

# Installing/Using OnsiteHealth on a MAC

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**Note:** If you need further assistance at any time, please contact the Hospital Help Desk at 212-263-6868

These instructions are to be followed if you are running any of the following operating systems: MAC OS X Leopard or Snow Leopard.

**Important Note:** This is ONLY for accessing NYU Hospital Center’s computer network remotely (off the network campus) such as from your home or satellite office. If you are using a MAC internally on the hospital network, the steps below for Installing the Juniper Network Connect VPN client are unnecessary. Instead, login to OnsiteHealth ([www.nyuonsitehealth.org](http://www.nyuonsitehealth.org)) or access “The Link” ([www.nyumc.net](http://www.nyumc.net)) to access the same resources without installing the Juniper Network Connect client. You will still, however, need to follow the installation instructions (below) to install the Citrix client, which is required if you wish to access various Citrix-based applications hosted by NYU Langone Hospitals Center, including Outlook and ICIS.

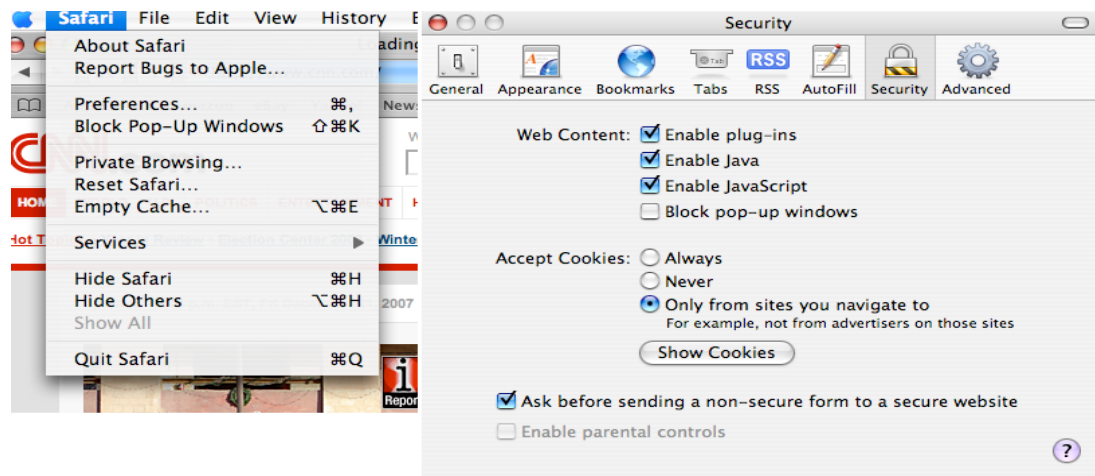
## Step 1 – Pre-Installation Requirements

Supported and tested versions are all versions of Mac OSX from 10.3.x – 10.6.x (Commonly known as Panther, Tiger, Leopard, and Snow Leopard). There is support for both Intel and Power PC MACs.

### Browser & Security System Information

**Important Note:** You must use Safari as your Web browser. Firefox will not work with the Juniper Network Connect client. Below is a list of Safari Guidelines.

1. Ensure that the “Block Popup Windows” feature is disabled.
2. Set the Safari Security settings to the following:
  - i. Launch the Safari browser.
  - ii. From the Safari pull-down menu (located at the top of the computer screen), select “Preferences”.
  - iii. In the “Security” window, click on the “Security” tab.
  - iv. Verify that the Security settings match the settings configured in the screen shot below:



## Step 2 – Important Note before Logging Into OnsiteHealth

When logging into OnsiteHealth, MAC users using the Operating Systems and Safari Browser versions below should not save their username and password into the MAC OS X Keychain when logging into OnsiteHealth. This will cause an HTTP 403 error (“Access Forbidden”), while trying to access OnsiteHealth. This problem occurs on both wired networks as well as wireless networks on campus only.

