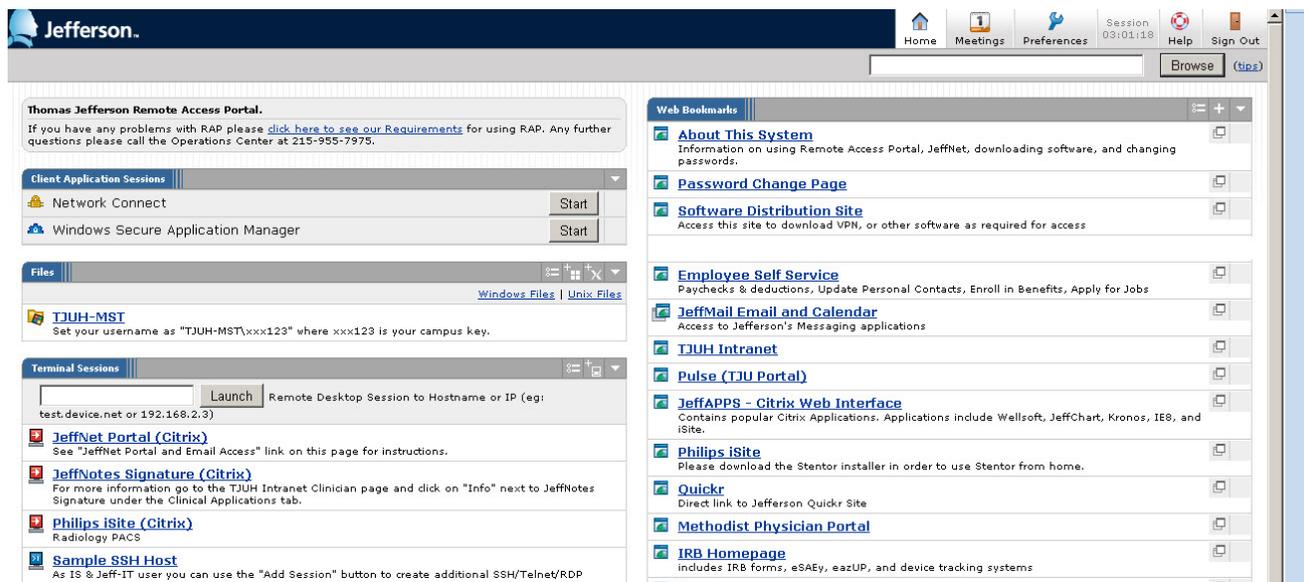


RAP Windows General User Instructions

System Requirements

- Operating System
 - Windows XP
 - Windows Vista
 - Windows 7
 - Windows 8
- Java 6.0 or higher
- Citrix Receiver – for access to applications requiring Citrix – this will be noted on the application
- Up to date Antivirus software



Web Bookmarks

1. About This System - Information about using Remote Access Portal.
2. Password Change Page – Use this link to change your Campus Key password.
3. Software Distribution Site – Use this link to download VPN or other software as required for access
4. Employee Self Service – Use this link to access your paychecks & deductions, Update Personal Contacts, Enroll in Benefits, and Apply for Jobs.
5. JeffMail Email and Calendar System – Use this link to access your Email and Calendar.
6. TJUH Intranet – Use this link to go directly to the hospital intranet page.
7. Pulse (TJU { Portal) – Use this link to access the university's pulse system.
8. JeffApps – Use this link to access the Hospital's Citrix web interface. Popular applications include JeffChart, Wellsoft, ChartView, Ascent, Kronos, 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.

9. Philips iSite – Use this link to access the Radiology iSite system
10. Quicker – Use this link to quickly access Jefferson’s Quicker site.
11. Methodist Physician Portal
12. IRB Homepage – Provides access to IRB forms, eSEy, eazUP, and device tracking systems
13. JUPempower - (viewable for Clinicians only) Use this link to access JUPs EMR system.
NOTE: Windows secure application manager must be running and Citrix Receiver must be installed.

Terminal Sessions

Note: Windows Secure Application Manager must be running and Citrix must be installed.

Links are provided to Citrix versions of popular applications.

1. JeffNet Portal (Citrix)
2. JeffNotes Signature (Citrix)
3. Philips iSite (Citrix)

Client Application Sessions

1. Windows Secure Application Manager – Use the start button if Windows Secure Application Manager does not start at sign in
2. Network Connect – Only available for power users. Gives user a campus IP address to provide a true VPN experience.

Files

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

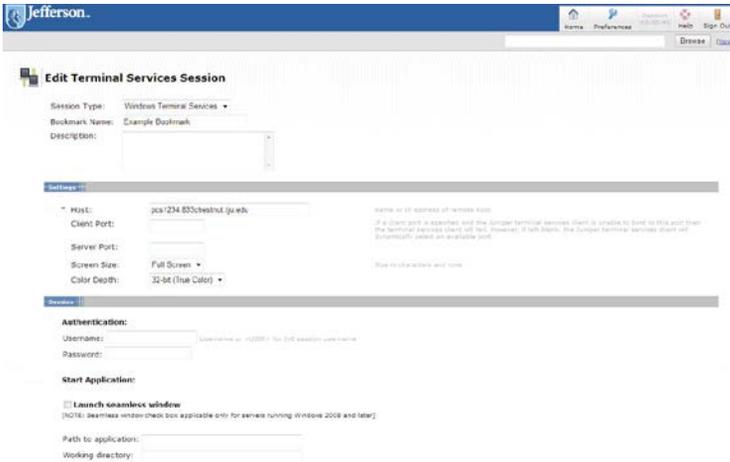
Remote Desktop Access

Note: Users must submit a ISRF to grant remote desktop access to their desktop. Users will not be able to create a bookmark till this is completed.

Users must create RDP links to machines. To create a link click the following box in the terminal session section.



The user will be presented with the following screen.



1. Under Session type select Windows Terminal Session
2. Under Bookmark Name enter a name for the bookmark.
3. Under hostname enter the fully qualified domain name or IP address of machine.
4. Click Add

Once Completed the bookmark will appear at the bottom of the Terminal Session as shown below.



Common Issues

- If Host Checker freezes after entering logon credentials:

Resolution:

Test Java by going to –<http://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 to confirm Java is working.

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