

# Access Aetna for External and Affiliate Users

## Quick Reference Guide

How to go to Access Aetna to connect to Aetna published applications, published desktops or virtual machines

### How to Connect to a Virtual Machine (VM) or Published Desktop (PD)

#### Before you log on

- Connect to the internet (wireless or wired)
- Request and register a secure token from <http://token.aetna.com/>
- Go to **Citrix.com** and install the Citrix Receiver for Windows.

#### 1 Log on to Access Aetna

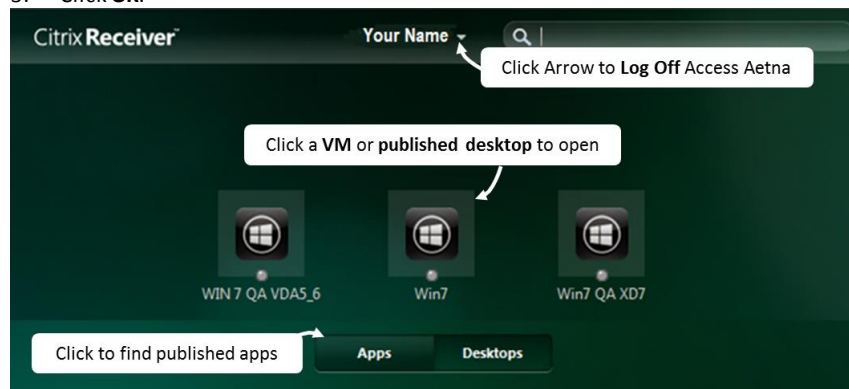
1. Open your browser and go to the appropriate URL:

If you sign on to <a href="http://ecanx.aetna.com/">http://ecanx.aetna.com/</a>	<ol style="list-style-type: none"> <li>1. Go to <a href="http://ecanx.aetna.com/">http://ecanx.aetna.com/</a></li> <li>2. Click <b>External Client Access Network- Access Aetna</b> (links to <a href="https://access.aetna.com">https://access.aetna.com</a>)</li> </ol>
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2. At the log on screen, type your **Aetna ID**, domain (Windows) **password** and **Token Security Code**.
3. Press **enter** or click **Log on**.

#### 2 Connect to your VM or PD

1. Click the **Desktop** tab on Access Aetna.
2. Click a **VM or PD** to open (e.g. Win7).
3. Click **OK**.



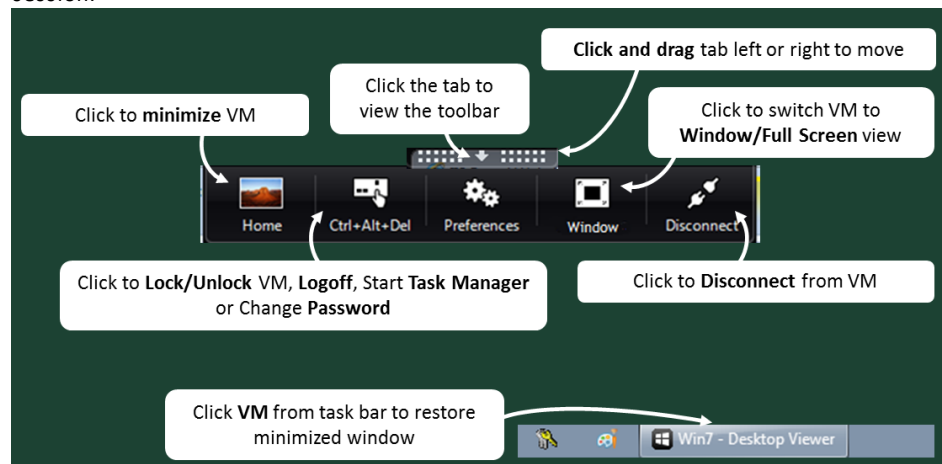
#### Your First time sign on:

Prompt for HDX microphone and webcam access after connecting to VM

- Click **Do not ask me again for this site**
- Click **Permit use of these devices**

#### Use How to use the New XenDesktop Toolbar

Click the tab at the top of your VM or PD window to use the XenDesktop Toolbar to manage your session.



<b>Move Toolbar tab</b>	If the tab conceals an app on your VM, click and drag the tab right or left to a new location
<b>Minimize VM</b>	Click <b>Home</b>
<b>Change from Full-screen view to Window view</b>	Click <b>Window</b>
<b>Change from Window view to Full-screen view</b>	Click <b>Full-screen</b>
<b>Open the Windows Security screen</b>	Click <b>Ctrl+Alt+Del</b>
<b>Lock your VM</b>	Click <b>Ctrl+Alt+Del</b> and click <b>Lock Computer</b> .
<b>Unlock your VM</b>	Click <b>Ctrl+Alt+Del</b> , then click your mouse in the password field. Type your domain (Windows) password and press <b>Enter</b> .
<b>Start Task Manager</b>	Click <b>Ctrl+Alt+Del</b> then click <b>Start Task Manager</b> .
<b>Disconnect VM without logging off</b>	Click <b>Disconnect</b>
<b>Cycle through the open programs on VM in most recently used order</b>	Press <b>ALT+TAB</b> (must be in <b>Full Screen</b> view)

#### How to log off a VM or PD and Access Aetna

1. Click **Start > Log off** from your VM or PD.
2. Close the Access Aetna window from your browser if the session has timed out **OR** click **Log Off** then close the browser. **Note** - Access Aetna will log off after 60 minutes of inactivity.