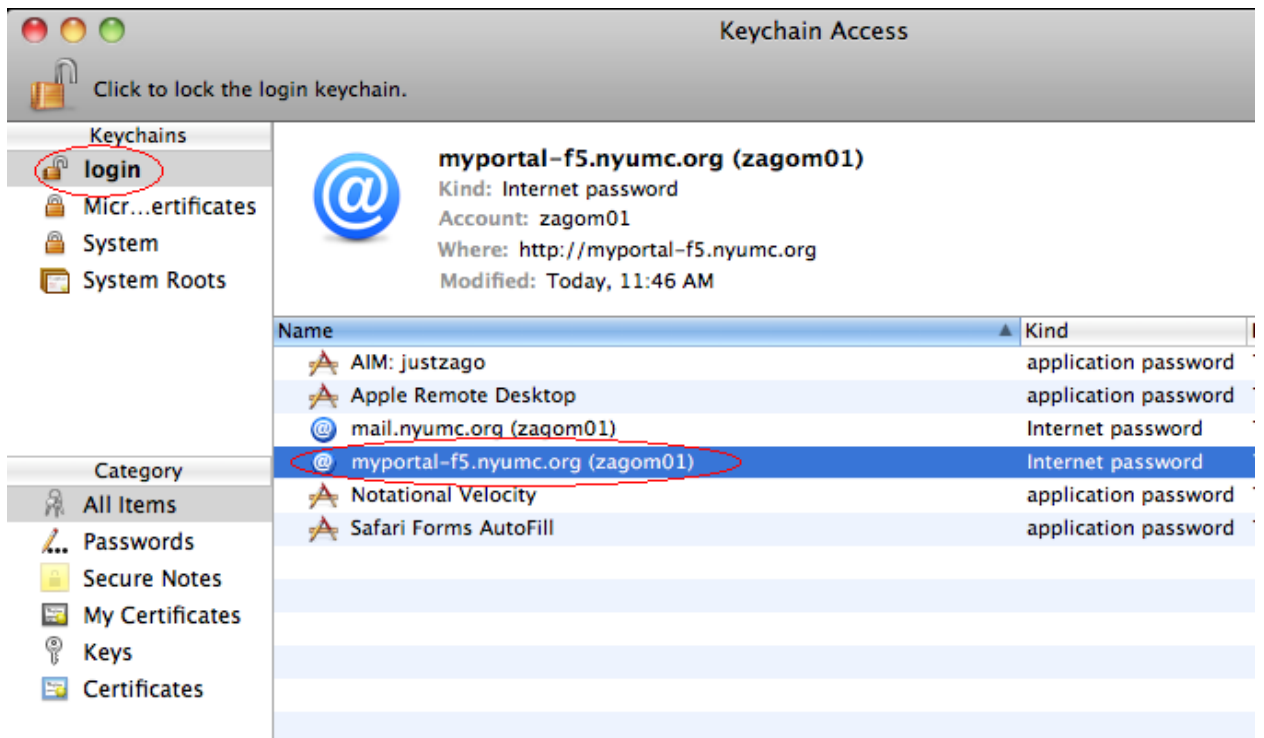
This problem is known to occur on the following MAC OS X versions, and Safari browser versions:

- MAC OS X 10.5 (Leopard)
- MAC OS X 10.6 (Snow Leopard)
- Safari browser versions 5.0.1 through 5.0.5

### Remove the username/password from the MAC OS X Keychain:

Follow the steps listed below to prevent the username and password from being stored in the MAC OS X Keychain:

