RAP Mac General User Instructions

System Requirements
- Operating System
  - OSX 10.6 Snow Leopard
  - OSX 10.7 Lion
  - OSX 10.8 Mountain Lion
  - OSX 10.9 Mavericks
- Java 6 or higher
- Safari 5.0 or higher – Firefox and Google Chrome are not supported
  - Java and Java Script enabled in Safari (Go to Safari Preferences to enable)
- Citrix Receiver (can be downloaded from http://www.citrix.com)
- RDP or VNC client (If granted desktop remote access via ISRF)

Web Bookmarks

1. **Employee Self Service** – Use this link to access your Hospital Email and Calendar.
2. **JeffMail Email and Calendar System** – Use this link to access your Email and Calendar.
3. **TJUH Intranet** – Use this link to go directly to the hospital intranet page.
4. **JeffApps – Citrix Web Interface** – Use this link to access the Hospital's citrix web interface. Popular applications include Jeffchart, Welsoft, ChartView, Ascent, and Teleresults. Links for Citrix versions of IE6 and IE8 are also provided for access to other hospital applications. **Note:** To access JeffApps, Java secure application manager must be running and Citrix Receiver must be installed.
5. **About This System** - Information about using Remote Access Portal, JeffNet, downloading software, and changing passwords.
6. **Pulse (TJU Portal)** – Use this link to access the university's pulse system.
7. **Methodist Physician Portal**

8. **IRB Homepage** – Provides access to IRB forms, eSEy, eazUP, and device tracking systems.
9. **JUPEmpower** – (viewable for Clinicians only) Use this link to access JUPs EMR system. **NOTE**: Java secure application manager must be running and Citrix Receiver must be installed.

Client Application Sessions

1. **Java Secure Application Manager** – Use the start button if Java Secure Application Manager does not start at sign in

Files

o **TJUH-MST / TJU-MST** – Use this link to access your hospital or university file shares.

Remote Desktop Access

o **Note:** Client must have submitted a previous Information Systems Request Form (ISRF) with users computer fully qualified domain name. Example (pcs1234.gibbon.tju.edu).

1. Make sure Java Secure Application Manager is running.
2. Open third party RDP application. Examples are Cord for mac (http://cord.sourceforge.net/)
3. Enter in your systems fully qualified domain name. Example (pcs1234.gibbon.tju.edu)

Common Issues:
   If Host Checker freezes after entering logon credentials:
      Resolution:
         Test Java by going to --java.com/en/download/testjava.jsp--
            Agree and continue and it will verify the Java version on the machine. If any updates or plugins are required, it will prompt you. Just follow prompts until it has been updated. When updated, test again and you should receive a congratulations message
         After confirming that Java is working:
            • Click on Safari>Preferences
            • Click the Security tab and choose "Manage Website Settings"
            • Click on Java and find the connect.tjuh.org URL listed in the right column
            • Click the drop down for that listing to "Run in unsafe mode"
            • Click on Done
            • Go back into "Manage Website Settings" and you should see the yellow exclamation point next to "Allow"
            • Click on Done to close window

For any issues or questions – call IS&T Solution Center at 215-955-7975.