

## How to Access MSHA Using a Windows 8 Device

### MSHA Locations

ALL MSHA Locations

### Intended Audience

Windows 8 Users

### Effective Date

10.1.15

### Impact

**High**

### Knowledge:

**What I need to know:** As a result of reviewing this Mini Guide, Team Members will be made aware of how to use "accessMSHA" using a Windows 8 Device.



### Actions:

**What I need to do:** Please follow steps 1 through 10 below to set up a Windows 8 Device and to use "accessMSHA."

**Step 1:** To download the Citrix Receiver, open the "Windows Store" by clicking on the "Windows Store" icon on your device.

**Citrix Receiver**

Update your review

Your rating: ★★★★★

Free

You own this app.

This app has permission to use:  
Your home or work networks  
Your location  
Your Internet connection

Category: Business  
Download size: 9.04 MB  
Age rating: 12+  
Publisher: Citrix  
2013 Citrix Systems, Inc.

Overview Details Reviews

**Citrix Receiver**

My Apps

- Windows 8 Desktop
- GoToMeeting
- Microsoft Word 2010
- Adobe Acrobat X Pro
- Evernote
- Microsoft Word 2010
- Google Chrome
- Mozilla Firefox
- VLC Player
- SAP
- LinkedIn
- Microsoft Excel 2013
- Microsoft Word 2013
- Microsoft PowerPoint 2010
- Microsoft Outlook 2010
- Yammer
- Basecamp
- Salesforce

Securely deliver virtual desktops and enterprise apps.

**Description**  
Requires a specific configuration. Ask your IT department how to get started.

Citrix Receiver lets you access your enterprise files, applications, and desktops to help you be as [Read more](#)

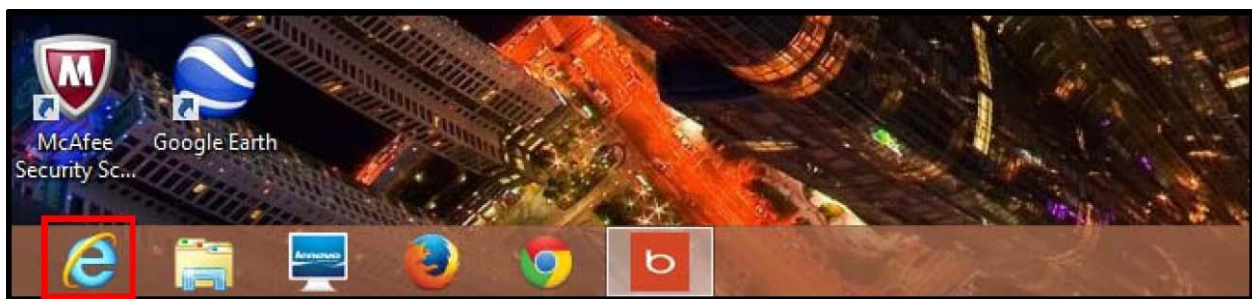
**Features**  
Secure access to virtual desktops and enterprise apps  
Secure access to Web and SaaS apps (requires CloudGateway Enterprise)  
Work anywhere on any Windows 8 computer or tablet

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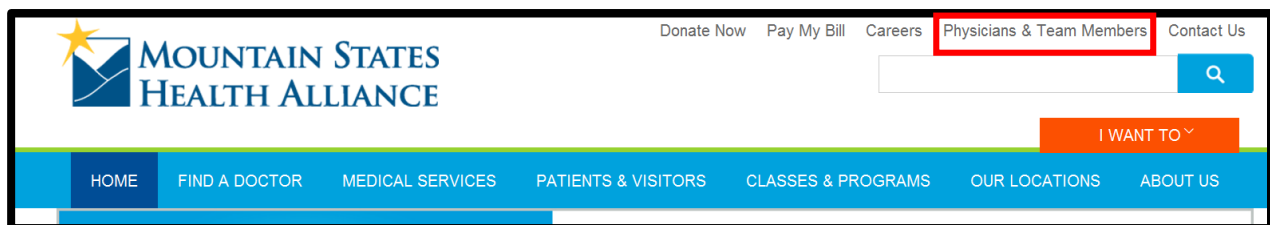
**Step 2:** Switch your device to **Desktop Mode** by selecting "**Desktop**" on your Windows 8 Device.



