Instructions for Windows 2000\XP users

1. Open Web Browser (Internet Explorer) to 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. The Citrix System Net6 helper Package will display (Figure 3) Select "Install"
4. After the installation completes, you will see the Level-I Sign-in screen (Figure 4) 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*’
5. When your login is successful, you will be directed to a Level-2 Sign-in screen as shown below. (Figure 5) Enter Your UMHS Username, followed by your LEVEL-2 password. If your login fails, you will receive the error: ‘ERROR: The supplied credentials were invalid. Please try again or contact your system administrator for help.’
6. 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). If you do NOT have Java(JRE) installed, you will see the following message. ‘Your browser must have Java enabled to use the Client for Java’ (Figure 6)
You will need to install the Java JRE by Clicking on the University of Michigan Logo in the upper left and follow the instructions. (See Appendix B – Installing Java Runtime Environment)

Figure 6
7. When the OMP-Desktop begins to launch, you may be directed to one of the screens below. A security warning may pop up stating, ‘The application’s Digital Signature has an error. Do you want to run the application?’ OR ‘The application’s digital signature has been verified. Do you want to run the application?’ (Figure 7 and 8) Check the ‘Always trust content from this publisher’ and click “Run” to continue.

8. 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 9) Do not close these windows until you are completely finished with your work.
9. The **OMP Citrix Desktop** will come up in a new window and you can begin working in Careweb and UM-Carelink. (Figure 10)

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

Appendix A

Adding a Trusted Site

Internet Explorer 6

1. Select Tools
2. Select Internet Options
3. Select the Security Tab
4. Select Trusted Sites
5. Select Sites
6. Enter https://citrix.med.umich.edu in the 'Add this Web Site to the zone' and select Add.
7. Confirm the Website was added
8. Select Close
9. Select OK
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 1)
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”

Check Typical setup and Select “Accept”

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

Click the “OMP-Desktop”

Return to XP instructions