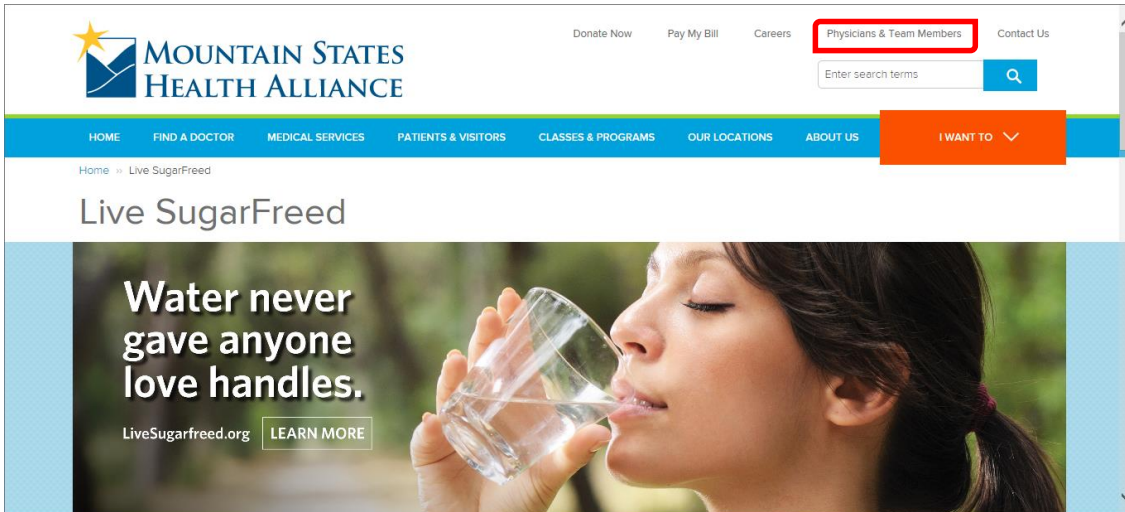
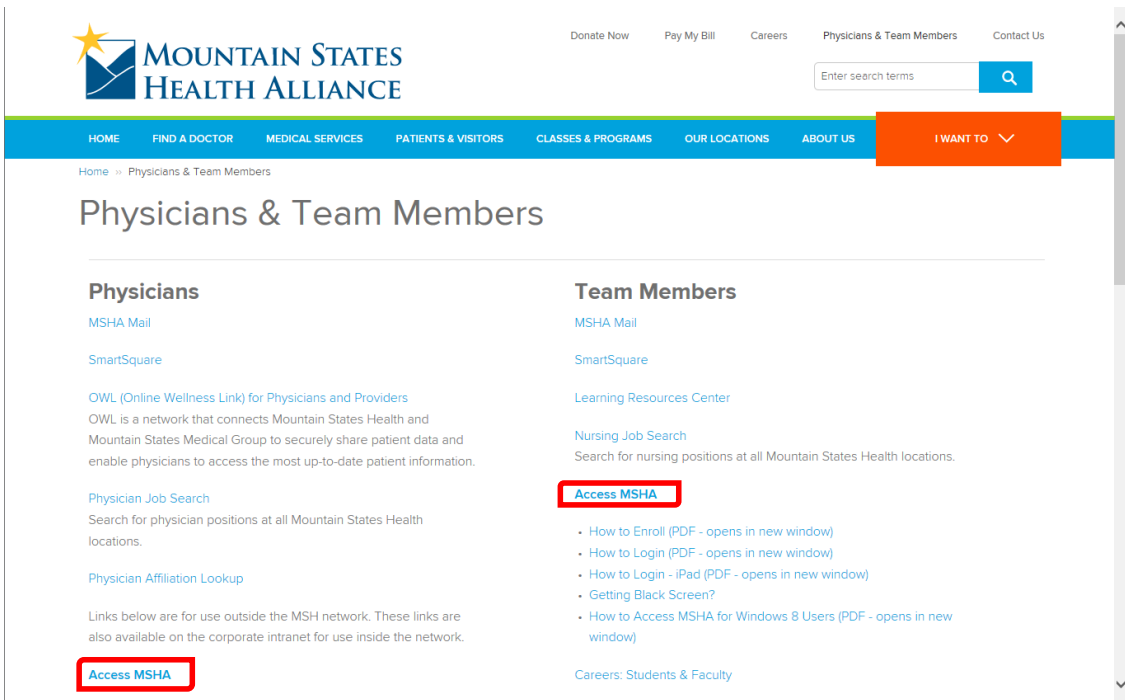


- 1) Using Internet Explorer, navigate to <https://www.mountainstateshealth.com/>
- 2) Click on “Physicians and Team Members” (MSHA Portal)



