

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
- Firefox
- Microsoft Word 2013
- Microsoft Excel 2013
- Google Chrome
- Mozilla Firefox
- VLC Player
- SAP
- Microsoft Word 2013
- Microsoft PowerPoint 2010
- Microsoft Outlook 2010
- Foxit Reader
- 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 productive as possible.

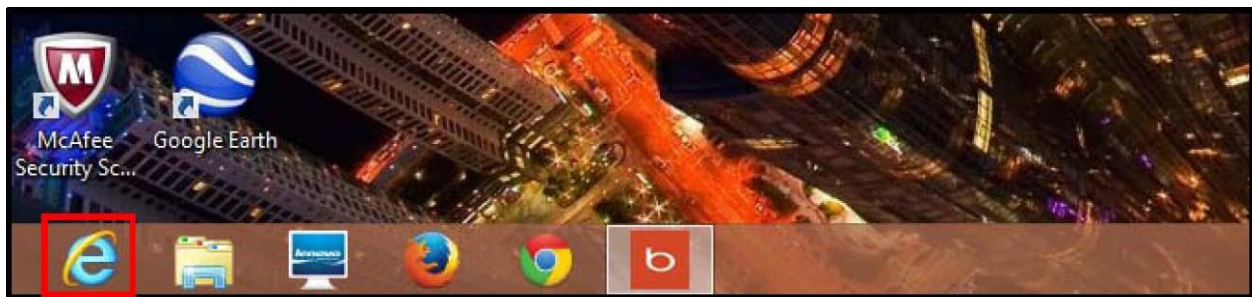
Features
Secure access to virtual desktops and enterprise apps
Secure access to Web and SaaS apps (requires CloudGateway Enterprise)
Work anywhere on any Windows 8 computer or tablet

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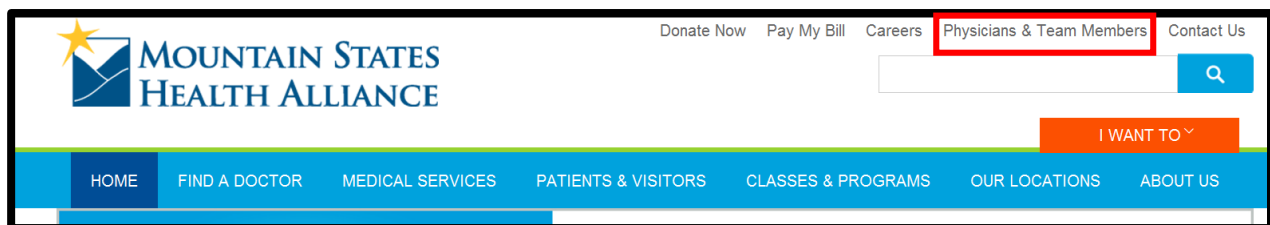
Step 2: Switch your device to **Desktop Mode** by selecting "**Desktop**" on your Windows 8 Device.



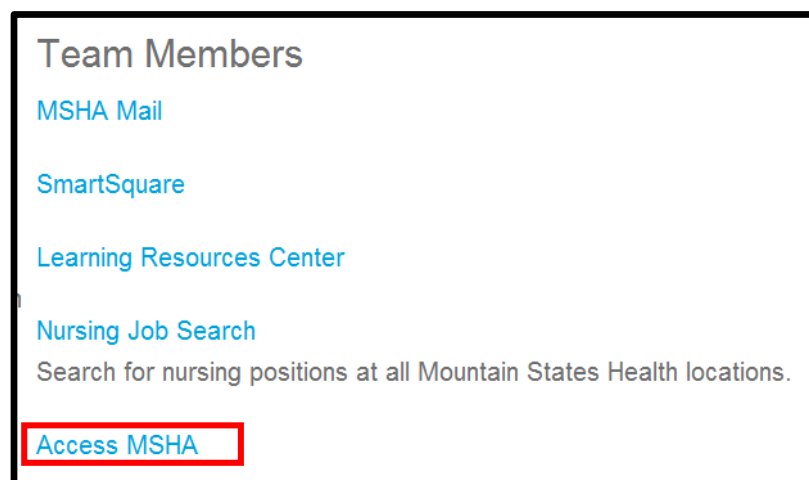
Step 3: While in **Desktop Mode**, click the Internet Explorer icon to open up the Internet.



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

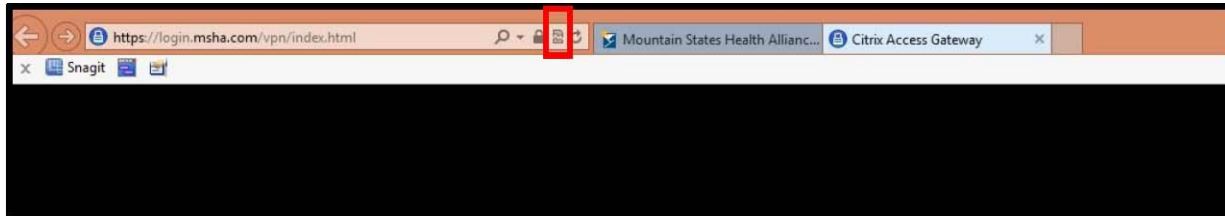


Step 5: When the "**MSHA Portals**" screen opens, select "**accessMSHA**".



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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.

