

ST. JOSEPH'S COLLEGE OF NURSING

SETTING UP REMOTE SERVICES (TRINITY CONNECT)

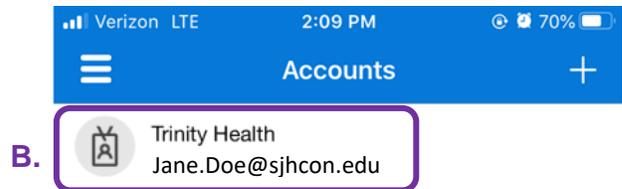
Please ensure you follow all steps in the order they are presented. Failure to complete a step may impede your ability to log on. If you are unable to complete any process in this guide, please reach out to a member of the technical staff for assistance.

STEP 1: VERIFY YOUR MUTIFACTOR AUTHENTICATION APP

Trinity Connect uses Microsoft Authenticator, a Multifactor Authentication App (MFA) in order to verify your credentials when accessing remote services. This is the same process and the same app we use to verify logins to your email.

If you've already setup your email, it would be extremely rare that you would not have already setup the Microsoft Authenticator app.

You can verify your app is installed and in good order by navigating to it on your phone (A), opening it, and verifying you see your email and account info listed on the app's front page (B).



If you don't see the app, or your account info isn't listed under the app as shown above, please call 315.448.5040 and ask to speak with a member of the technical staff who can assist you.

For all others who have already setup Microsoft Authenticator for their email access, you can move ahead to 'STEP 2'.

STEP 2: SETUP CITRIX WORKSPACE

In order to open the resources that you'll find on Trinity Connect, you'll need to install Citrix Workplace. Citrix Workplace is the successor to the Citrix Receiver app; you may hear these terms used interchangeably.

First step is to download the app. Below you'll find the download links directly from Citrix. Although the app is available on most platforms, for this guide we'll be installing on a desktop.

Citrix Workplace Download:



Windows 10

[\(download for Windows\)](#)



macOS®

[\(download for Mac\)](#)

Once downloaded, open the file to begin the installation. Depending on your system the install may look slightly different. Generally, you want to click 'Start', accept the license agreement, and then click 'Next'.

App protection

Enable this option to prevent screen captures of the app, and to protect it from keylogging malware.

A.

Enable app protection **DO NOT CHECK**

Warning: You cannot disable this feature after you enable it. To disable it, you must uninstall Citrix Workspace app. For more information, contact your system administrator.

Install Cancel

During the install, you may be brought the screen shown on the left. The most important part of this screen prompt is to ensure you **do not** check 'Enable app protection' (A).

By default, it will be unselected, and you want to leave it this way.

Next the install will check to see if you have all the necessary prerequisites. Depending on your hardware, make, and how often you perform updates, this portion may take 5-10 minutes to complete. For most, it should not take too long.

Once the install completes you'll be brought to an 'Installation successful' screen. From here you have two options, 'Add Account' and 'Finish' (B).

We won't need to add an account at this time so make sure to click 'Finish' to exit the installer.

That completes STEP 2! Now that we have Citrix Workplace installed we can open our apps from the Trinity Connect portal.

If you're interested in utilizing Citrix Workplace for your mobile device, be sure to check your app store for its availability.

CITRIX®



Installation successful

If you received instructions to set up Citrix Workspace app with your email or a server address, click Add Account. Otherwise, click Finish, and you can set up an account later.

B.



Add Account



Finish

STEP 3: SETUP & LOG INTO TRINITY CONNECT

All the remote services we offer are located in one area known as Trinity Connect. This is a network portal that will conveniently place all the apps you have in one location.

If at any point you have trouble during this step, please call the system office for assistance. They can be reached at 1.888.667.3003

Now that we're ready, let's jump over to the Trinity Connect portal. We highly recommend you bookmark this page but you can always find the link to Trinity Connect on our website from the resources page. Make sure to choose the correct portal depending on the type of computer you have.

Trinity Connect Portal



Trinity Connect (Windows)
<https://connect.trinity-health.org/>



Trinity Connect (Mac)
<https://macs.connect.trinity-health.org/>

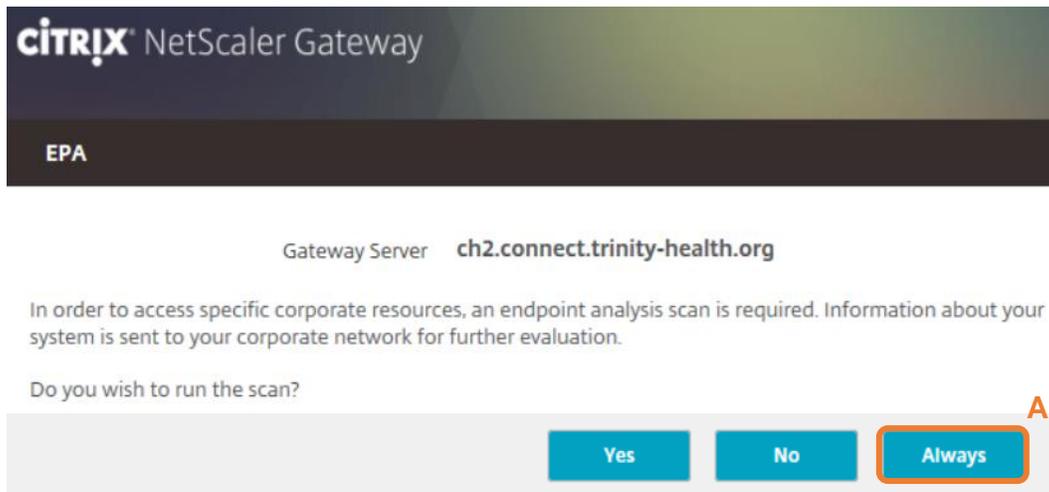
Click the link above and you'll be brought the portal where a few checks will begin to appear as you make your way through the initial setup.