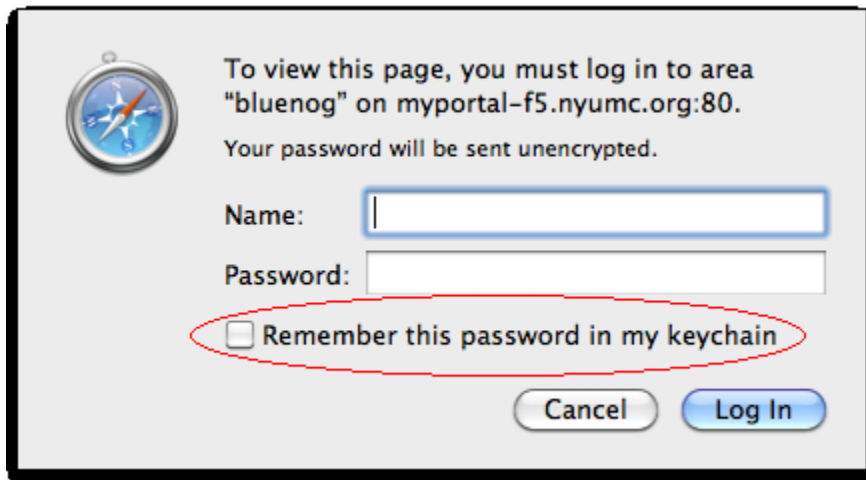
1. Launch Finder, and navigate to the “Applications” -> “Utilities” folder.
2. Launch the “Keychain Access” application.
3. Select “Login” from the left sidebar, and select the item labeled: “myportal-f5.nyumc.org” (see screenshot below).



4. On the keyboard, hit "Delete". When prompted with the popup dialog, click "Delete" to confirm deleting the item.
5. Quit the "Keychain Access" application.

### Logging into OnsiteHealth without storing the username/password into the MAC OS X Keychain:

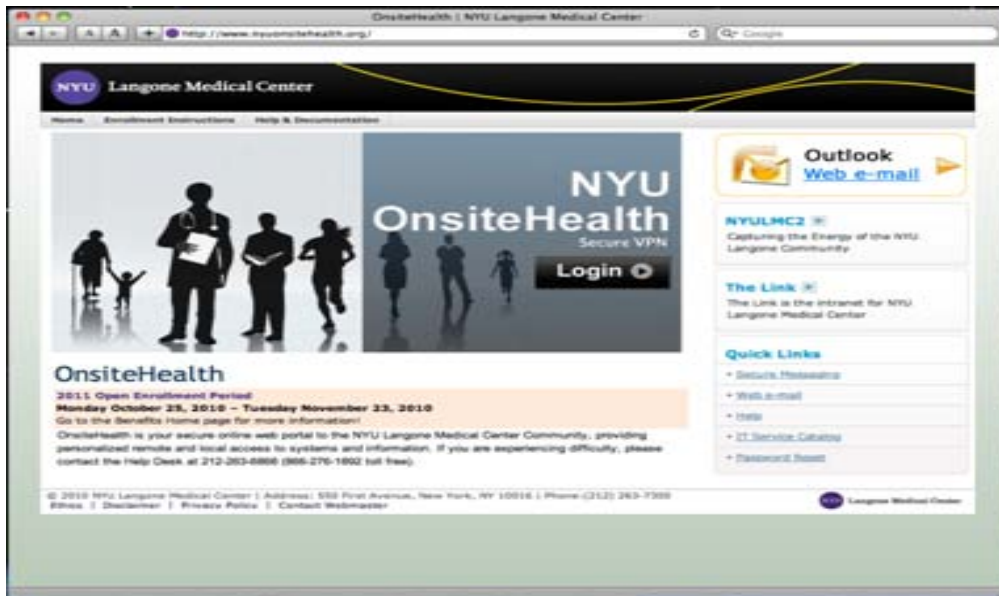
To prevent from the username/password from being stored into the MAC OS X Keychain, be sure to **uncheck** "Remember this password in my keychain" at the login prompt (see screenshot below):



