For Windows Users:

1. Navigate to “hipaavpn.temple.edu”
2. Log in and there will be a prompt to download Citrix Gateway (Take note that permission must be given from Temple University in order to connect to the website & VPN)
3. Logging on the website will require double factor authentication, which can be completed with DUO Mobile
4. Complete Citrix Gateway Installation
5. Once the app has been installed, navigate back the website “hipaavpn.temple.edu” and relog-on
6. After log-in, open the launcher shown by the pop-up
7. Afterwards, there should be a gray screen saying “There are no apps or desktops available to you at this time” in the center
8. VPN should be connected now & ssh access should be granted for both 009 and 010 as long as an account was made for you (009 address: prd-dpath-fs.tu.temple.edu & 010 address: prd-dpath-bck.tu.temple.edu ex: tup77517@prd-dpath-fs.tu.temple.edu)

For Mac Users:

Part I:

1. Navigate to the website: <https://cphapps.temple.edu/wiki/it/office/remote_access/hipaavpn_mac>
2. Follow the instructions under the section labeled “Create a New Location”
3. Once completed, move on to Part II

Part II:

1. Navigate to the App Store and find the app called “Citrix Secure Access”
2. Complete Citrix Secure Access Installation
3. Upon opening the app, start a new connection using the dropdown in the center of the screen
4. Type in “hipaavpn.temple.edu” for Connection URL & “HIPAA Proxy” for Connection Name (the name can be whatever you pick)
5. Hit Save in the bottom right
6. Navigate back to the home page using the dropdown menu at the top left
7. Hit Connect at the bottom right, which will then open a popup asking for log in on the website (Take note that permission must be given from Temple University in order to connect to the website & VPN)
8. Logging on the website will require double factor authentication, which can be completed with DUO Mobile
9. Once completed, click the apple symbol on the very top left of your computer (outside of the application)
10. Change the location to whatever you had named it to previously during setup in Part I
11. VPN should be connected now & ssh access should be granted for both 009 and 010 as long as an account was made for you (009 address: prd-dpath-fs.tu.temple.edu & 010 address: prd-dpath-bck.tu.temple.edu ex: tup77517@prd-dpath-fs.tu.temple.edu)