New Remote Access – **Enrollment Required**

Faster, more secure Remote Access and Citrix (VDI) portals are now available. Please **enroll and begin using** the new websites by **February 18**.

**STEP 1: Enroll**

- While connected to the HCA network, visit [https://gateway.hca.corpad.net/enroll](https://gateway.hca.corpad.net/enroll)
- Follow the enrollment instructions on the screen

**STEP 2: Visit New Remote Access for Your Computer Type**

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<th>Physician-Owned Computers</th>
<th>HCA-Owned Computers</th>
<th>Employee-Owned Computers</th>
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| • Visit the new Virtual Desktop at [https://northtexas.vdi.medcity.net](https://northtexas.vdi.medcity.net) | • **Open Pulse Secure** (It's this icon in the lower right-hand corner of your screen: ![Pulse Secure Icon])
 | • **Manually create** a bookmark or desktop shortcut to the new website | • Visit the new site: [https://northtexas.clio.medcity.net](https://northtexas.clio.medcity.net)
 | • **Delete** any bookmarks or desktop shortcuts to the previous VDI site | • **Manually create** a desktop shortcut to the new website | • **Delete** any bookmarks or desktop shortcuts to the previous Simplified Remote Access site |
| **NOTE:** The new VDI system requires Citrix Receiver versions 4.6 or higher (Windows) / 12.4 or higher (Mac). Contact Physician Support at (877) 422-2060 to ensure you have the right version of Citrix. | • **Once the application launches, click the + sign** to create a new connection |  |
|  | • **Enter the new portal information:**
  - **Type:** Select Policy Secure (UAC) or Connect Secure (VPN)
  - **Name:** Enter HCA Remote Gateway
  - **Server URL:** Enter [https://northtexas.clio.medcity.net/managed](https://northtexas.clio.medcity.net/managed)
  - **Click Add** to save the connection |  |
|  | • **Going forward, **always connect** to remote access using Pulse Secure** – not by visiting the remote access website |  |
|  | • **Delete** any bookmarks or desktop shortcuts to the previous Simplified Remote Access site |  |

**STEP 3: Confirm Your Identity**

- You will need to **confirm your identity by receiving a PIN** when you log in to the new system
- Select “Don’t ask again on this device”

**How to Create a Desktop Shortcut:** Right click on your desktop background and select **New**, then select **Shortcut**. **Type** the new Remote Access or VDI web address in the **Location** box. Click **Next**, and name the shortcut **HCA Remote Access**.

**Questions?** Please contact the Service Desk at (972) 906-8473. Providers, please call Physician Support at (877) 422-2060.