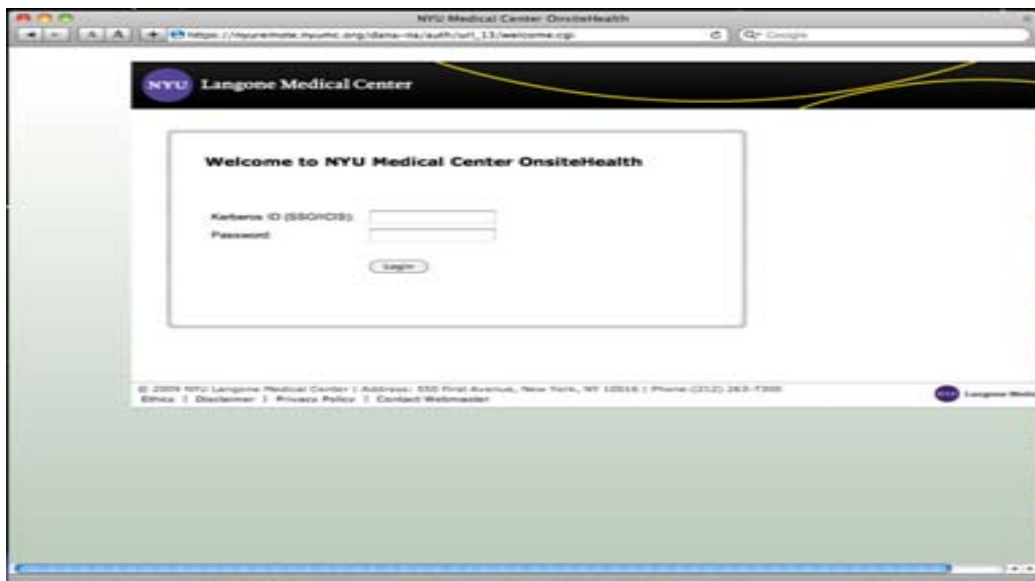
## Step 3 – Install Juniper VPN Client

To install the Juniper Network Connect client, please follow these steps:

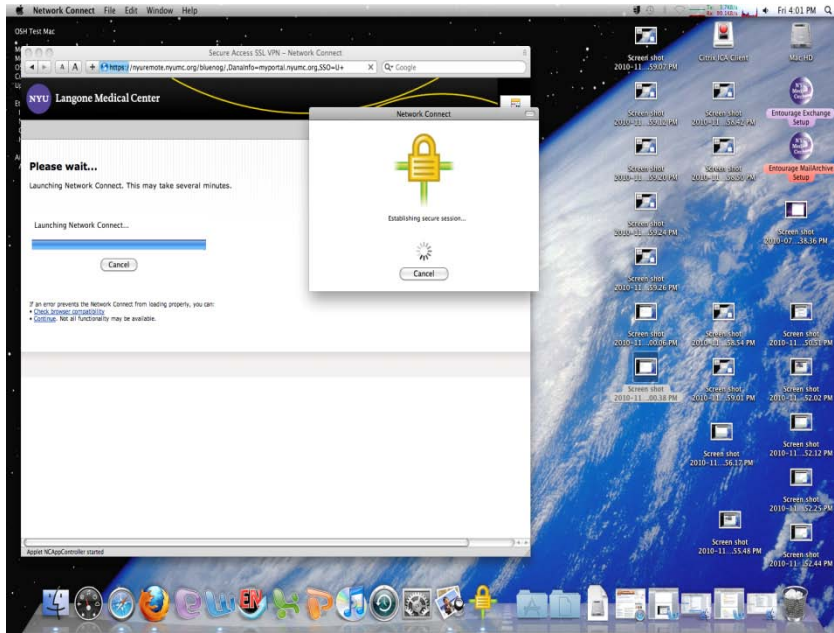
1. Launch the Safari browser, and visit the OnsiteHealth Web page ([www.nyuonsitehealth.org](http://www.nyuonsitehealth.org))
2. Click on the “Login” button.



