IT Support for Personally Owned Macintosh Computers

There are certain ways personally owned Macintosh Computers can be used to access UConn Health resources. However, IT support for personally owned computers is limited to the information in this document. If the issue you are experiencing is not covered in this document, UConn Health IT will not be able to assist you with resolving it. We have options listed below to help arrange for a properly secured and supported UConn Health computer so we can make sure to keep our network as secure as possible.

As of February 2021, MacOS 10.14.6 (Mojave) is the oldest Mac OS version still receiving security updates from Apple. Please do not connect to the UConn Health network, or access any UConn Health resources if the version of MacOS on your computer is 10.14.6 or earlier.

Option 1: If your computer meets the security requirements explained above, move on to the next page for more details on what systems can be accessed from personally owned computers.

> **Page 2 -** DUO Two Factor Authentication / Accessing email / Citrix Installation
> **Page 3 -** Citrix Applications
> **Page 4 -** Account Lockouts – Deleting Keychains

Option 2: We can provide you with a quote to have your department purchase a new Mac or PC that can be properly secured and supported.

Option 3: If your department has a spare Mac or PC available, we can make arrangements to configure that computer for you.

Option 4: If you have a PC computer on-site but no way of remoting in, that on-site computer can be configured to work from home and access the UConn Health network securely from off-site.

If your personally owned computer does not meet the security requirements, or you do not want to move forward with the options above, please contact Michael Cummings, Director of Support Services at UConn Health. micummings@uchc.edu

Contacting Apple Support

Apple Store Westfarms
500 Westfarms Mall
Farmington, CT 06032
860-221-0800
https://www.apple.com/retail/westfarms

Apple Support
1-800-692-7753
https://support.apple.com

Using DUO - Dual Factor Authentication on a Mac

These instructions are based on the use of a smart phone with the DUO Mobile app installed. We strongly recommend using this method as it offers the most options for dual factor authentication. If you do not have a smart phone please contact the service desk at x4400 for alternative options.

Registering a Smart Phone with the DUO Portal
https://health.uconn.edu/information-technology/wp-content/uploads/sites/45/2020/03/mobile-phones.pdf

DUO Management Portal
https://dmpportal.uchc.edu

Accessing UConn Health Email

https://mail.uchc.edu

Go to this website with any web browser and log in with your UConn Health credentials.

Citrix – Workspace App and Web Version

We recommend using the Citrix Workspace App. T*o use the Citrix Workspace App the only DUO authentication method available is the **Push**. If you do not have a smart phone* you can access the web based version of Citrix at: https://remote.uchc.edu and have access to DUO's alternative options.
Go to this website with any web browser and log in with your UConn Health credentials.

Citrix Workspace App - Download & Installation

Go to https://www.citrix.com/downloads

Within the dropdown menu choose *"Select a Product"* select **Citrix Workspace App for Mac**

Once downloaded and installed, launch Citrix Workspace.

You will be prompted to enter your full UConn Health email address: ***username@uchc.edu*** to configure your account, then you will then be prompted to enter your UConn Health username and password to log in.

Citrix Workspace App - Troubleshooting

When you download the Citrix Workspace app installer, there is an uninstaller file contained in that folder. Download the latest version of Citrix and run the uninstaller. Then re-install the app, log in and try again.

Citrix Applications

Once logged into Citrix either through the app or a web browser, you will have access to many apps. The most commonly used ones are outlined below.

If you do not see any the following icons in your FAVORITES view click on the APPS tab in the gray bar.

If they do not appear in the APPS tab, contact the Service Desk at x4400 to ask about having it added to your Citrix application list.

Remote Desktop:
This will not allow you to remote into a Mac, only from a Mac or PC - into a PC.
When the Remote Desktop app launches you will need to enter your **PC computer name.** You will then be prompted to enter your UConn Health username and password.

Kronos - Time Reporting
You will be prompted to enter your UConn Health username and password.

Axium
You will be prompted to enter your UConn Health username and password.

