

Be sure to read steps 13-18 for troubleshooting.

## Instructions for installing the VPN application portal

### OVERVIEW:

The steps are to access the internet on your home (off-site) computer, login to the SJHA secure site for the various applications, including the Citrix icons, and then log into LCJ. It is necessary to install JUNIPER and CITRIX the first time this site is used, and it is frequently necessary to disable POP-UP BLOCKERS and sometimes to update Java and/or activate Active-X.

Note

In addition: You must have Administrative rights on the local computer.

### INSTRUCTIONS for first-time installation:

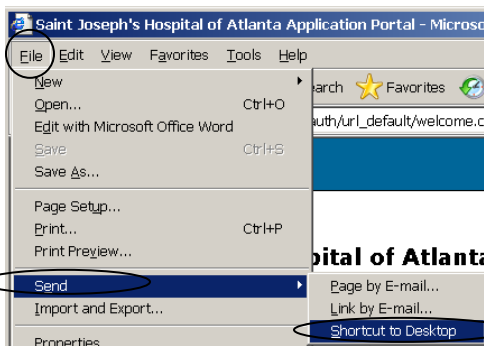
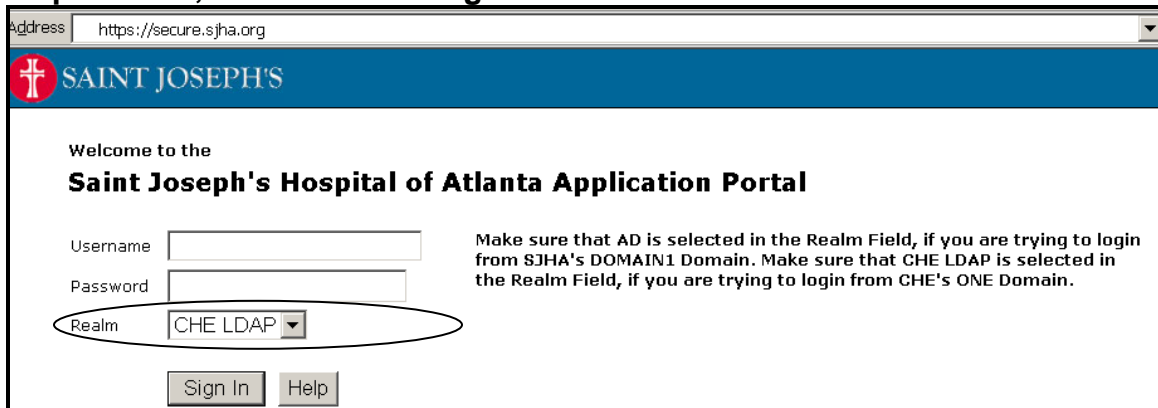
1. Open the internet browser as usual to any web page.
2. Erase the address line at the top of the page and type in:

**https://secure.sjha.org**

Type in the address line and press <Enter>



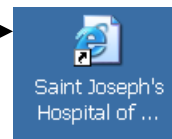
3. The "Application Portal" screen appears (see screen-print). Complete step 3A also, before continuing.



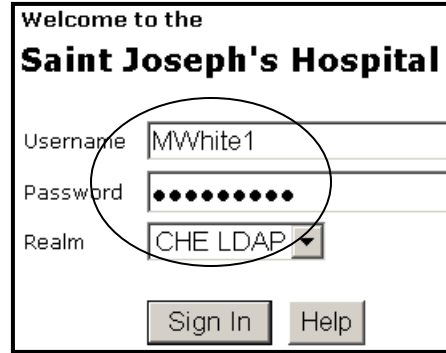
### Step 3 A: (optional) SHORTCUT\*:

To create a shortcut icon on your desktop at this point, click the menu choice for FILE and choose SEND, and choose SHORTCUT TO DESKTOP.

Also: Click "Favorites" from Toolbar and "Save as a Favorite".



3B. At the Application Portal screen, sign in with your network user name and password (just as if booting up or logging into web-mail.) Click the “Sign-In” button. If you get error that password is incorrect, be sure that you are entering the correct user name and password for the network and not for Kronos or other system. For other errors, such as “you are not authorized to access this site”, notify the help desk at 404-851-4000 option #1.