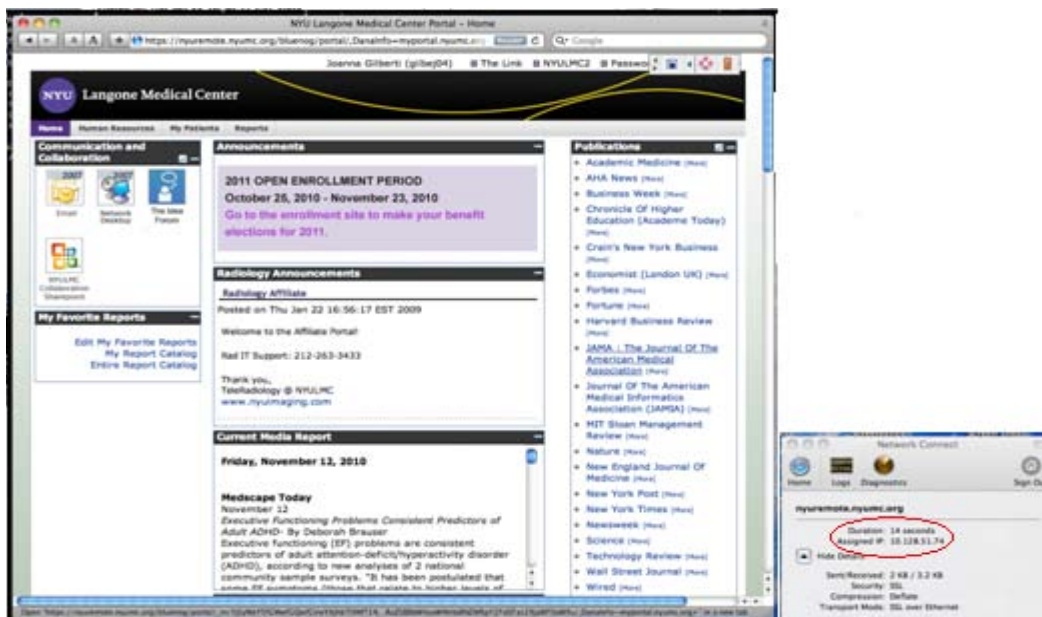
3. Enter your Kerberos/Email user ID and password, and click “Login”. This will start the Juniper Network Connect installation process as shown below. When prompted, accept/trust all dialog prompted questions and certificates during the installation process.



4. This process should install the Juniper Network Connect client (you may be required to enter your local computer administrator's account password).



5. Once the installation completes, the Juniper Network Connect icon (a yellow padlock with green pipes coming out of it) will appear in your Dock. In addition, an applet window will appear displaying the connection status (as a connection time), and the IP address.
6. You should now be brought to your customized OnsiteHealth page. You should notice a Network Connect status window that will display the IP address, and the counting duration of the VPN connection.