EPIC
Go to the EPIC Prod icon, or you can open a VDI session to access EPIC, see the VDI section below for more details. While the EPIC Prod icon is quicker to load, it has a few limitations of functionality on the Mac platform that work properly in the VDI interface.

VDI – Virtual Desktop Interface (Windows)
Click on the DESKTOPS Tab at the top of the Citrix window and look for an icon named Win7 Type1, or Win10 Type1. This will open a Windows or Windows 10 VDI session, the startup process looks similar to swiping your ID at an impravata badge scanner on a PC.

In most cases you cannot save files to, install applications, or save preferences to a VDI session. It will reset to the same settings every time you log in.

When closing a VDI session go to the Start menu and choose Shut Down like you would do on a PC. Simply closing the window can caused unexpected issues with your Citrix account.

Deleting Stored Passwords (Keychains) on Macintosh Computers

If you are experiencing recurring account lockouts you can remove any UConn Health related stored passwords. They can become corrupted and send the wrong information to our systems resulting in account lockouts.

Go to Macintosh HD > Applications > Utilities > Keychain Access

Select **Login** on the upper section of the left side bar

Select **Passwords** on the lower section of the left side bar
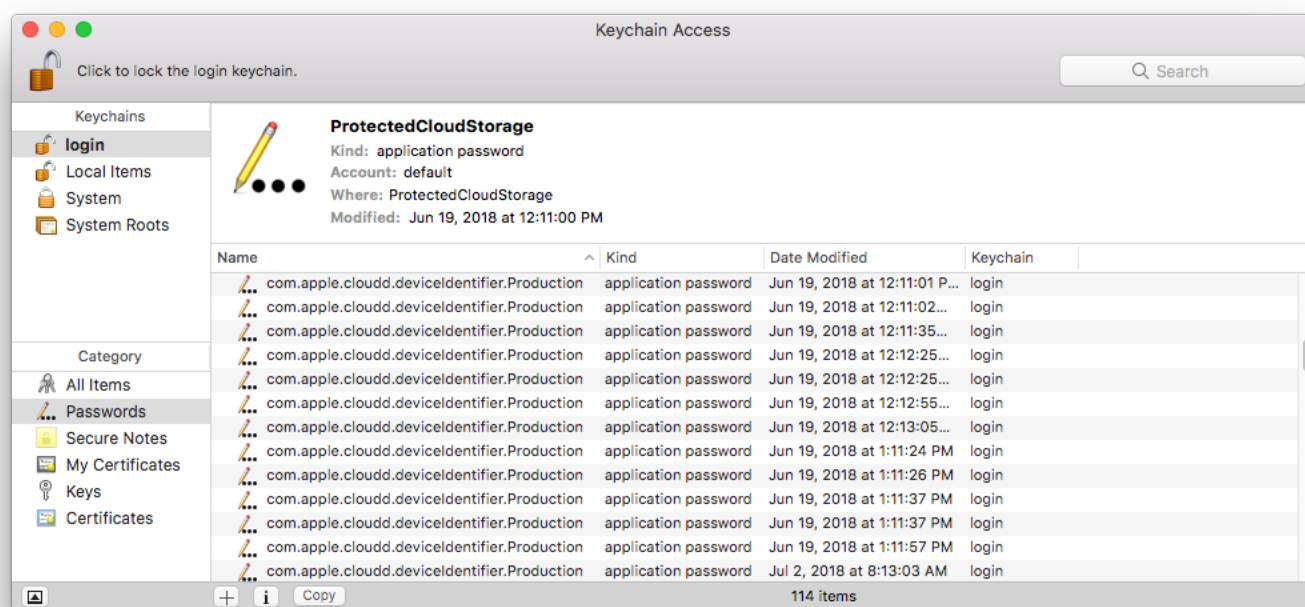
In the search bar at the top right, enter the terms listed below. Delete the keychains shown in the main window generated by each search.

Exchange
UCHC
Citrix
Microsoft
Skype for Business
<unknown>

After you have deleted the keychains associated with these terms, restart your computer and try to access a system that requires your network password.