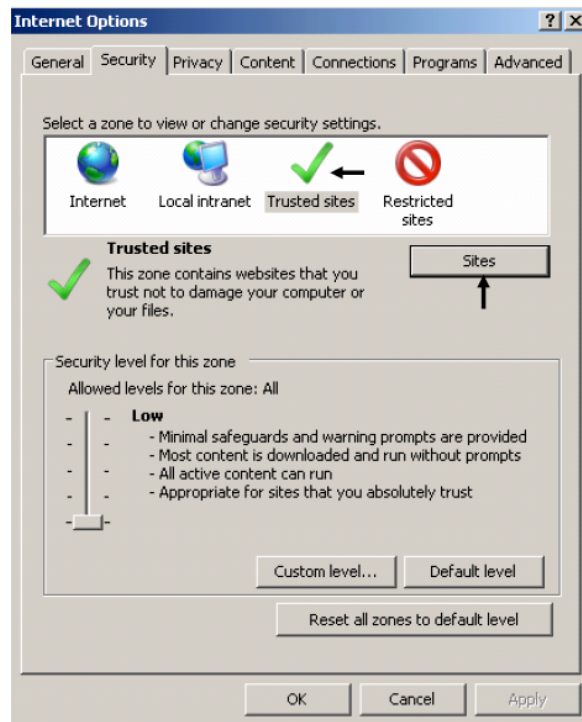
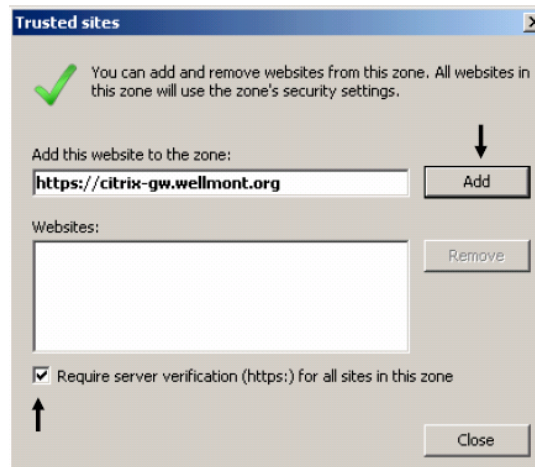


## Citrix Remote Access Client Install

1. Add <https://citrix-gw.wellmont.org> to trusted sites by performing the following steps:
  - Launch Internet Explorer
  - From the Internet Explorer Tools menu, select Internet Options.
  - Click the Security tab.
  - Select Trusted sites and click Sites.



- Type the URL of the Web server in the Add this Web site to the zone box.
  - URL is <https://citrix-gw.wellmont.org>
- Click Add to add the Web site to your list of trusted sites.



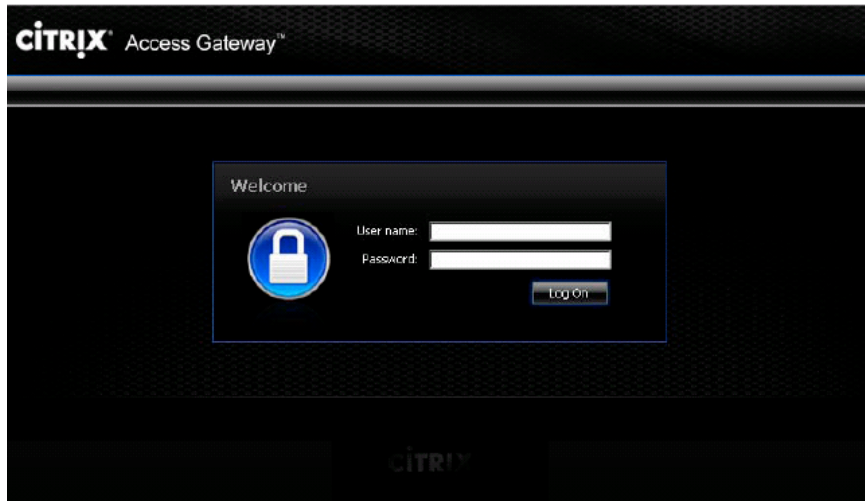
- Open Internet Explorer and enter the following URL [www.wellmont.org](http://www.wellmont.org)
- Select Login located at the bottom right side of the screen.

