Remote Access using GRH Anywhere, Anytime Access

Introduction

GRH Anywhere Anytime Access (AAA) allows users to securely connect to GRH Information systems from virtually any internet connected computer. The system is designed for ease-of-use from a standard web browser eliminating the need to pre-install specialized remote access software.

System Requirements

The system requirements in this document are provided as guidelines to help users successfully establish connectivity to various information resources at GRH. While meeting these guidelines is an important first step to ensure the best possible experience with GRH AAA, GRH offers no guarantee that simply meeting these requirements alone will ensure one's ability to successfully utilize all resources available via GRH AAA. Computers not under direct control of GRH may contain hardware or software configurations that conflict with GRH AAA applications or components in such a way as to prevent proper functionality. Due to the nearly infinite hardware/software combinations possible on personal/private computers GRH is not able to provide support or troubleshooting for computers not owned by GRH beyond verification that the service is functioning normally.

- A broadband or high-speed internet connection is required. Dial-up connectivity to GRH AAA is not supported. While connecting to GRH AAA using dial-up service is technologically possible, the performance it provides is unsatisfactory.

- Microsoft Internet Explorer 8.0 or later. Other web browsers or operating systems may be used but do not support all functionality offered by GRH AAA.

- Some GRH AAA applications require the Sun Java Runtime Environment (JRE) to function. In order to use these applications you must have Sun JRE version 1.6.20 or later installed on your computer. NOTE: **Remote Desktop does NOT require Java if using Internet Explorer.**

- Some features of GRH AAA may not be available when using a computer that has been "locked down" using special security settings. These types of computers are often found in Internet cafes, airport kiosks, and large training or conference centers. Typically email access is not affected and will work normally.

Make sure to check the Troubleshooting Section below.

Accessing GRH AAA
1. Open your web browser and go to aaa.grh.org
2. Enter your network username and password on the login page and click "Login" or press "Enter"
3. You will be presented with your GRH AAA homepage with links to connect you to various GRH internal resources. Clicking these links may launch web-based applications, or establish connectivity to a full Windows desktop environment providing access to the standard applications used at GRH.
4. When accessing some links for the first time, you may be prompted by your browser to install additional web components required to use certain features of GRH AAA. When prompted, click the choice to allow these components to install or run
5. When you are finished working, be sure to exit or log out of any applications or systems you are connected to.

Leaving GRH AAA
1. There two ways to log out of GRH AAA correctly:
    a. Click the red circle (logoff) icon in the GRH AAA toolbar near the top of your browser window. *The GRH AAA Toolbar is explained below*
            OR
    b. Click the "Logout" link on your GRH AAA homepage.
2. After you have logged out of GRH AAA, close your web browser to ensure your session is completely terminated.

GRH AAA Toolbar

This toolbar is located near the top of your browser window and remains translucent until you place your cursor over it. Its position can be toggled to the left or right side of the screen. The following describes the function of each toolbar item:
- Click the double-ended arrow to move the toolbar from one side of the screen to the other. This is useful if the toolbar is in the way of web site content you need to see or click on.
- Click the house icon to return to your GRH AAA homepage.
- Click the red circle (logoff) icon to end your GRH AAA session.

Make sure to check the Troubleshooting Section below.

Troubleshooting Tips Section

The following tips are provided to help you resolve issues that have been reported by users:

- **The GRH AAA web site should be added to the list of "Trusted Sites" in Internet Explorer if possible . To do this, follow these instructions:**

    Add GRH AAA Web Site to Trusted Sites
    1. Open Internet Explorer and go to aaa.grh.org.
    2. From Internet Explorer select "Internet Options" from the "Tools " menu
    3. Click the "Security" tab, select "Trusted Sites", then click the "Sites" button.
    4. Verify the text entered for "Add this website to the zone:" is **https://aaa.grh.org** and click "Add".
    5. Click "Close" or "OK" to save the Trusted Sites then click "OK" to close the "Internet Options" dialog box.
    6. Your settings are saved. You do not need to repeat these steps on the same computer.

Remote Desktop being challenging?

- **Java Error or bar keeps popping up asking me to run a plugin after I choose Remote Desktop**

    o This is a required plugin to run the remote desktop plugin. You can however edit your browser settings so that this plugin is always trusted and will not ask you to run it.
      - Go to Tools > Internet Options
      - Click the Security tab
      - Choose Trusted Sites
      - Click the Sites button
      - Enter https://aaa.grh.org and then click Add
      - Click Ok
      - Now click on Custom Level at the bottom
      - Scroll to the list until you find Download Unsigned ActiveX Controls
      - Choose Enable > Click Ok

- **Remote Desktop Still not working try Compatibility Mode**

    o From the tools menu then compatibility view settings add grh.org to the list

Windows 8?

- **I am using Windows 8 and AAA does not work from my browser.**

    o Please be sure to use the standard desktop version of Internet Explorer, not the browser from the Metro interface. It is not supported.

    o Try compatibility Mode from the tools menu adding grh.org to the compatibility view list if you are having trouble with the Remote Desktop link.

Too Big or Remote Desktop does not fill screen?

- **Everything is too big or Remote Desktop window does not fill the screen.**

    o Try to make sure your browser zoom level is set to 100%

Remote Desktop still not working?

- **Remote Desktop functionality has stopped working or now appears to work differently**
  - This issue can be caused by a required add-on for Internet Explorer getting disabled. This most commonly happens when Windows XP Service Pack 3 is applied via Microsoft Automatic Updates. Service Pack 3 disables the add-on and it must be manually re-enabled. The following steps may resolve this issue:
    - Open Internet Explorer
    - From the Internet Explorer "Tools" menu select "Manage Add-ons" ➔ "Enable or Disable Add-ons"
    - Select "Add-ons that have been used by Internet Explorer" from the "Show" pull-down menu
    - Verify that the "Microsoft RDP Client Control" is enabled
    - If the "Microsoft RDP Client Control" is disabled, select it and click "Enable" radio button, then click "OK"
  - *Note: On some computers the add-on may be listed as the "Microsoft Terminal Services Client"*

PACS?

- **I am having trouble with PACS it is not running correctly**
  - Add https://pacsweb to your trusted sites, using the steps above.

- **When I try to access PACS, the Application Access pop-up window does not load correctly**
  - The Application Access pop-up window is required to direct PACS application traffic appropriately within your GRH AAA session. This component requires Sun JRE version 1.5 or later. Some newer versions of JRE may cause problems if not configured correctly. The following configuration changes may help resolve this issue:
    - Open "Java" from the Windows Control Panel
    - On the "General" tab click "Settings" under the "Temporary Internet Files" section
    - Clear the "Keep temporary files on my computer" checkbox and click "OK"
    - On the "Advanced" tab expand the "Java Plug-in" entry in the list (if present) and clear the "Enable the next-generation Java Plug-in" checkbox
    - Restart your browser for the changes to take effect

<u>**Support Information**</u>
If you have questions about accessing or using GRH AAA please contact the IT Helpdesk

GRH Information Technology Helpdesk
<u>Hours</u>
Monday – Friday: 7am – 5pm

<u>Phone</u>
Internal – 1410
External – 963-1410