Instructions for Windows 7 Users

1. Open Internet Explorer to the address: https:\\citrix.med.umich.edu

2. If you do not have ActiveX control (Net6 Helper Package) installed you will see the following screen (Figure 1). You will need to Click OK on the message box and immediately click on the yellow banner at the top that states, “This website wants to install the following add-on Citrix Helper Package” Then Select Install ActiveX Control (Figure 2) (If the yellow banner disappeared before you could click on it, click the Back button and the process will start over)

If you do not see the yellow banner, you will need to add citrix.med.umich.edu as a trusted site. Go to Appendix A to learn how to add a trusted site.
3. You may get the Windows needs your permission message.
   a. Select Continue (Figure 3)
   b. The Citrix Helper Package will display
   c. Select Install (Figure 4)
4. If you receive this message, you will need to add `citrix.med.umich.edu` as a trusted site. Go to Appendix A to learn how to add a trusted site.
5. After the installation completes, you will see a Pre-Authentication Scan as shown in Figure 5. Then you will see the Level-I Sign-in screen. Enter Your UMHS Username, followed by your **LEVEL-1 (Kerberos)** password. If your login fails, you will receive the error, ‘*Invalid User Name or Password*’
6. When your login is successful, you will be directed to a Level-2 Sign-in screen as shown below. (Figure 6) Enter Your UMHS Username, followed by your LEVEL-2 password. If your login fails, you will receive: 'ERROR: The supplied credentials were invalid. Please try again or contact your system administrator for help.'
7. After your login is successful, you will be directed to a screen similar to the one below. If your Pop-up blocker prompts you, you will need to select Always allow Pop-ups from this site (*.med.umich.edu). Steps 1, 2 and 3 shown in Figure 7
8. If you do NOT have Java(JRE) installed, you will see the following messages. 
An Internet Explorer message stating, ‘The page your are viewing uses Java’ Select OK and you will see another message stating ‘Your browser must have Java enabled to use the Client for Java’ (Figure 8)
You will need to install the Java JRE by Clicking on the University of Michigan Logo in the upper left and follow the instructions. (Installation instructions are in Appendix B)
9. After your login is successful, and the OMP-Desktop begins to launch, you may see the following message. Make sure the box is checked, “Always trust content from this Publisher” and Select Run. Figure 9

![Warning - Security](image)

The application’s digital signature has an error. Do you want to run the application?

- **Name:** javacript
- **Publisher:** Citrix Systems, Inc.
- **From:** https://citrix.med.umich.edu

![Always trust content from this publisher](image)

The digital signature was generated with a trusted certificate but has expired or is not yet valid.

![Run](image)  ![Cancel](image)

Figure 9

10. After you click the Security Warning. The Citrix Desktop will continue to launch and you will see these windows pop up before the application completely loads. (Figure 10) Do not close these windows until you are completely finished with your work.

![Connecting to OMP-Desktop](image)

Figure 10
11. The **OMP Citrix Desktop** will come up in a new window and you can begin working in Careweb and UM-Carelink. (Figure 11)

12. When you have finished your work and want to end your session, click on the yellow X in the upper left.
13. Close the web browser.
Appendix

Appendix A

Adding a Trusted Site

Internet Explorer 7

1. Select Tools
2. Select Internet Options
3. Select the Security Tab
4. Select Trusted Sites
5. Select Sites
6. Enter the following URL in the 'Add this Web Site to the Zone' and select Add.
   https://citrix.med.umich.edu
7. Select Add
8. Confirm the Website was added
9. Select Close
10. Uncheck Enable Protected Mode (requires restarting Internet Explorer) This Turns OFF Protected Mode
11. Select OK
Appendix B

Installing the Java Runtime Environment (JRE)

If you see the following message, ‘Your browser must have Java enabled to use the Client for Java’. You will need to close the pop-up message and install the Java JRE by clicking on the University of Michigan Logo in the upper left and follow the instructions. The University of Michigan Logo is only active when the Level-2 Login Screen is displayed. (Figure B1)
Installing the JRE

- To Install the JDK JRE (jdk-1_5_0_12-windows-i586-p.exe) Click HERE.
- Select Run at the 'File Download'
- Select Run at the 'Do you want to run or save this file'
- Select Run at the 'Do you want to run this software'
- Select Typical setup and click Accept at the 'License Agreement'
- Click Finish
- Close this browser window and continue

Select “Run”

File Download - Security Warning

Do you want to run or save this file?

Name: jre-1_5_0_12-windows-i586-p.exe
Type: Application, 15.8MB
From: citrix.med.umich.edu

Run | Save | Cancel

While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?
Select “Yes”

Check Typical setup and Select “Accept”

Click Finish and close “Installing the JRE” browser window.

Click the “OMP-Desktop”

Return to Windows 7 instructions