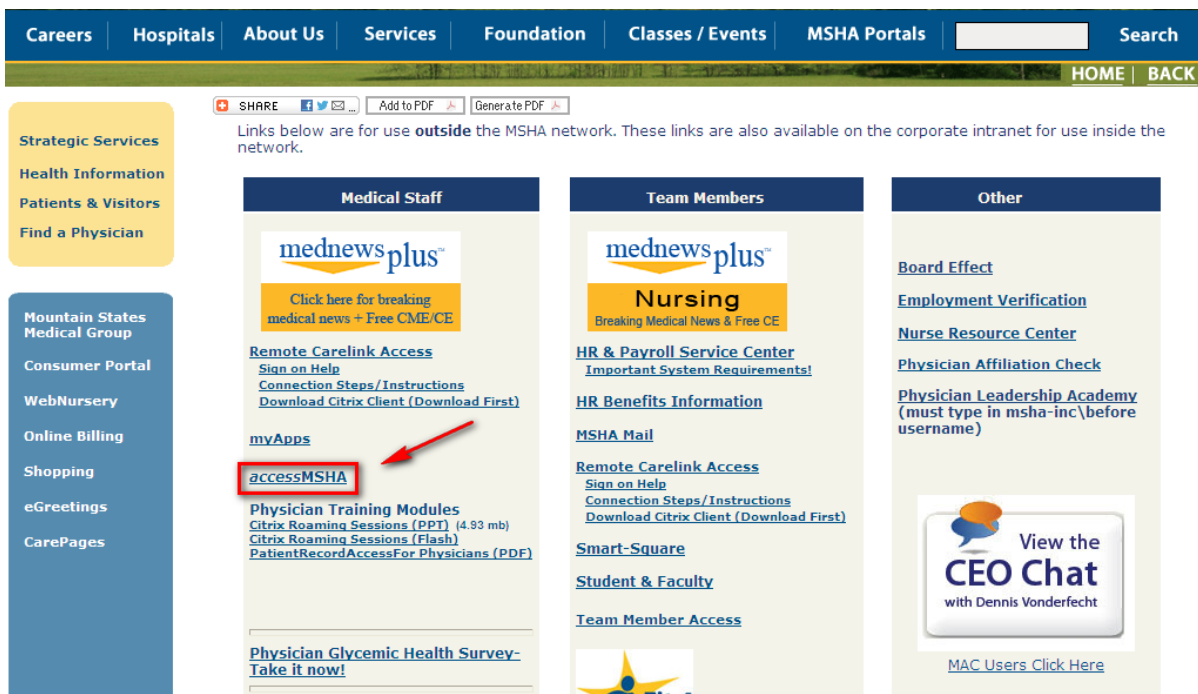


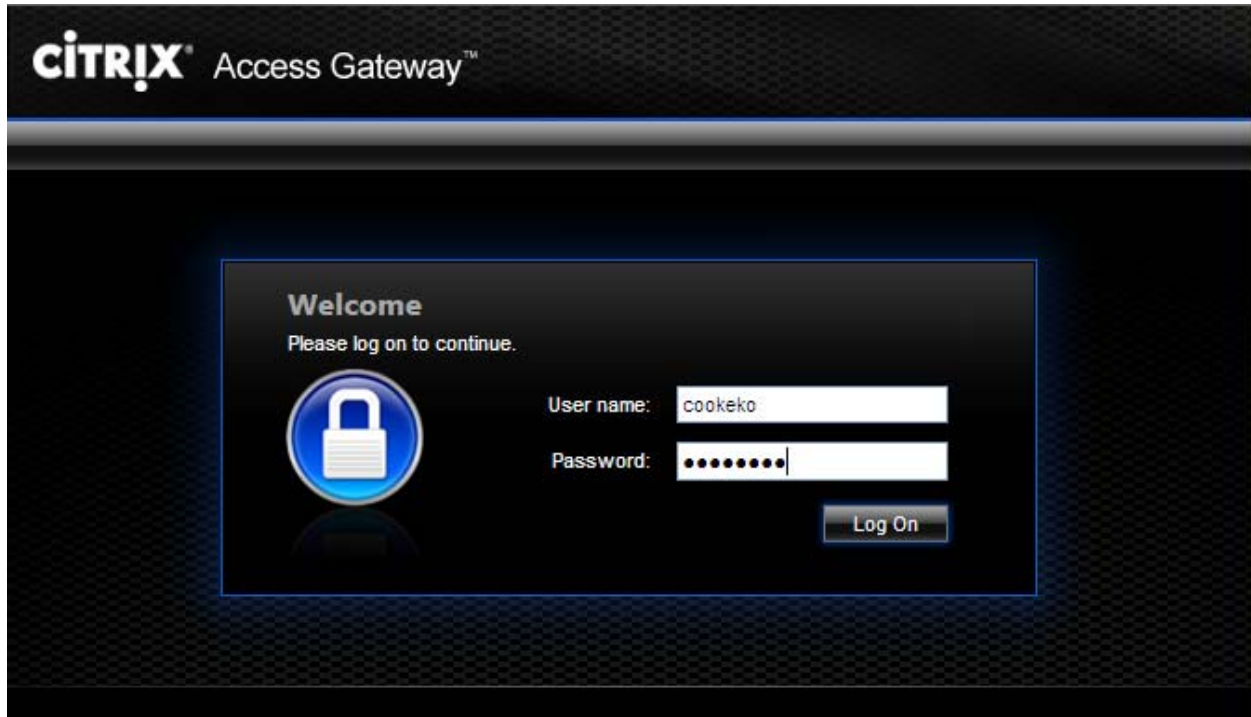
- 1) Using Internet Explorer, navigate to <http://www.msha.com>
- 2) Click on MSHA Portals