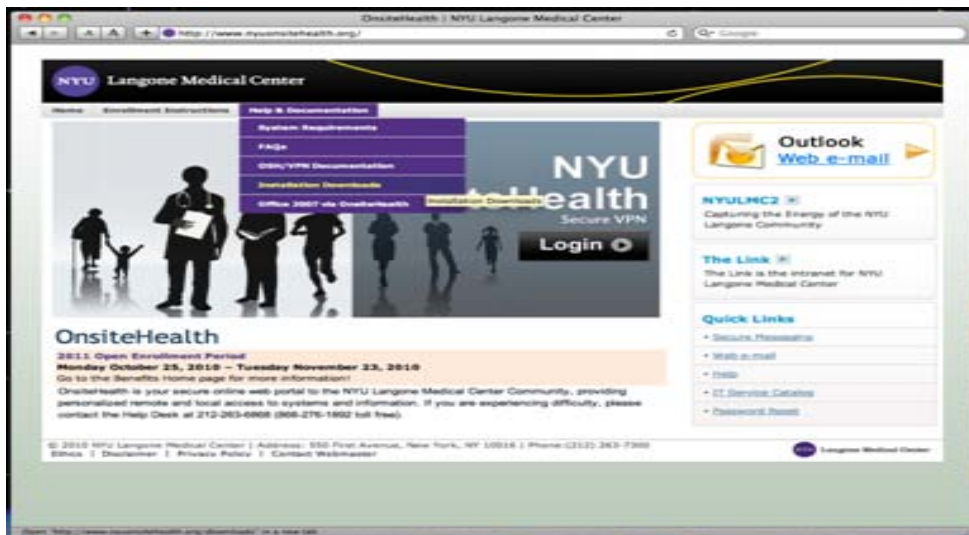
## Step 4 – Install Citrix Client

Download/Install the Citrix Client Update:

**Note:** you do not need to be logged into OnsiteHealth to install the Citrix client.

**Note:** both the Intel and PowerPC installation steps are identical.

1. Launch the Safari browser, and visit the OnsiteHealth Web page ([www.nyuonsitehealth.org](http://www.nyuonsitehealth.org)).
2. From the top navigation bar, mouse over “Help & Documentation”, and then select “Installation Downloads”.



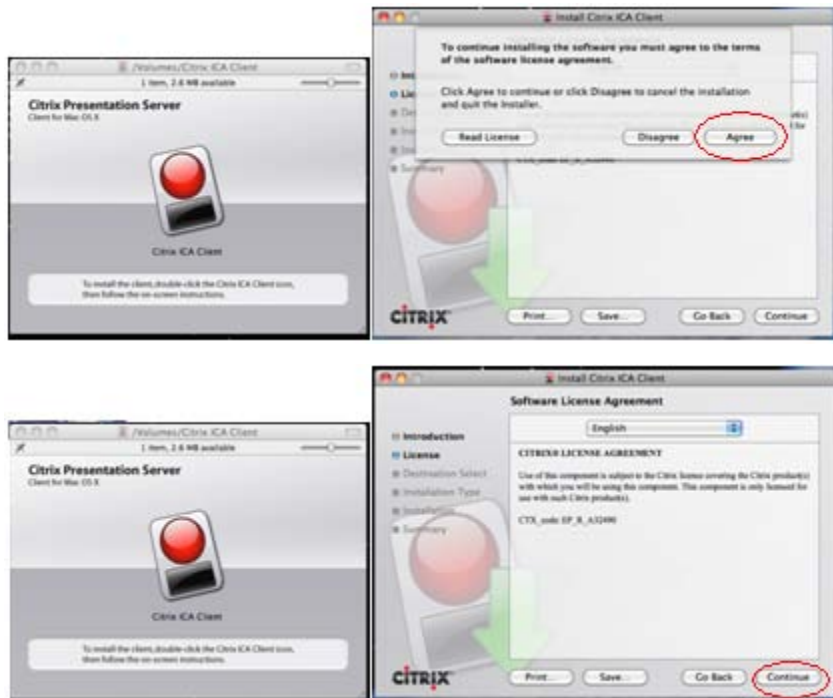
3. Under “MACs”, click on “Citrix Client Update for MACs”.



4. When the Citrix client installation begins, you will see the following dialog prompt, in which case, click the “Continue” button:



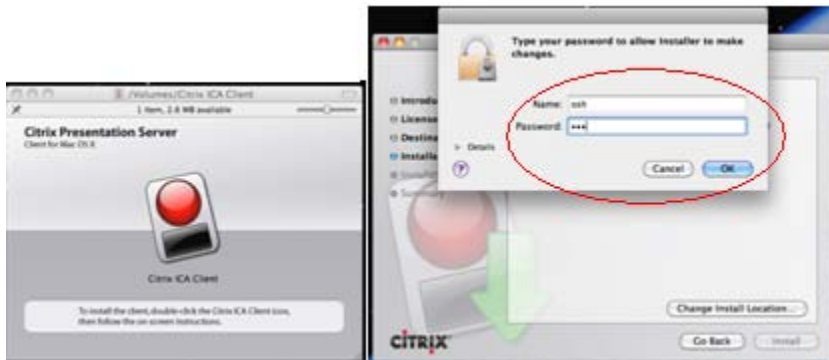
5. You will be prompted to accept the Software License Agreement, in which case, click “Agree”, and then click “Continue”:



