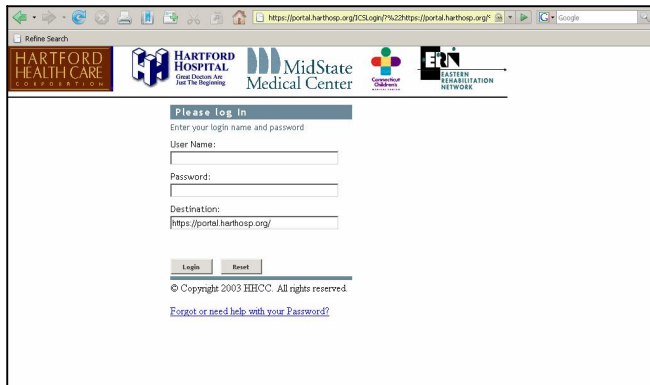


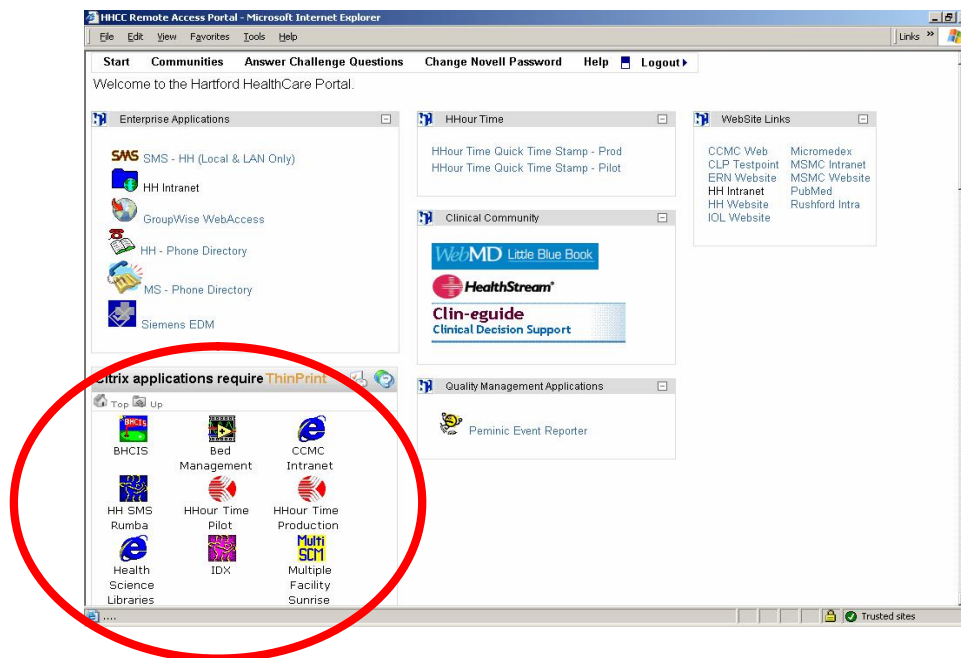
Access Health Science Resources from Home or Office (Mozilla Firefox browser works better than Internet Explorer) One-time Citrix installation

1. **Log into the Hartford Hospital portal (<http://portal.harthosp.org>) with your Novell user name & password**



- a. Don't have a Novell sign in? Call Information Services' HelpDesk at 545-5699.

2. On the Hartford Healthcare Portal homepage, **do you see Citrix icons?**

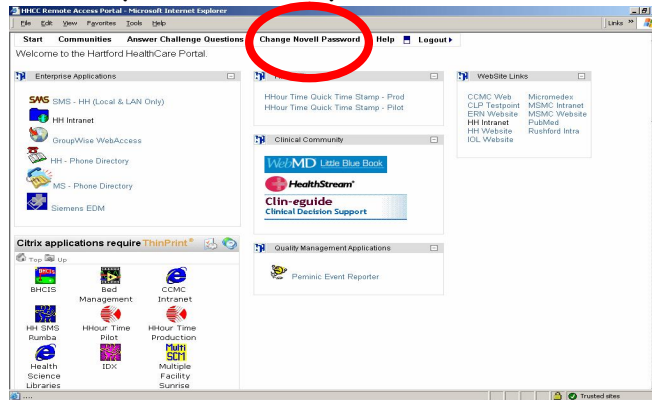


a. Yes...I see Citrix icons.

- i. Click on the Health Science Libraries icon in the Citrix Applications box.

b. No...I don't see Citrix icons.

- i. Reset your Novell password at CHANGE NOVELL PASSWORD.



- ii. Once password is changed, close the browser and sign back in.
- iii. Still no Citrix icons? Call Information Services at 545-5699.