- 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.

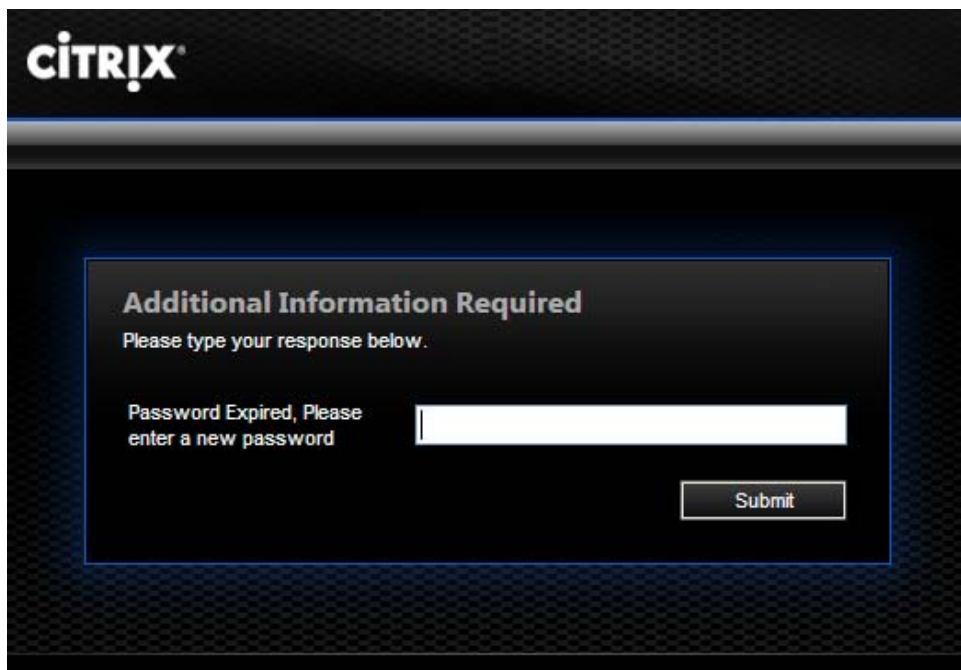


- 4) Enter your username and password (same as the username and password you use to sign onto PCs at MSHA facilities), then click the “Log On” button