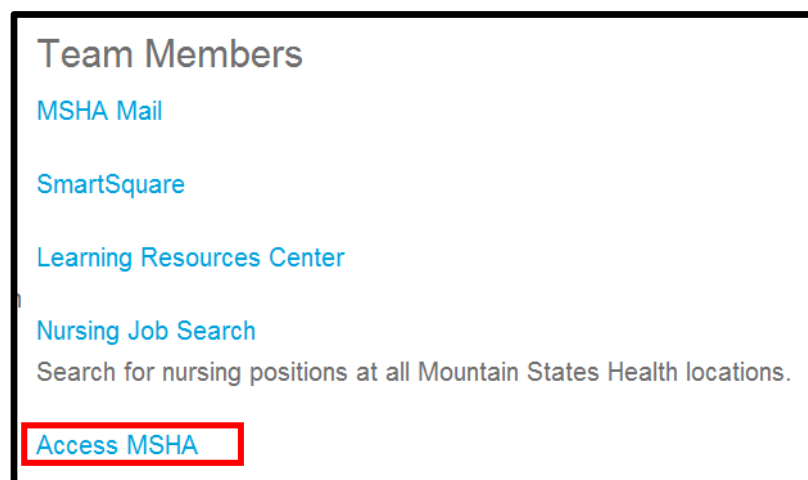
**Step 3:** While in **Desktop Mode**, click the Internet Explorer icon to open up the Internet.



**Step 4:** Once connected to the Internet, go to <https://www.mountainstateshealth.com/> and select "**MSHA Portals**".

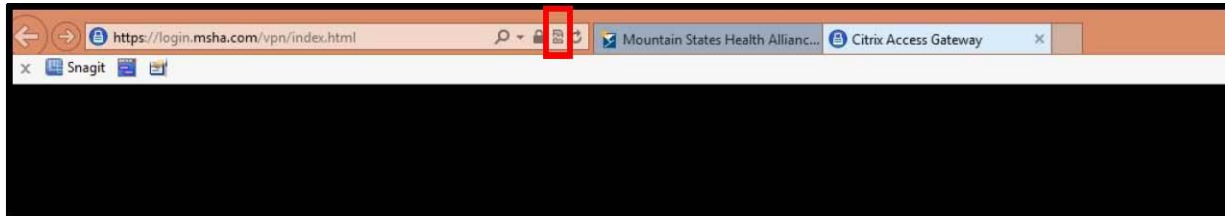


**Step 5:** When the "**MSHA Portals**" screen opens, select "**accessMSHA**".



## How to Access MSHA Using a Windows 8 Device

**NOTE:** If you receive a black screen, as indicated in the screen shot below, please click the “**Compatibility Mode**” icon located in the address bar on the top left of the screen.



**Step 6:** To log into the system, enter your username and password.

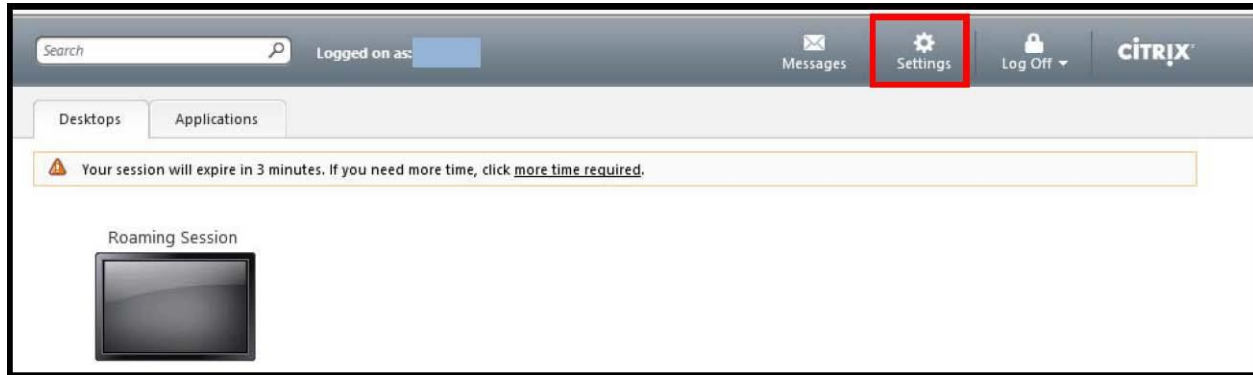
A screenshot of a login screen with a dark blue background. At the top, it says 'Welcome' and 'Please log on to continue.' Below this is a blue padlock icon. To the right of the icon are two white input fields: 'User name:' and 'Password:'. Below the password field is a 'Log On' button.

**Step 7:** The “**Login to Your Account**” screen will open. Answer a security question you previously have set up.  
**NOTE:** The security question was created when you first set up “**accessMSHA**”.