- 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.**



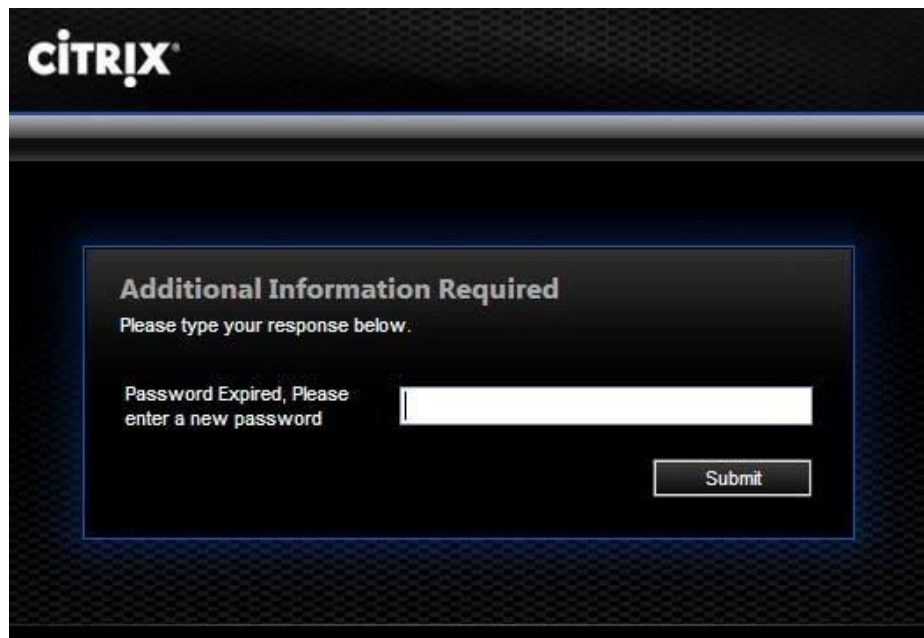
- 4) Enter your username and password (same as the username and password you use to sign onto PCs at MSHA facilities), then click the “Log On” button



If your login is not configured for this access you will receive a message like the one below in red. Please contact the IS Customer Service Desk at 423-431-6290 for support.



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.



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

**CITRIX**

### Additional Information Required

Please type your response below.

Please confirm password

5) Review the statements on the next screen, then click the "Continue" button

**MOUNTAIN STATES HEALTH ALLIANCE** SECURED BY **RSA**

### Security Enhancements

**Please note:** To further protect the security of your information on our website, we've made some changes to our account login.

**Keep Your Information Safe**

- ▶ A new way to protect your identity
- ▶ Adds a layer of protection to your account, as an additional level of security

**How Does it Work?** ([Learn More](#))

**Lets us know it's really you** - If you sign in from a computer we do not recognize, we will make sure it is really you by asking a security question that only you can answer to verify your identity.

**What are the next steps?**

- ▶ Select and answer 3 security questions
- ▶ Register your computer
- ▶ Confirm your settings

6) Select a question from each dropdown (total of 3 questions) and enter an answer for each. Click "Continue".

**MOUNTAIN STATES HEALTH ALLIANCE** SECURED BY **RSA**

### Select and Answer your Security Questions

When you sign on from a computer we do not recognize, you will be asked to answer a security question in order to verify your identity. ([How does it work?](#))

Select and answer 3 security questions \* = Required Fields

**Note:** Your answers should be no more than 30 characters (no symbols)

**Question 1 :**

\* - Please select a security question -

Answer:

**Question 2 :**

\* - Please select a security question -

Answer:

**Question 3 :**

\* - Please select a security question -

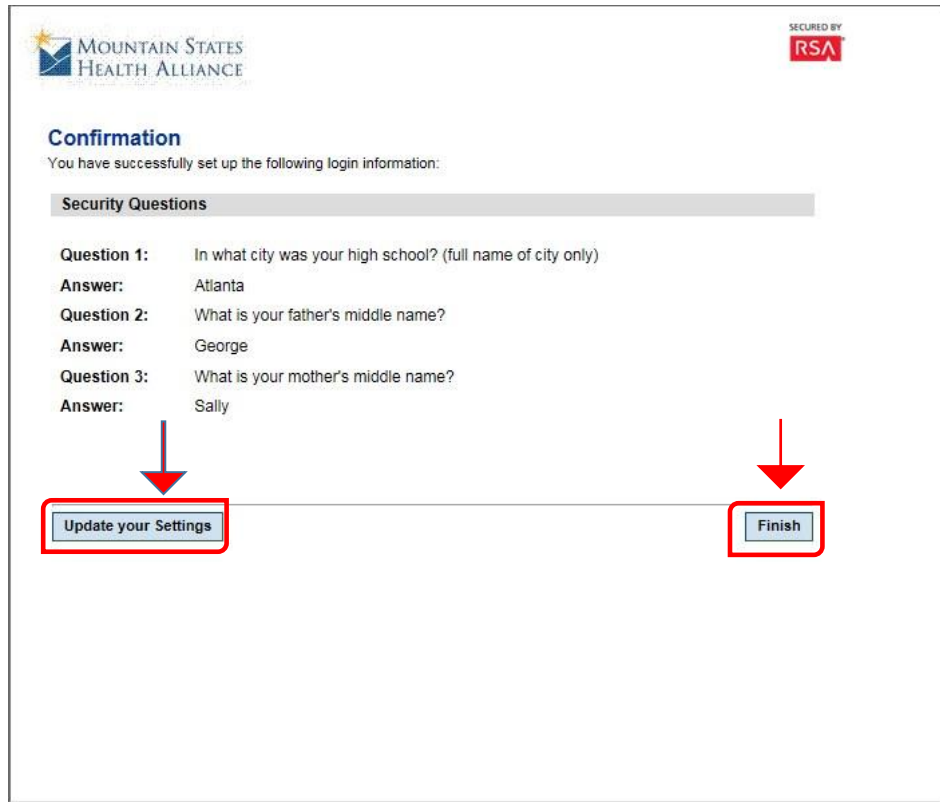
Answer:

**Would You Like Us to Remember this Computer?** ([Learn More](#))

Yes, I plan on using this computer to access my account in the future

No, This is a public computer or one I do not plan on using often to access my account.

- 7) Next, you will be presented with a summary of the questions you just answered. Please review the information. If you need to make corrections, click the “Update your Settings” button. If you are satisfied with your questions/answers, then click the “Finish” button



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

