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Important information for Banner Citrix/Epic Access

Sept. 8, 2016

Please Note:

As of 9/8/2016, the Banner-University Medical Center Citrix environment now requires multi-Factor Authentication through MobilePASS in order to access applications. As part of this change, Citrix Receiver will no longer work to connect to applications on non-Banner computers, therefore external access to the Citrix environment is only available through the Citrix Web Plugin, which can be obtained by going to <https://citrix.uahealth.com> and logging in there directly. This page also requires multi-factor authentication, so you must now be enrolled in MobilePASS to access any Citrix applications.

Please also note that while the Citrix Receiver is no longer used to access applications, it must still be installed on any computer that will be using the Web Plugin.

If you still need to enroll to use the MobilePASS multi-factor authentication tool, please contact the Banner IT service desk at 602-747-4444 or in Tucson, call (520)-694-HELP (4357). Select Option 6 for assistance with Multi-factor Authentication

The Tucson facilities will also provide Walk-in Labs for staff who need additional assistance (See schedule below). It takes approximately 15 minutes to complete the process of resetting the password and enrolling in two-factor authentication. In addition to the locations listed below we will also staff rounding at all clinics in Tucson this week to assist with this process.

Schedule:

Tucson Campus

<i>Date:</i>	<i>Room:</i>	<i>Time:</i>
Thursday 9/8	Dining room A	8:30am- 4:30pm
Friday 9/9	Dining room C	8:30am- 4:30pm

South Campus

Date:

Room:

Time:

Thursday 9/8

Room 3003

8:30am- 4:30pm

Friday 9/9

Room 3003

8:30am- 4:30pm

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