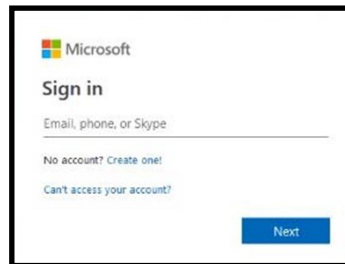**eamc**
east alabama medical center

Microsoft Authenticator App

EAMC requires users to use the Microsoft Authenticator mobile app on a smartphone to provide an easy way to go through the multifactor authentication ("MFA") process, and at no extra cost for messages or calls.
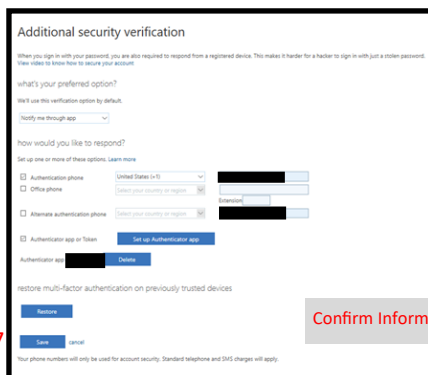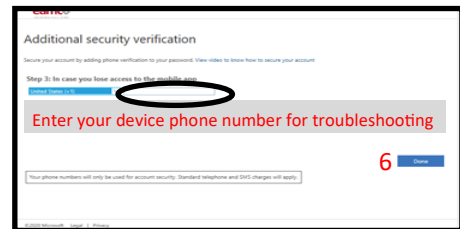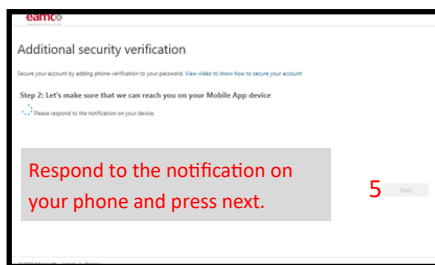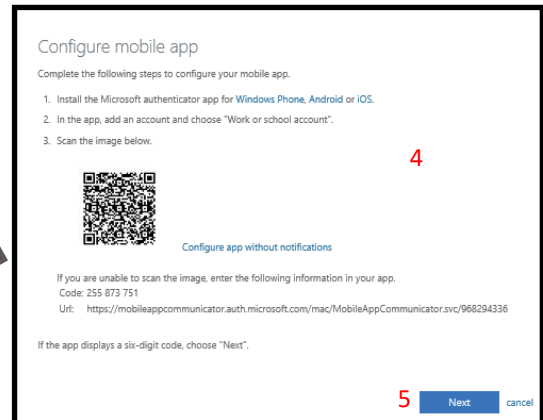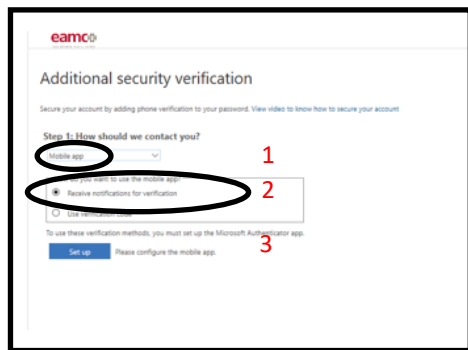
Registering for MFA for the first time:

- Use of the Microsoft Authenticator mobile app is **required**, and will require you to install the Microsoft Authenticator mobile app on your iOS/Apple or Android phone. **These apps must be downloaded from the Google Play store (Android) or Apple App Store before proceeding.**
- **Mobile/office phone calls, SMS text, and email authorization is not supported.**
- Enrollment in MFA is ONLY needed for remote access to EAMC network or applications; MFA is NOT needed for workstations or devices connected to the EAMC network.
- MFA enrollment is best done from a computer, not from a mobile phone.

1. On your computer visit: https://aka.ms/MFASetup

2. Use the XXXXX@eamc.org (or assigned) identifier from the External Access form and your EAMC password.

3. Configure the Microsoft Authenticator mobile app by following the instructions below:

Respond to the notification on your phone and press next.

Enter your device phone number for troubleshooting

Confirm Information and Save

Detailed Microsoft MFA instructions can be located at:

https://docs.microsoft.com/en-us/azure/active-directory/user-help/multi-factor-authentication-setup-auth-app

 EAMC does not troubleshoot non-owned hardware or software solutions and recommend that all issues be communicated to your IT support staff.

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Remote Access Procedure

Follow these instructions for home devices. If you work for a company, you may need to contact your IT department for installation.

1. **If present, uninstall all previous version of Citrix Receiver.**

Widows 10 Instructions

- Type "**Add or remove programs**" in the search field located on the taskbar. Select from search resullts
- In the "**Apps & features**" pane, find a program you want to uninstall; select the program and click uninstall to remove.
- Windows will uninstall the program, deleting all files & data.

