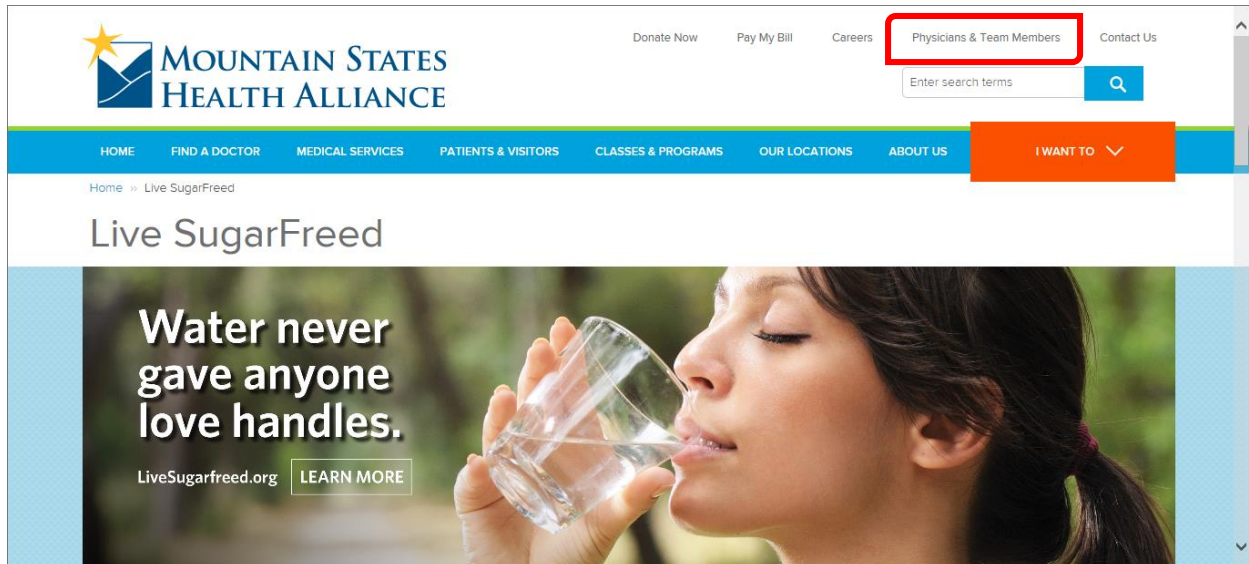
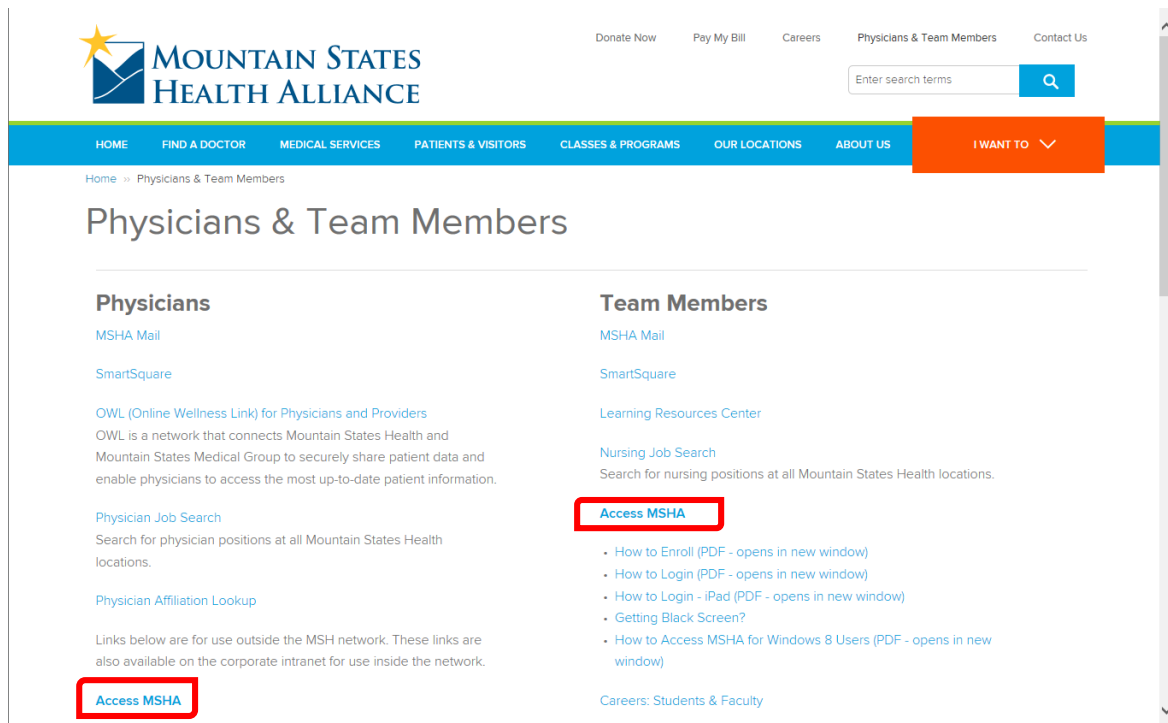