These next parts can be tricky. Depending on the type of computer you have, the browser you're using, or if you've used these apps before, the order in which the next few prompts appear may be different for everyone. *The important take away is to address the following items if and when they come up and approve any prompts you receive.*

Ultimately you want to reach the logon page, but the following items may appear before or after you reach it. How to address each if they appear for you is outlined below; don't be afraid to skip and come back to each if you don't immediately see them:

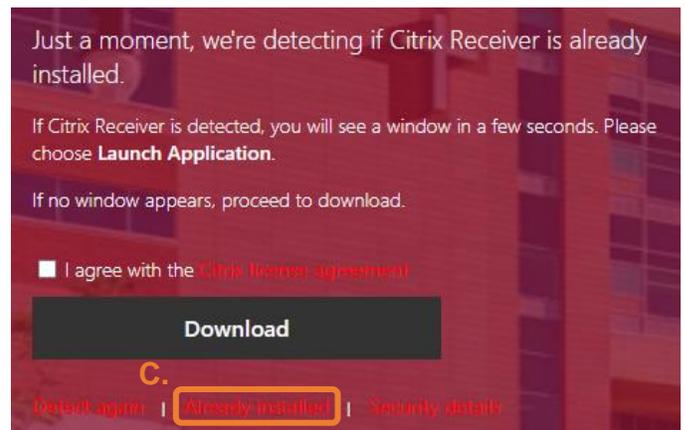
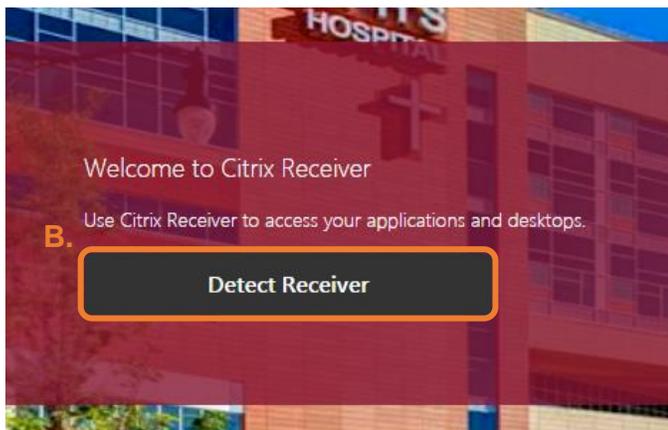
Citrix NetScaler Gateway

If this is your first time setting up, at some point you'll be asked to download the Citrix NetScaler Gateway plugin. If prompted to do so, you'll want to download and run the app. Also be sure to grant the NetScaler Gateway any permissions it requests. If you get a screen similar to the one below, you'll want to choose the option 'Always' (A)

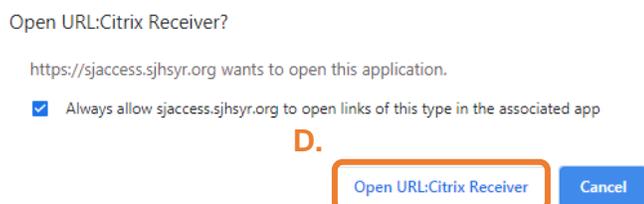


Citrix Receiver Detector

Even though we've already downloaded Citrix Workplace in 'STEP 2', the system does runs checks to make sure it's installed. If you encounter a prompt similar to the one below you'll want to choose 'Detect Receiver' (B) and if faced with the second prompt, choose 'Already Installed' (C)



Additionally, if you encounter the below prompt from your browser at any point, make sure to grant the necessary permissions for Citrix Workplace to open by checking the option shown below (D):



This prompt is show on the left as it appears using Google Chrome on a Windows 10 machine. For Mac users, you may be prompted to enter the 'Security & Privacy' area of your settings to grant the necessary access. Keep an eye out for any prompts.

Reminder: These prompts we've gone over in 'STEP 3' so far may appear at any point while logging on. Do not be discouraged if they don't appear in the order in this guide.

Assuming you encountered some of the above prompts, you'll eventually be brought to the logon page as seen below. For your logon credentials you'll use your network username (ex. abcd1234) and your network password (E).

For reference, your network account is the same set of credentials you use when logging onto a campus computer or our EHR system, Epic.

Equally important, ensure you chose the correct domain, which will be 'Syracuse' (F). Trying to log in without choosing the domain will result in a login failure.

Please log on

E.

User name

Password

F.

Domain

Log On

Approve sign-in?

Trinity Health
Jane.Doe@sjhcon.edu

Deny G.

In order to complete the logon you will have to verify yourself through the Microsoft Authenticator app. If your phone or registered device does not prompt you automatically, open the Microsoft Authenticator app and you'll be met with the approval screen as shown above. Once prompted, hit 'Approve' (G)

After approval, and working through any of the necessary prompts you may have received, you'll finally be brought to the Trinity Connect lobby. Here you'll find all the apps you have access to remotely. For most students, the app you'll be using is 'SJEN'.



Clicking the 'SJEN' icon will download a file that your Citrix Workspace app can open. If the window shown on the left doesn't open automatically after a few moments, check your downloads and try double clicking the file. If all goes well and you've granted the necessary permissions for Citrix Workspace, a window will open and bring you directly to our SJEN landing page.

From here you can access any of the resources you would on campus; including Lippincott Advisor and the databases held through the Medical & Nursing Library.

This concludes your setup! Going forward, to access this resource you will not need to complete these steps again. Simply go to the Trinity Connect portal in the link provided and log on to reach your available apps.