The screenshot shows the Wellmont.org homepage. At the top left, there is a 'MyWellmont Connection' section with social media icons for Facebook, Twitter, and YouTube. Below these are links for 'Wellmont Nurse Connection' (877-230-NURSE) and 'Physician Careers'. The main content area features three columns: 'Wellmont Cancer Institute', 'Wellmont CVA Heart Institute', and 'Wellmont Medical Associates', each with a brief description and a 'Read More' link. To the right, there are 'QUICK LINKS' (Contact Us, Donate Blood, Find A Doctor, Get Directions, Make A Gift, Pay Your Bill, Search For A Job, Send A Greeting Card) and 'Featured Links' (Community Benefit, Healing Environment, Job Search, Physician Careers, Wellmont Medical Associates). A 'News & Events' section lists three recent news items with dates and 'Read More' links. At the bottom, a dark blue footer contains navigation links: About Us, Business Health Solutions, Contact Us, Directions, Giving, Press, Sponsorship Requests, Volunteering, and Login. A black arrow points to the 'Login' link. Below the footer, there is a copyright notice: © 2012 Wellmont Health System. All rights reserved. 1905 American Way, Kingsport, Tennessee 37660 : 423.230.8200.

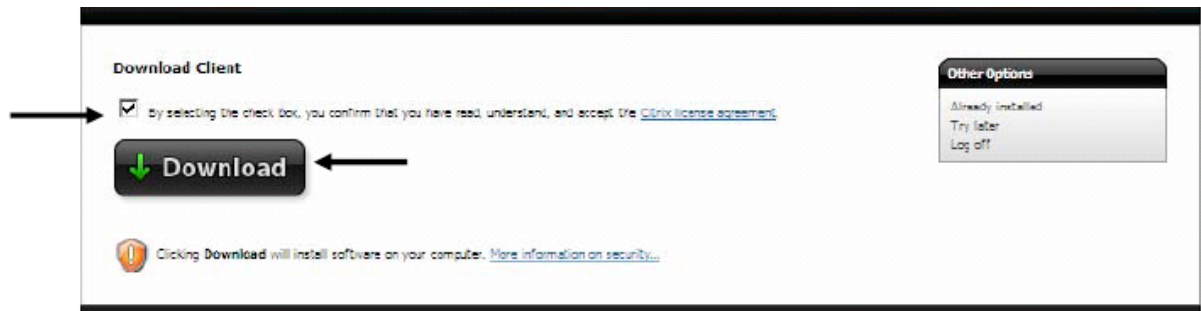
- Click on Remote Applications.

The screenshot shows the Wellmont Remote Access page. On the left, there are four promotional banners: 'Enjoy peace of mind knowing your heart is healthy. Get tested now with HeartSHAPE', 'Take a free sleep evaluation.', 'Quicker care. Lower prices. Wellmont service. Wellmont Urgent Care', and 'Find the region's best physicians. Wellmont Medical Associates'. Below these are links for 'Watch. Learn. Connect. Visit our Video Library.' and 'Wellmont Nurse Connection 877-230-NURSE'. The main content area is titled 'Remote Access' and includes a warning: 'Unauthorized use of Wellmont Remote Access is strictly prohibited and may constitute a crime punishable by law. Support is available by contacting the Help Desk at (423) 230-8383.' Below the warning are two rows of blue buttons: 'myWellmont' and 'Home Health WebForum' in the first row; 'MedQuist' and 'Partners & Vendors' in the second row. Underneath is the 'Human Resources Self-Service' section with 'Use at home' and 'Use at work' buttons. The 'Citrix Remote Access' section states 'Secure access to: Wellmont Business Applications - Wellnet - E-mail - Horizon Meds Manager - Medical Records Coding' and features a large black arrow pointing to a 'Remote Applications' button. Below this button are two bullet points: 'Citrix installation instructions for first time users' and 'Citrix installation instructions for Mac users'.

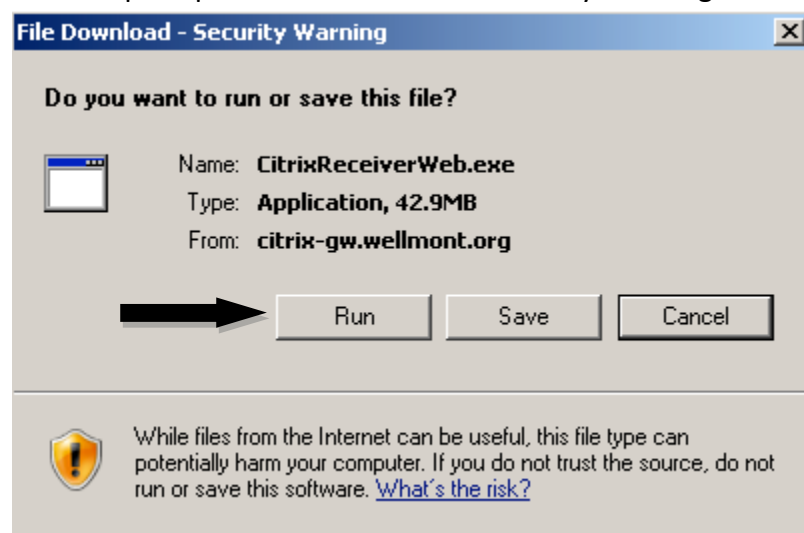
5. The following login screen will appear.