# Access Aetna for External and Affiliate Users

## Quick Reference Guide

How to go to Access Aetna to connect to Aetna published applications, published desktops or virtual machines

### How to Connect to Published Applications (PA)

#### 1 Log on to Access Aetna

1. Open your browser and go to the appropriate URL:

If you sign on to  
<http://ecanx.aetna.com/>

1. Go to <http://ecanx.aetna.com/>
2. Click **External Client Access Network-Access Aetna** (links to <https://access.aetna.com>)

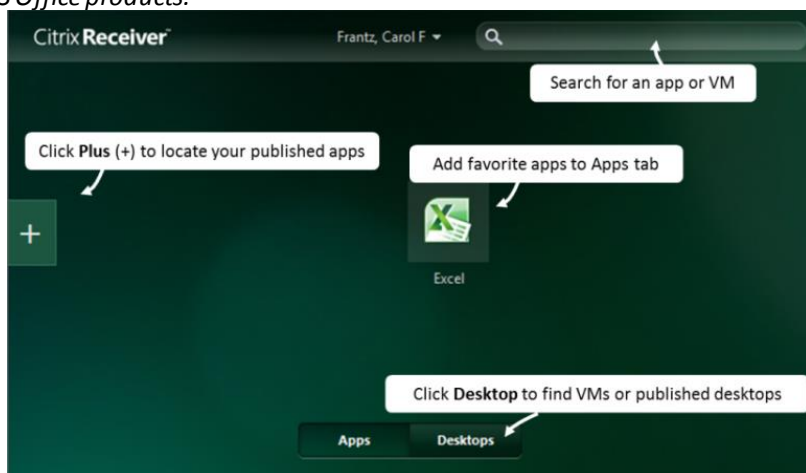
2. At the log on screen, type your **Aetna ID**, domain (Windows) **password** and **Token Security Code**.

3. Press **enter** or click **Log on**.

#### 2 Connect to your Published Applications

1. Click the **Apps** tab on Access Aetna.
2. Click the **+** (plus) to open and add apps to favorites.
3. Click **All Apps**.
4. Click an app to open and save as a favorite.
5. Click **OK**.

**Note**—Some applications may require additional authentication. This includes MS Office products.



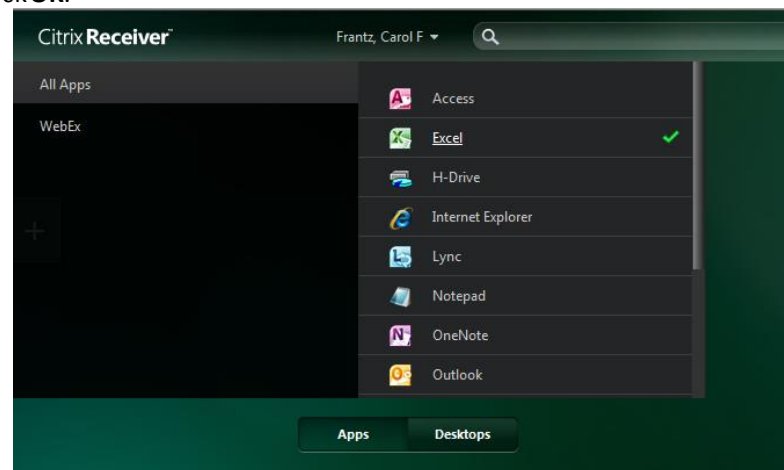
**Your First time sign on:**

**Prompt for HDX microphone and webcam access after connecting to VM**

- Click **Do not ask me again for this site** and **Permit use of these devices**

#### 3 Add new favorite applications to your App Favorites

1. Click the **+** (plus) to open and add apps to favorites.
2. Click **All Apps**.
3. Click an app to open and save as a favorite.
4. Click **OK**.



#### How to remove a favorite app from your App Favorites

Follow standard application methods to close the published application.

1. Right-click the app.
2. Click **Remove**.

#### How to close a published application

Follow standard application methods to close the published application.

- Click **File, Exit**.

#### 4 Log off Access Aetna

Close the Access Aetna window from your browser if the session has timed out **OR** click **Log Off** at top of screen and close browser. **Note** - Access Aetna will log off after 60 minutes of inactivity. Note - Access Aetna will log off after 60 minutes of inactivity. Your active published apps, desktops and virtual machines are not affected.