- 1) Using Internet Explorer, navigate to <https://www.mountainstateshealth.com/>
- 2) Click on “Physicians and Team Members” (MSHA Portal)



- 3) Under “Physicians” or “Team Members”, click on the “accessMSHA” link
Note* If you have not installed the latest Citrix Client Receiver on your PC, please do so. Clicking [Download Citrix Receiver](#) will take you to the Citrix Receiver Client download page.**

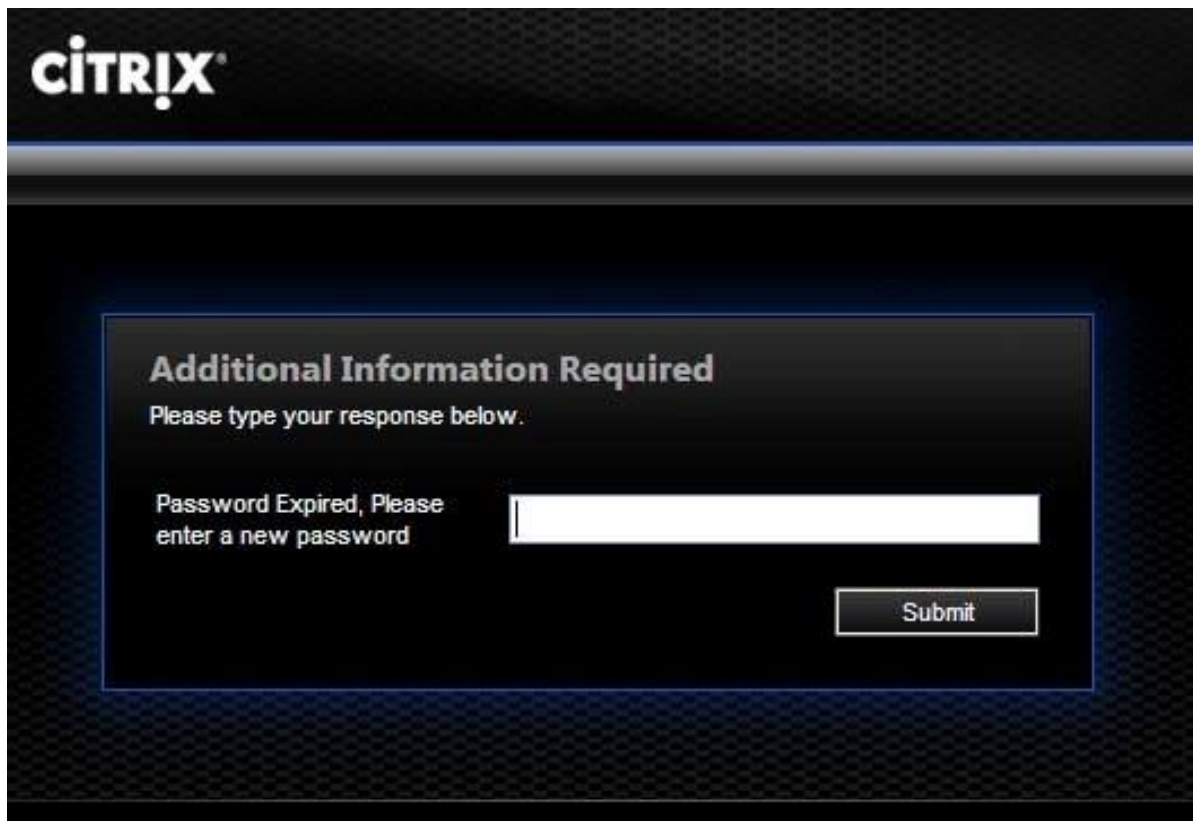


- 4) Enter your username and password (same as the username and password you use to sign onto PCs at MSHA facilities), then click the “Log On” button