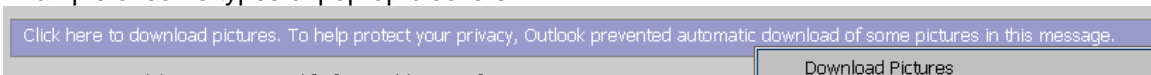


4. There will be a “pop-up” boxes that will ask you to **install the JUNIPER utility**. Be sure to stop and read these boxes – and be sure to allow it to install. It is over with quickly. And if your computer has POP-UP BLOCKER\* installed, you will have to click to permit the program to continue, or perhaps disable the pop-up blocker utility until after this installation.

If the box asks if you want to “open or save”, you should click OPEN so that it can proceed. Allow for response time before proceeding to the next step. (This takes place once for each computer you use. So you will go through it once at home, and perhaps later from a different off-site location, etc. Just remember to patiently go through each step and allow the Juniper utility to install.)

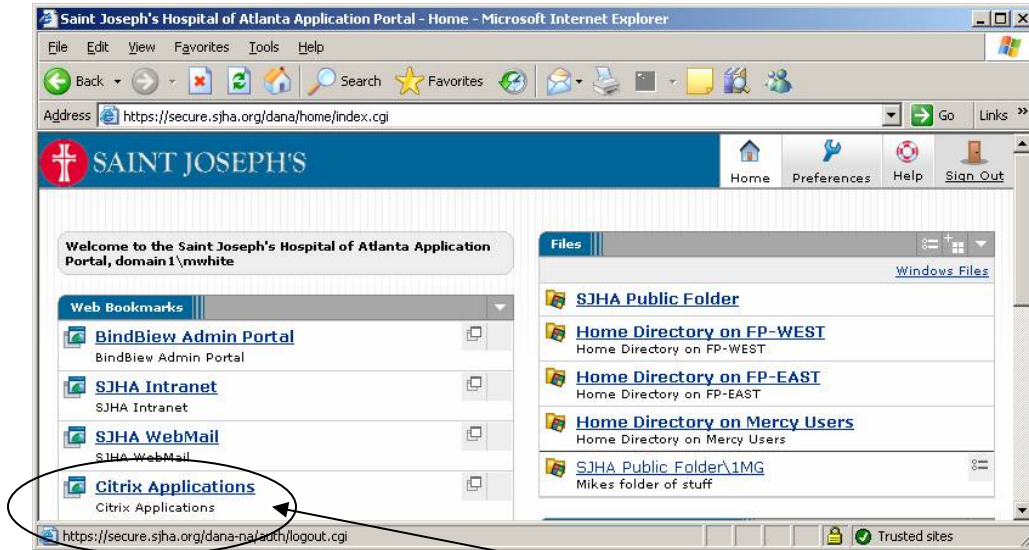
\*4B. POP-UP BLOCKERS: Some pop-up blockers can be disabled by choosing “Tools / Pop-up Blocker” from the Internet menu choices (top of your page). Other brands might be disabled through their own menu choices. A third possibility is a box across the top of the screen similar to this one, and all you do is click to continue the process.

Example of some types of pop-up blockers:



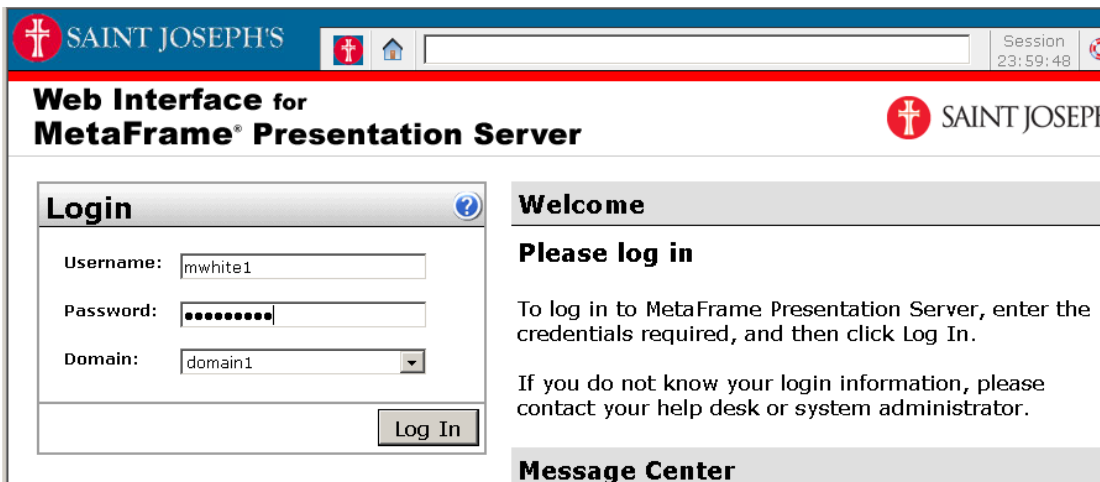
5. Once you have signed in properly, you will be at the **“Bookmark”** screen. There will be a list of choices. Your bookmark page will be similar to but not exactly the same as this one – different people have different choices. **NOTE: Physicians can usually access the Physician web site and the HPF and Imagecast programs from here.**