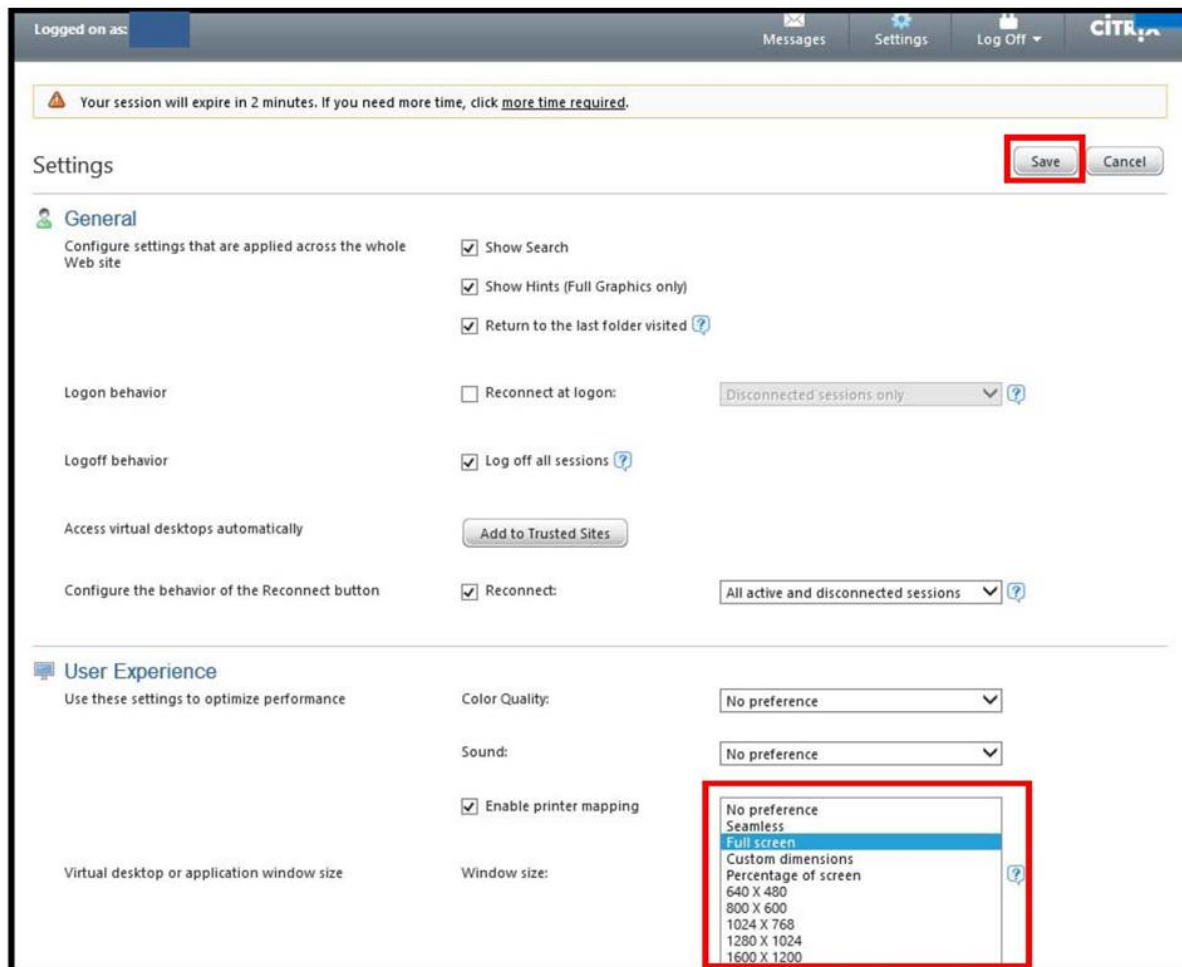
A screenshot of the 'Login to Your Account' screen. The page has a white background with the Mountain States Health Alliance logo in the top left and an 'RSA SECURED BY' logo in the top right. The main heading is 'Login to Your Account'. Below it, a message states: 'Because you are attempting to access your account using a computer or device we do not recognize, we need further verification of your identity for security purposes.' A grey bar contains the text 'Answer Security Question' and '\* = Required Fields'. The security question is 'What is your paternal grandfather's first name?'. Below the question is a white input field with a red asterisk to its left. Below the input field, it says '(Not case sensitive)'. At the bottom right of the form is a 'Continue' button.

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**Step 8:** Once the **Home** screen opens, select **"Settings."**



**Step 9:** In **Settings**, scroll down to the **"Window size"** section, as show in the screen shot below, and select **"Full screen."** Then click the **"Save"** button located on the top right of the screen.



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**Step 10:** Double-click the “Roaming Sessions” icon.