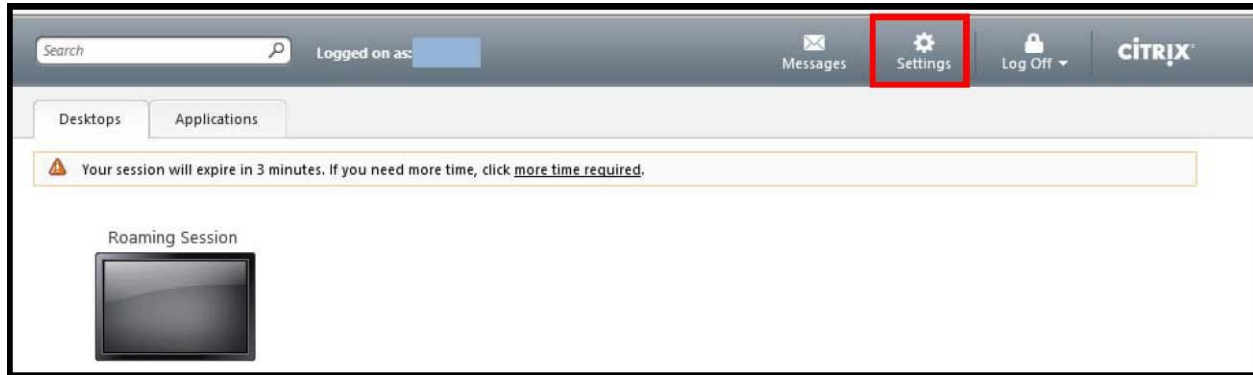
A screenshot of a login screen with a dark blue background. At the top, it says 'Welcome' and 'Please log on to continue.' Below this is a blue padlock icon. To the right of the icon are two white input fields: 'User name:' and 'Password:'. Below the password field is a 'Log On' button.

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**”.

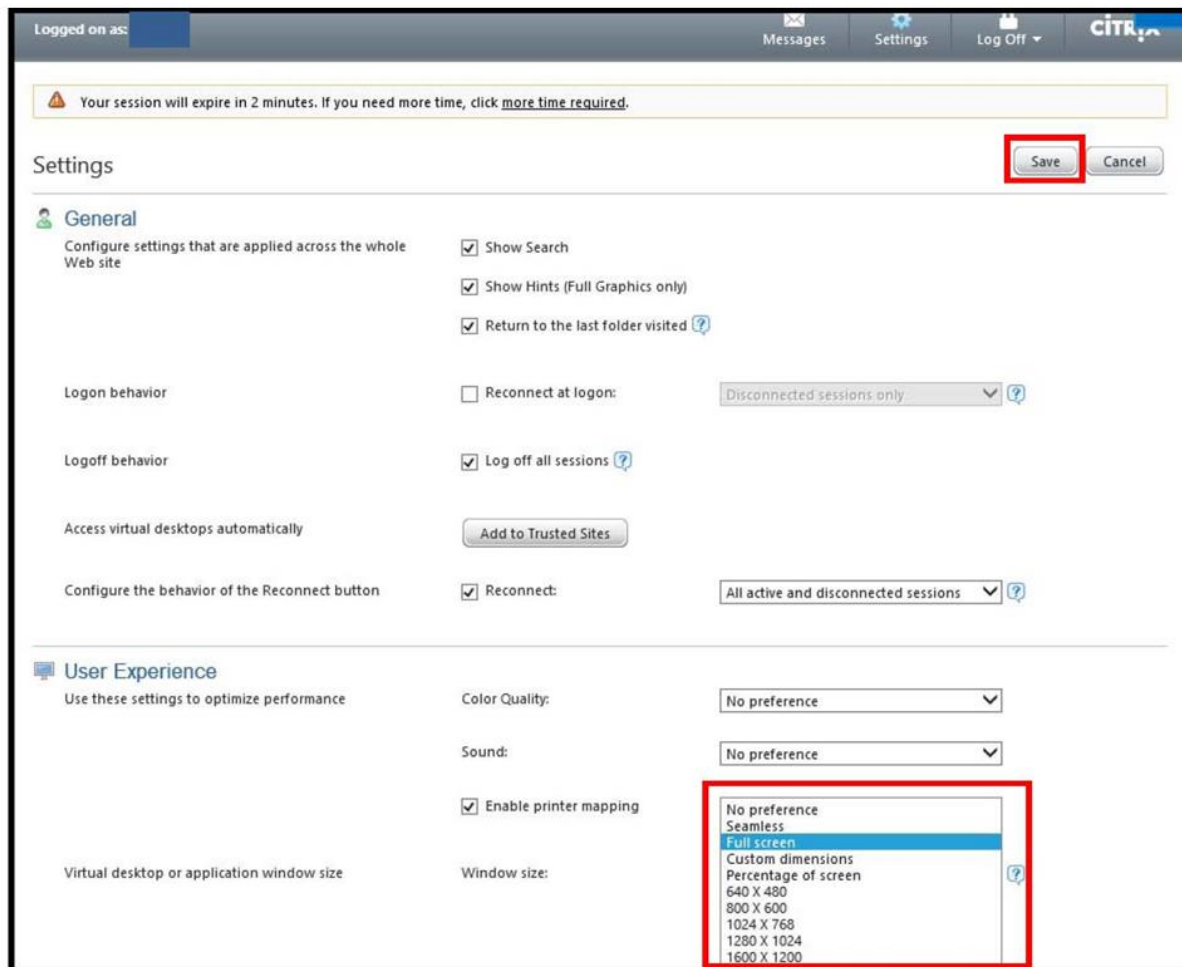
A screenshot of the 'Login to Your Account' screen. The page has a white background. At the top left is the Mountain States Health Alliance logo. At the top right is a 'SECURED BY RSA' logo. The main heading is 'Login to Your Account'. Below it is a message: 'Because you are attempting to access your account using a computer or device we do not recognize, we need further verification of your identity for security purposes.' There is a section titled 'Answer Security Question' with a red asterisk and 'Required Fields' text. The 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 is the text '(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.