**THE “BOOKMARK” SCREEN:**



6. To access Kronos, IDX and other special applications, you must click Citrix Applications at the bookmark screen, and log in with your normal network user name and password again. The icons will appear next on the Citrix page.

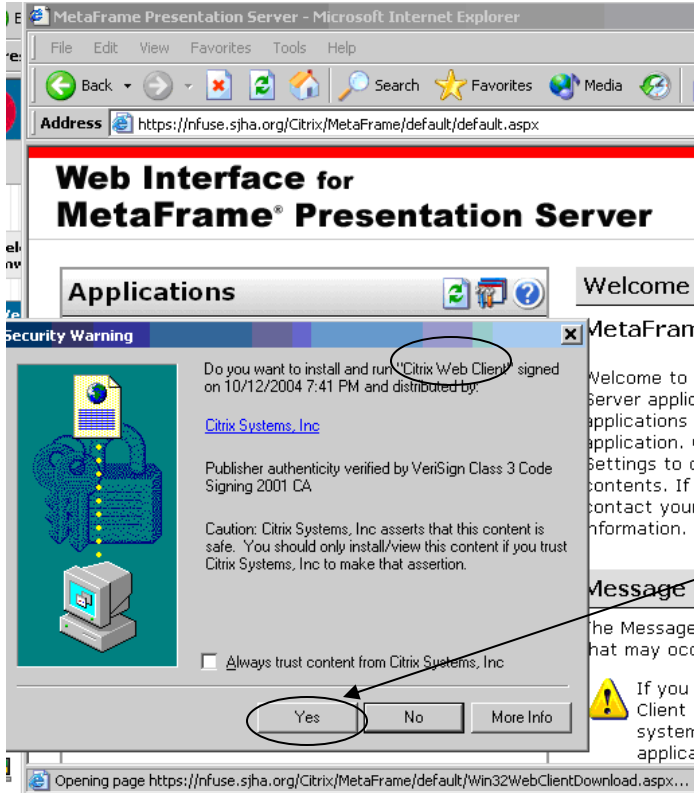
7. When you click Citrix, you will need to sign in with your network user name and password again (same as step # 3B). It will also stop and ask you to install the “Citrix Web Client”. Click “YES” to continue.



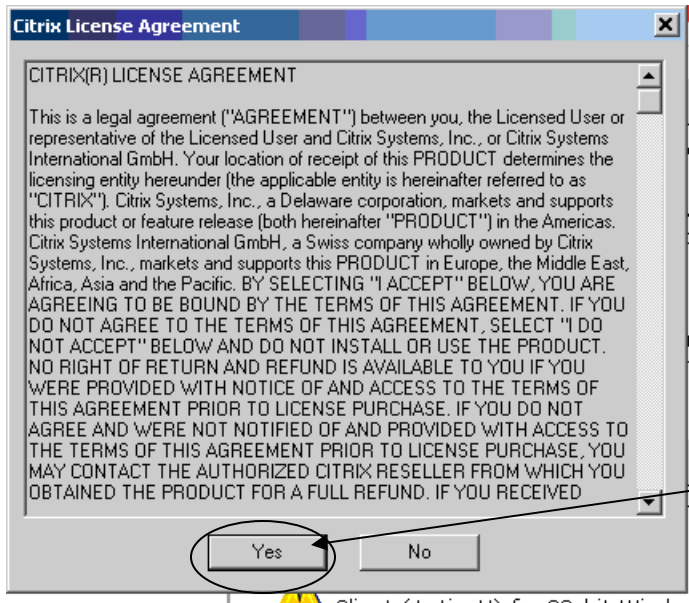
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to complete the Citrix Metaframe Presentation Server installation:

## 8. CITRIX METAFRAME PRESENTATION SERVER INSTALLATION:



Click "YES" to install the Citrix Web Client (Citrix Metaframe Presentation Server).

