security

How Does It Work? ([Learn More](#))

Lets us know it's really you - If you sign in from a computer we do not recognize, we will make sure it is really you by asking a security question that only you can answer to verify your identity.

What are the next steps?

- ▶ Select and answer 6 security questions
- ▶ Register your computer
- ▶ Confirm your settings



6) Select a question from each dropdown (total of 6 questions) and enter an answer for each.

7) Click the "Continue" button



Select and Answer your Security Questions

When you sign on from a computer we do not recognize, you will be asked to answer a security question in order to verify your identity. [How does it work?](#)

Select and answer 6 security questions

* = Required Fields

Note: Your answers should be no more than 30 characters (no symbols)

Question 1 :

* - Please select a security question -

Answer:

*

Question 2 :

* - Please select a security question -

Answer:

*

Question 3 :

* - Please select a security question -

Answer:

*

Question 4 :

* - Please select a security question -

Answer:

*

Question 5 :

* - Please select a security question -

Answer:

*

Question 6 :

* - Please select a security question -

Answer:

*



Continue

8) Next, you will be presented with a summary of the questions you just answered. Please review the information. If you need to make corrections, click the "Update your Settings" button. If you are satisfied with your questions/answers, then click the "Finish" button

Confirmation

You have successfully set up the following login information:

Security Questions

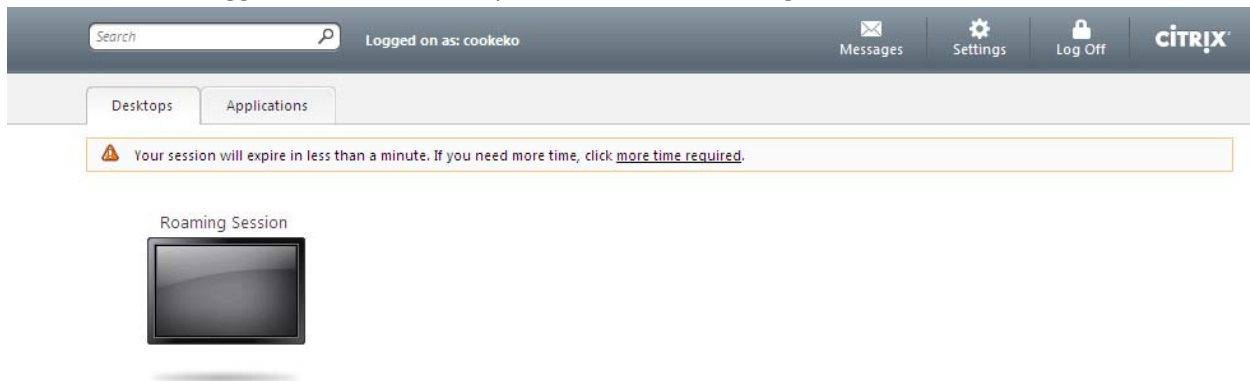
- Question 1:** What is your maternal grandmother's first name?
Answer: Jane
- Question 2:** What is your father's middle name?
Answer: John
- Question 3:** What is your mother's middle name?
Answer: Sue
- Question 4:** What was the name of your first pet?
Answer: Rover
- Question 5:** What is your paternal grandfather's first name?
Answer: Harold
- Question 6:** What is the first name of the best man at your wedding?
Answer: Jerry

Update your Settings



Finish

9) You will now be logged into Citrix where you can launch "Roaming Sessions"



The screenshot shows the Citrix interface. At the top, there is a search bar, a "Logged on as: cookeko" indicator, and icons for Messages, Settings, and Log Off. Below this is a navigation bar with "Desktops" and "Applications" tabs. A warning banner states: "Your session will expire in less than a minute. If you need more time, click [more time required](#)." Below the banner, there is a "Roaming Session" section with a monitor icon representing the session.