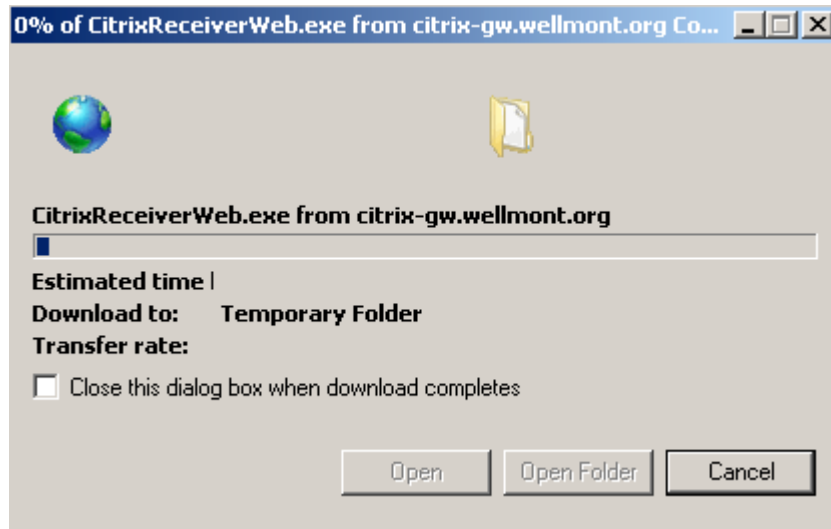
6. Please use Wellmont supplied username and password.
7. Please put checkmark in the checkbox beside "By selecting the check box, you confirm that you have read, understand, and accept the Citrix license agreement. Then select Download.

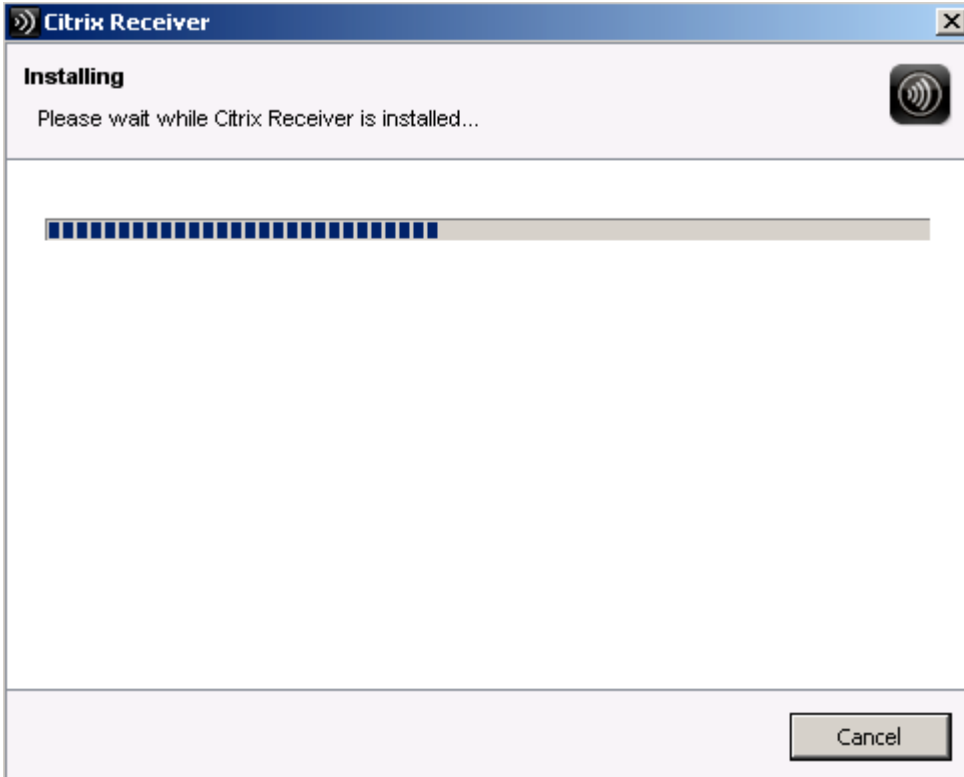


8. The next screen will prompt for File Download – Security Warning. Please select Run.



9. Please be patient while the Citrix client is being downloaded. Click Install on the Welcome to Citrix Receiver Setup.





10. The following message will appear after a successful installation