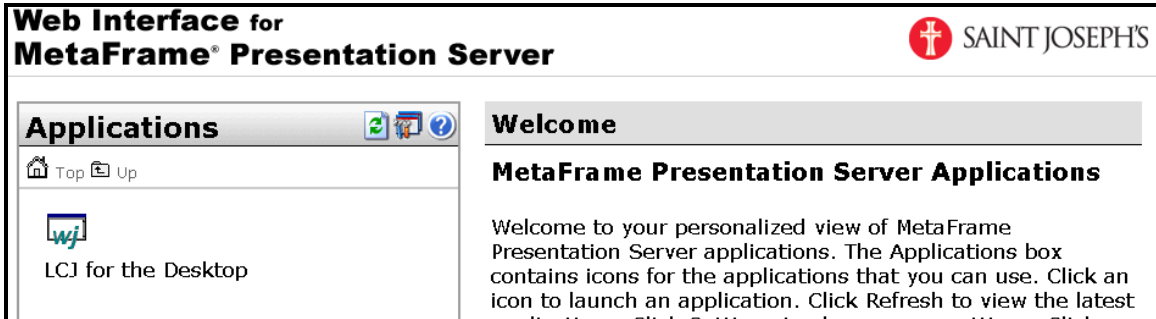


Click "YES" to continue past the Citrix License Agreement page.

Allow the program to finish the installation. Continue next page.

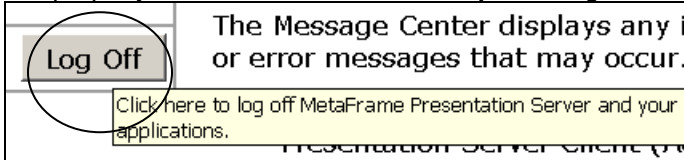
9. At the Citrix screen, you will have one or more icons, such as the LCJ system, or the KRONOS time & attendance system..

Citrix MetaFrame Presentation Server screen:



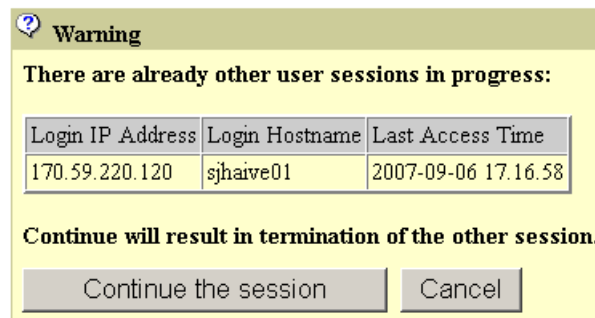
**10. LOGGING OFF correctly each time is very important!**

As you work, some choices will open up additional screens. When you finish with a screen, look to see if there is a “LOG OFF” or “Sign Out” option on that page somewhere, and click there to exit properly from the server rather than just “X”ing out of the page.



**11. Duplicate session:** If you try to log on again, the following error appears:

The system will disconnect in 15 minutes, Or you can click “Continue the session.”



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## **15. HINTS :**

Avoid using the large Internet toolbar icons as you work until after you have logged out of the SJ VPN system, and concentrate instead of using the icons, buttons, and selections available within the VPN screens. Using the large toolbar icons will likely cause you to leave the VPN accidentally. If so, you can usually recover by returning to the screen that displays the list of bookmarks.

## **16. TROUBLESHOOTING:**

If you have trouble, please read me the error message you get (voicemail at 404-851-7336 would be best) and we will try again.

## **17. PROCEDURE FOR FUTURE LOG IN SESSIONS:**

Note that future log in sessions on the same computer will not require installations. Here are the steps:

1. Open Internet browser by clicking on the desktop shortcut you made in step # 3A.
2. Sign in with your network user name and password. Click "Sign-In."
3. The Bookmark page appears. Click on the item for CITRIX.
4. Sign in at the Citrix screen with the same user name and password.
5. The Kronos icon appears. Click to open the program.
6. Sign in here with your employee number & password for Kronos.
7. Remember to click the appropriate "LOG OUT" or "SIGN OUT" buttons to leave each page so that your session properly terminated on the server side.

## **18. System Requirements:**

In order to access our VPN successfully, your home computer must meet the following requirements:

Microsoft Internet Explorer 6 (IE 7.0 is not supported) (Firefox is not supported)

Microsoft Windows XP (Vista is not supported) (Macintosh is not supported)

A internet service provider with high-speed connection to the internet

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*Thank you,*

*Mary Ann White x3270  
Information Services Call Center  
404-851-4000 #1*