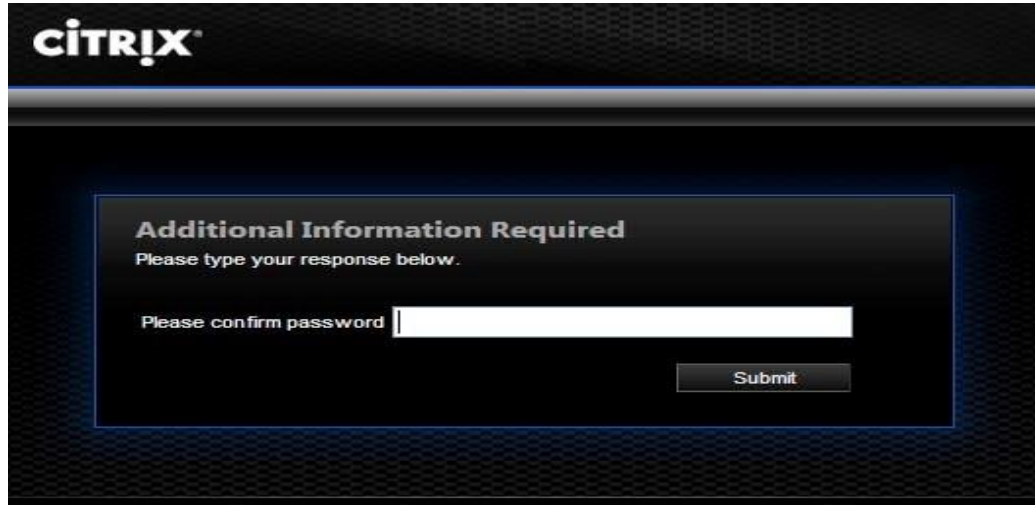
The image shows the Citrix Access Gateway login interface. At the top left, the Citrix logo and "Access Gateway" text are displayed. The main content area is a dark grey box with a blue border. It features a "Welcome" heading and the instruction "Please log on to continue." To the left of the login fields is a blue circular icon containing a white padlock. To the right, there are two input fields: "User name:" with the text "cookeko" and "Password:" with a masked password of ten dots. A "Log On" button is positioned below the password field.

If your password has expired or has been marked to be changed at next login, you will be presented with a new screen where you will enter your new password, then click the “Submit” button.



The image shows the Citrix password expiration screen. At the top left, the Citrix logo is displayed. The main content area is a dark grey box with a blue border. It features the heading "Additional Information Required" and the instruction "Please type your response below." Below this, the text "Password Expired, Please enter a new password" is shown next to a long, empty white input field. A "Submit" button is located at the bottom right of the input area.

After entering your new password, confirm it by typing it in again, then clicking the “Submit” button.



- 5) Next, you will be presented with a security question. Answer the questions accordingly. If you enter an incorrect answer, you will be presented with a different question. Please also click a value for “Would You Like Us to Remember this Computer. No would be the recommendation.
(If your account becomes locked because you entered an incorrect answer too many times, you will need to contact the Service Desk at 423-431-6290 to have your security questions reset. You will then need to re-enroll.)
- 6) Click the “Continue” button.

A screenshot of the Mountain States Health Alliance login page. The page features the organization's logo and a "SECURED BY RSA" badge. The main heading is "Login to Your Account" with a sub-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." Below this is a section titled "Answer Security Question" with a legend "* = Required Fields". The security question is "In what city was your high school? (full name of city only)". There is a text input field with a red asterisk to its left and a note "(Not case sensitive)" below it. At the bottom, there is a question "Would You Like Us to Remember this Computer?" with a "Learn More" link and two radio button options: "Yes, I plan on using this computer to access my account in the future" and "No, This is a public computer or one I do not plan on using often to access my account." A "Continue" button is located at the bottom right.

7) You will now be logged into Citrix where you can launch “Roaming Sessions”. Desktop tab should be selected as shown.