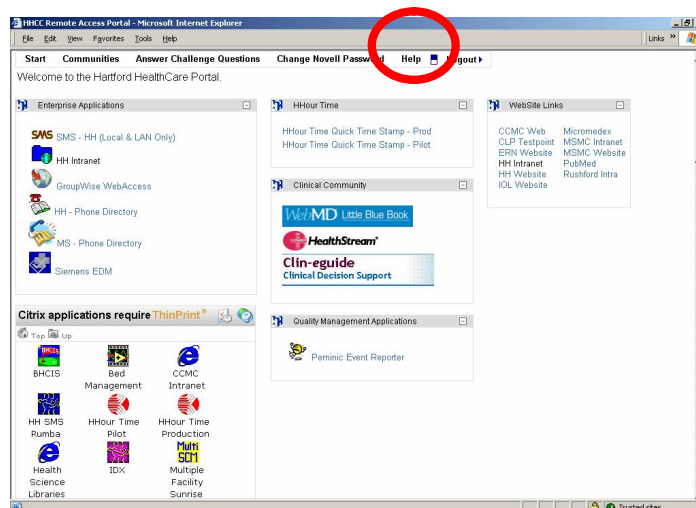
3. When you click on the Health Science Libraries icon, did Citrix launch?

a. Yes...I'm in!

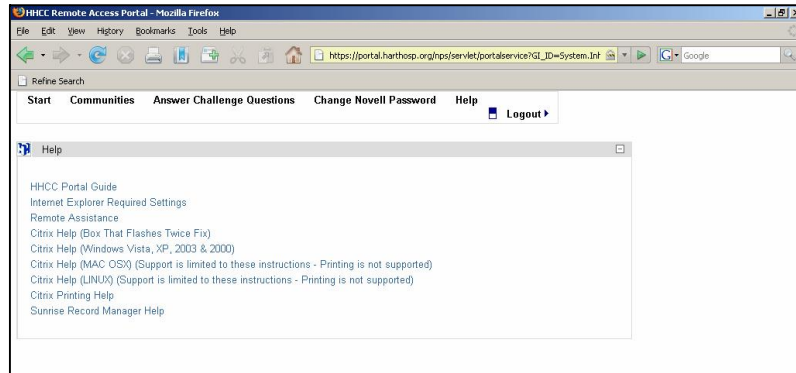
- i. Make sure you can print-see below.

b. No...not yet.

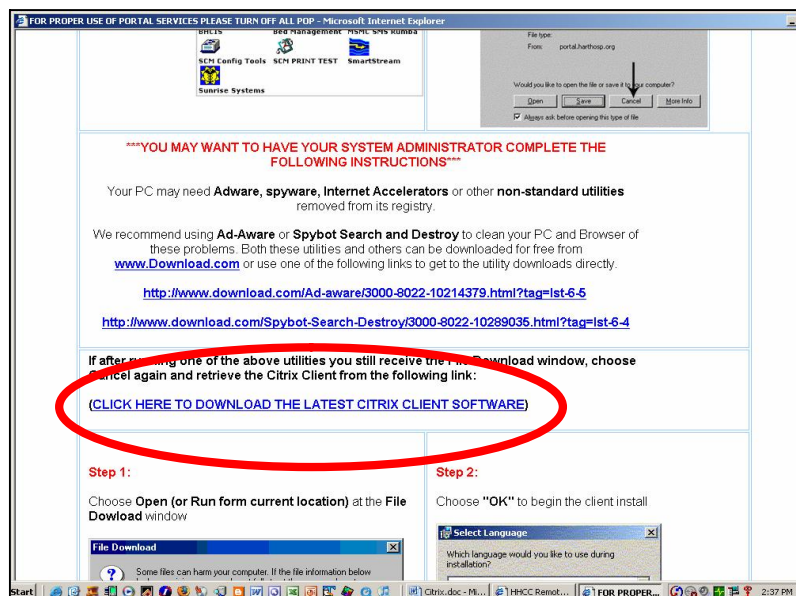
- i. Is Citrix already installed? Start > Settings > Control Panel > Add and Remove Programs
- ii. If you see Citrix Presentation Server there, remove it and reinstall.
- iii. If you don't see Citrix Presentation Server, install it now.
 - 1. Click HELP at the top of the Portal page



2. Click on the appropriate choice for your computer.

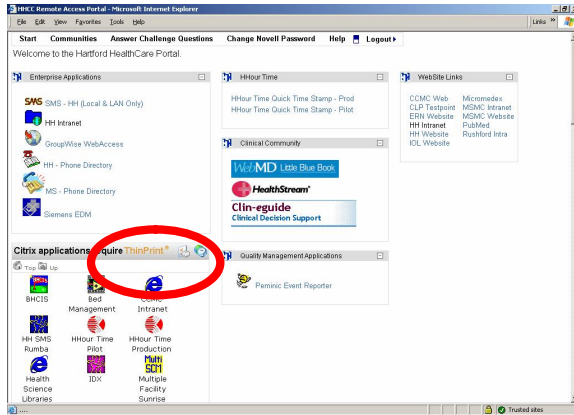


3. Click on **CLICK HERE TO DOWNLOAD THE LATEST CITRIX SOFTWARE**



4. Once application is installed, **REBOOT** your computer.

4. To print at your local printer, follow directions for ThinPrint



For more help, please call Information Services' Customer Support at 545-3699. Support is available 24/7.