2. **Download Citrix**

- For Windows:
https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows-ltsr/receiver-for-windows-ltsr_4_9_8000.html
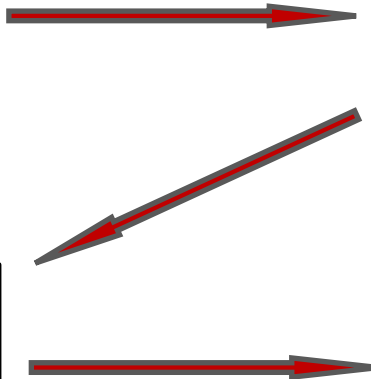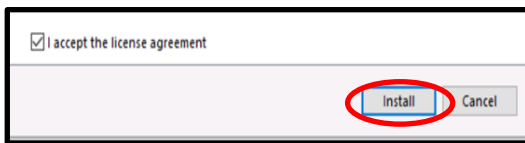- For Apple:
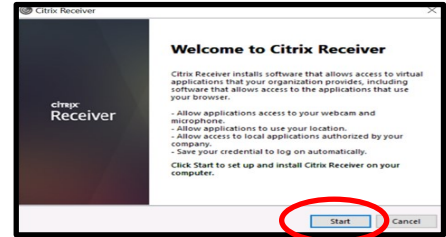https://www.citrix.com/downloads/citrix-receiver/mac/receiver-for-mac-latest.html

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3. **Install Citrix version 4.9.800**

- Select/double-click "**CitrixReceiver.exe**" to begin installation.
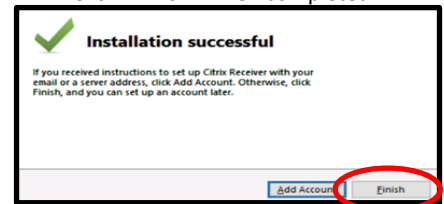- You may see a question regarding allowing this app to make changes to your device. Select "**Yes**".

Accept the License Agreement and Click "**Install**"

Select "**Start**"

Click "**Finish**" when completed.

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4. **Accessing EAMC using Multifactor Authentication**

- Type https://citrixmfagw.eamc.org/Citrix/MFAWeb/ in your browser to get to the EAMC Sign in page.
- Login with you EAMC credentials.**

** You will be prompted to create a secure password if this is your first login. (Minimum length 8 characters, must contain 3 of 4 of these character categories: Upper Case Letter, Lower Case Letter , Number, Special Characters)
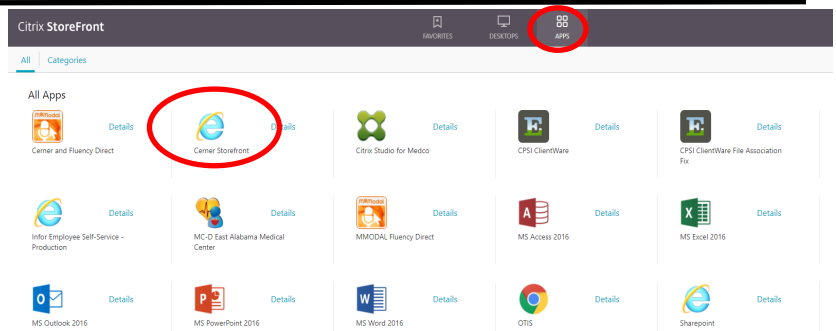
Click "**Detect Receiver**" if window appears
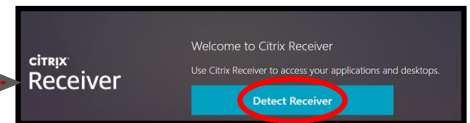
Select "**Open Citrix Receiver Launcher**". If nothing happens, select "**Already Installed**".
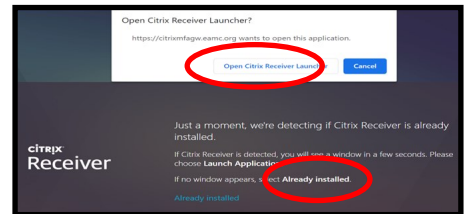
5.
- Your Citrix Homepage should appear.
- Click on "**Apps**" in the Citrix Toolbar.
- Select **"Cerner Storefront"** to access Cerner.
- Utilize the search window to search applications that do not appear on the Citrix front page.

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*Access to Cerner through these instructions has been confirmed using minimum technology recommendations from each solution provider. Issues may prohibit connection to Cerner (e.g. out of date OS or virus/malware solution, firewall settings, browser/certificate integrity). EAMC does not troubleshoot non-owned hardware or software solutions and recommend that all issues be communicated to your IT support staff.