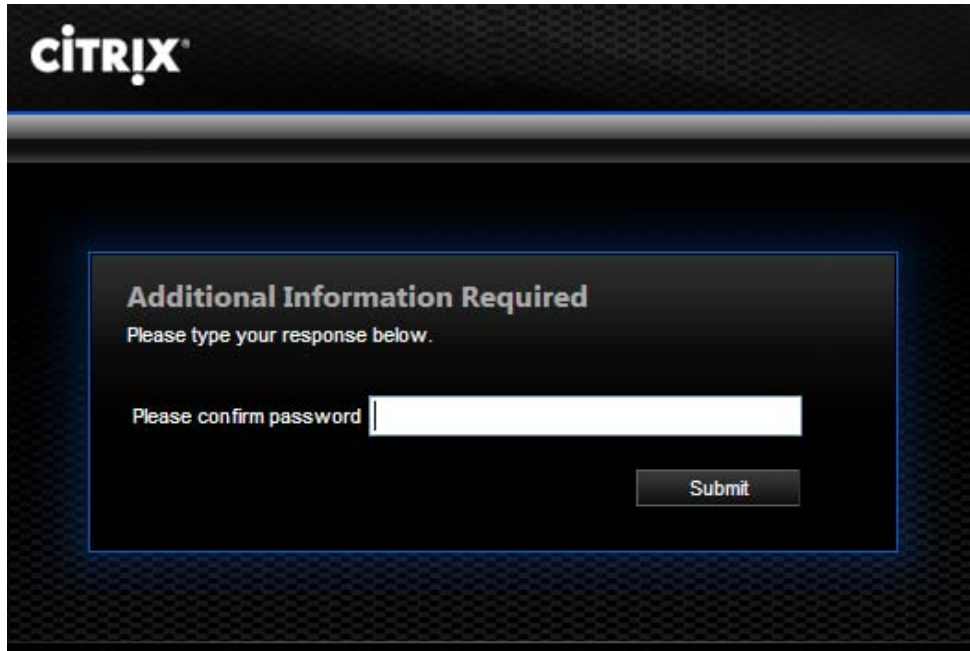
The image shows the Citrix Access Gateway login interface. At the top left, the Citrix logo and "Access Gateway™" are displayed. Below this, a central panel contains the text "Welcome" and "Please log on to continue." To the left of the login fields is a blue circular icon with a white padlock. The "User 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 login 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.



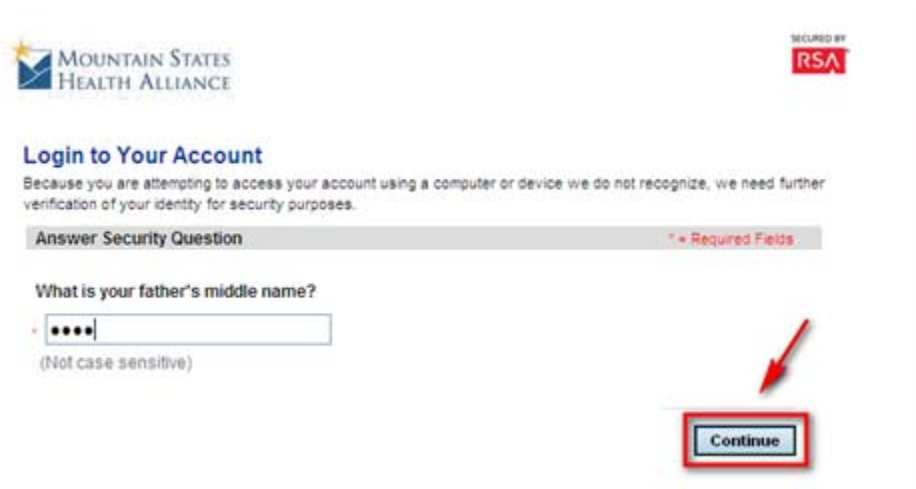
The image shows the Citrix Access Gateway password expiration screen. At the top left, the Citrix logo is displayed. Below this, a central panel contains the text "Additional Information Required" and "Please type your response below." Below the text, the prompt "Password Expired, Please enter a new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

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



The image shows a Citrix login interface. At the top left is the Citrix logo. Below it, a dark grey box contains the text "Additional Information Required" and "Please type your response below." Below this is a text input field with the label "Please confirm password" and a "Submit" button.

- 5) Next, you will be presented with security questions. Answer the questions accordingly. If you enter an incorrect answer, you will be presented with a different question.
(If your account becomes locked because you entered an incorrect answer too many times, you will need to contact the Service Desk at 423-431-6290 to have your security questions reset. You will then need to re-enroll.)
- 6) Click the “Continue” button.



The image shows the Mountain States Health Alliance login page. It features the organization's logo, a "SECURED BY RSA" badge, and the heading "Login to Your Account". Below the heading is a message: "Because you are attempting to access your account using a computer or device we do not recognize, we need further verification of your identity for security purposes." The main section is titled "Answer Security Question" with a red asterisk and "Required Fields" text. The question is "What is your father's middle name?". Below the question is a text input field with four black dots. Below the input field is the text "(Not case sensitive)". At the bottom right, there is a "Continue" button with a red arrow pointing to it.

- 7) You will now be logged into Citrix where you can launch “Roaming Sessions”

Search

Logged on as: cookeko

Messages


Settings

Log Off

CITRIX

Desktops

Applications

 Your session will expire in less than a minute. If you need more time, click [more time required](#).

Roaming Session