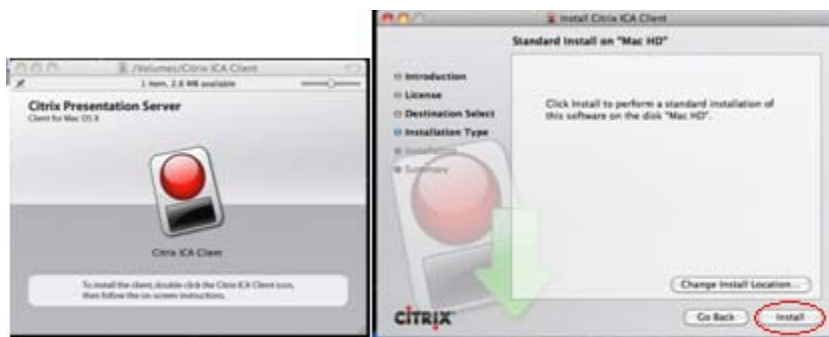
6. Choose a destination for the installation, and click “Continue”:



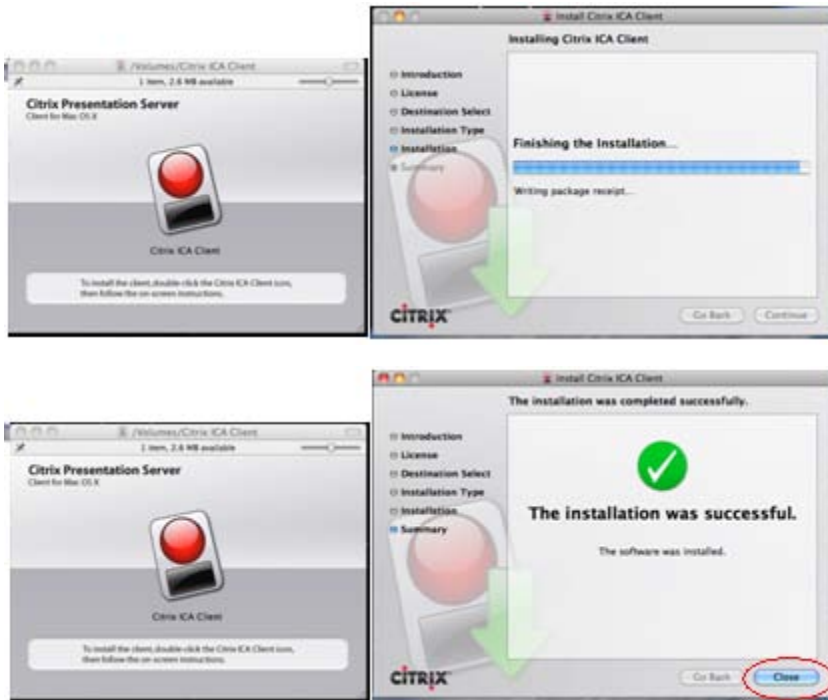
7. This process should install the Citrix client (you will be required to enter your local computer administrator's account password).



8. To continue to install the software, click “Install”:



9. The installation will begin. You will be notified that the installation was successful, at which case, click “Close”:



## Step 5 – Access Your Email Account

1. After logging into OnsiteHealth ([www.nyuonsitehealth.org](http://www.nyuonsitehealth.org))
2. Click on the Outlook 2007 icon. A Citrix session will launch, and your Outlook will load:

