

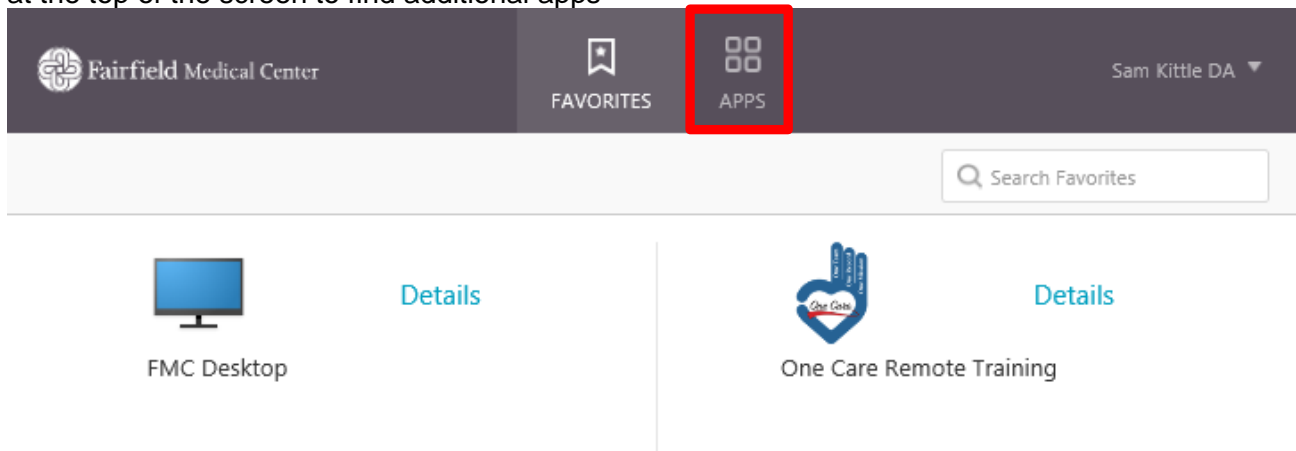
FMC REMOTE ACCESS TROUBLESHOOTING GUIDE

2018

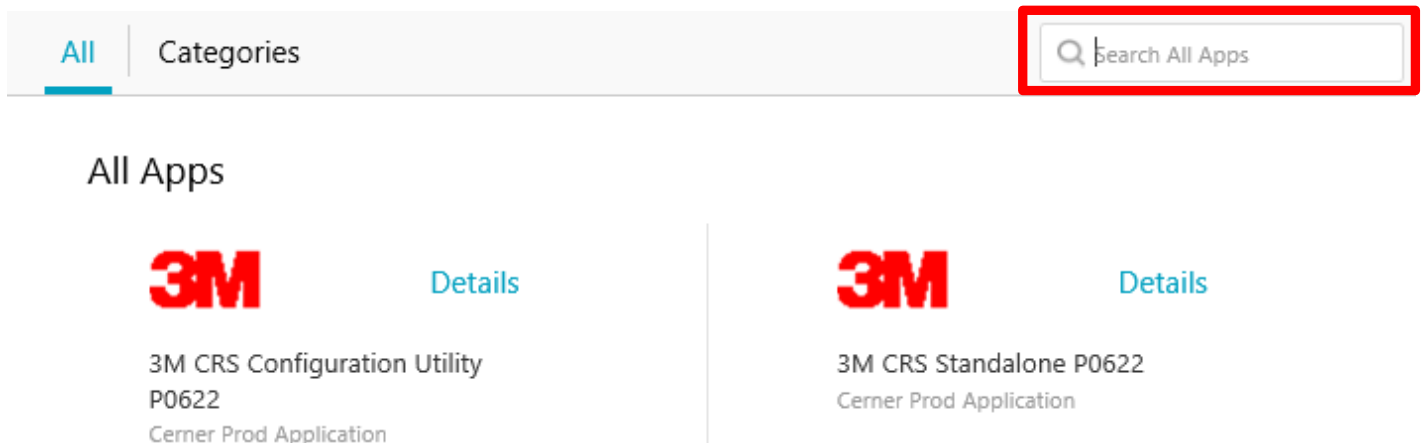
FMC Remote Access website is <https://myfmc.fmchealth.org/>

CUSTOMIZING YOUR CITRIX APPLICATION LIST:

After logging into the FMC Remote Access website, you will land on the Favorites page. Click on the Apps tab at the top of the screen to find additional apps



You can search for the app by scrolling in the list of available apps or by typing in the search bar

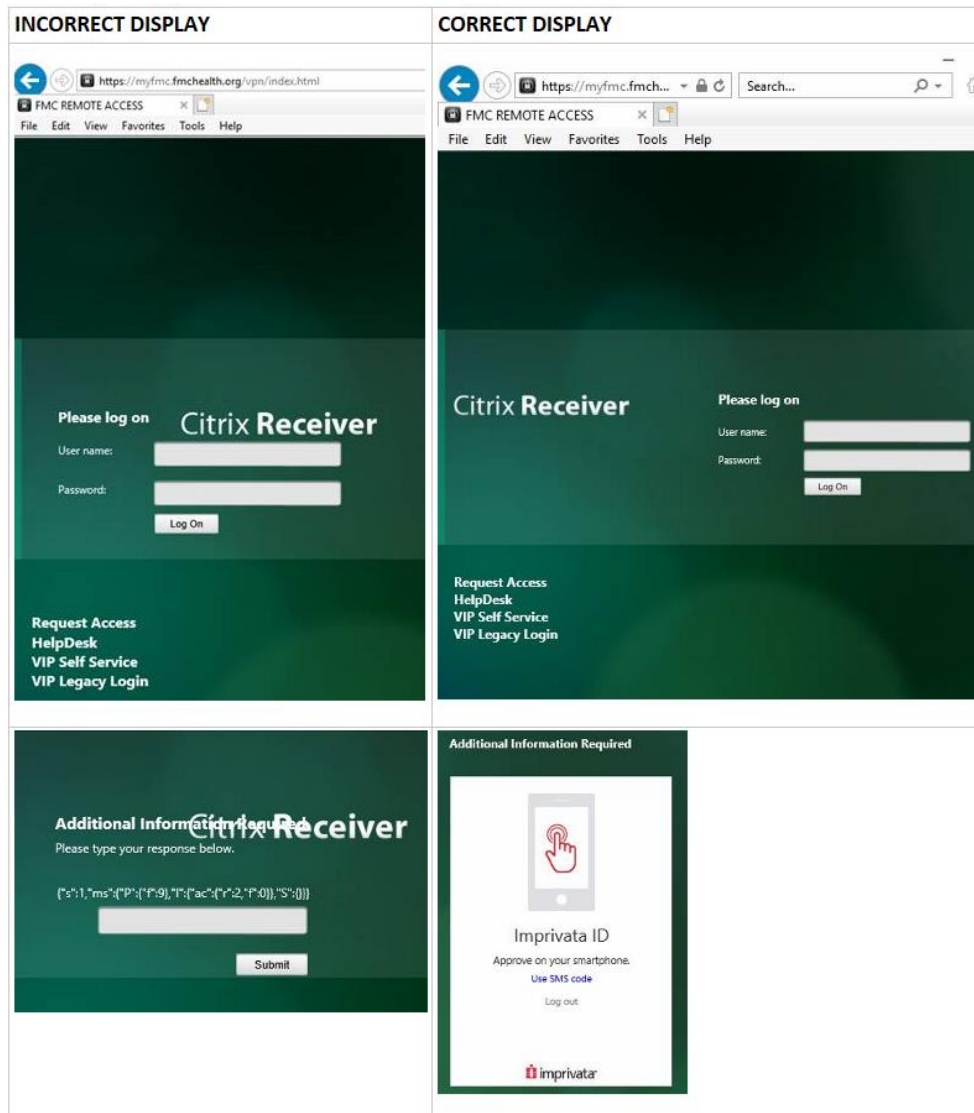


Click the Details button, Click Add to Favorites



INTERNET EXPLORER PROMPTS USER TO ENTER CREDENTIALS, IMPRIVATA ID NOT WORKING:

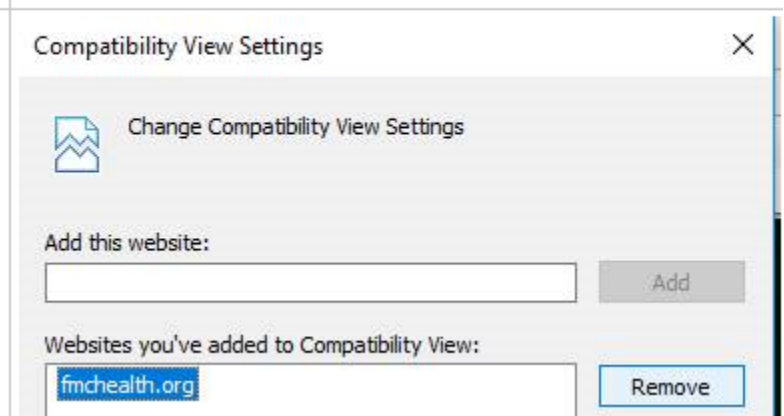
When user logs into myfmc.fmchealth.org using Internet Explorer, the user see the following display



To correct this, Remove fmchealth.org from the Internet Explorer compatibility view settings.

Remove compatibility view settings by doing the following:

1. In Internet Explorer, click **Tools**
2. Select **Compatibility View Settings**
3. Select **fmchealth.org** to highlight it. Click **Remove**
4. Click **Close**



REINSTALL CITRIX RECIEVER:

Uninstall your Citrix Receiver from your Device

You can re-install using the myfmc.fmchealth.org site when you sign back in or in the option under your account in the top right corner.

Activate...

Install Citrix Receiver...

Change password...

About

Log Off

REINSTALL IMPRIVATA ID APP:

If you get a new phone or reset your current phone, you will have to reinstall the Imprivata ID app and call the help desk to have your Imprivata ID token reset. You will then re-enroll your new token.

IMPRIVATA ID NOT PUSHING NOTIFICATION:

Users MUST ALLOW Notifications, Location Services, and Bluetooth Access on the initial download and setup of the Imprivata ID App. You may be able to turn these permissions on after setting up the app within the settings of your device.

If you reinstall the Imprivata ID app, please call the help desk to have your Imprivata ID token reset. You will then re-enroll your new token

If you need assistance, please contact the FMC Help Desk at 740-687-8070