

Access Aetna Help

[Prerequisites](#)

[Secure Token Access](#)

[Minimum receiver requirements](#)

[How to install Citrix Receiver](#)

[Receiver Cleanup Utility \(Remove old Citrix Receiver\)](#)

[Enable Citrix Plug-in Receiver in Google Chrome Browser](#)

[Access Aetna logon page misaligned on Internet Explorer browser](#)

[Connecting to Access Aetna without Citrix Receiver installed - HTML-5 Option](#)

[Updating Security setting for trusted sites on Internet Explorer Browser](#)

[Working with Multiple Monitors](#)

[Working with Virtual Machines and Published Desktops](#)

- [How to connect to your VM or PD after log on](#)
- [Use How to use the XenDesktop Toolbar](#)
- [How to log off a VM or PD and Access Aetna](#)

[Working with Published Applications](#)

- [How to find and connect to your published applications after log on](#)
- [How to add a new favorite application to your App Favorites screen](#)
- [How to remove a favorite app from your App Favorites](#)
- [How to close a published application](#)
- [Log off Access Aetna](#)

Prerequisites

To connect to Access Aetna, you must have an internet or network connection, a secure token for working from a non-Aetna device, and your device must meet the minimum receiver requirements.

Secure Token Access

A secure token is a device that generates a one-time passcode used to securely log on to protected systems. Users connecting to Aetna systems from non-Aetna devices are required to request and register a secure token to log on.

Click [here](#) to request and register a Secure Token from the **Secure Token Self-Service portal**

Minimum Receiver Requirements

The following are minimum Citrix Receiver versions, operating system versions and browser versions required to connect to Access Aetna.

- Citrix Receiver for Windows 8/RT
- Citrix Receiver for Windows 4.2
- Citrix Receiver for Windows 4.1
- Citrix Receiver for Windows 3.4
- Citrix Receiver for Mac 11.7
- Citrix Receiver for iOS 5.9
- Citrix Receiver for Android 3.5
- Citrix Receiver for Linux

For more details on Operating system and Receiver versions please follow the [appendix](#).

How to install Citrix Receiver

Install **Citrix Receiver** on your computer. To install the Citrix Receiver on your non-Aetna Windows computer follow the steps below. If you have an older version of the Receiver on your device please see [Receiver Cleanup Utility](#) steps below.

Use **Receiver Easy Install** and let Citrix to determine the right receiver for your device type.

1. Go to <http://www.citrix.com/go/receiver.html>
2. Follow the on-screen prompts to detect your device and install Receiver.

Alternate download method:

1. Go to <http://www.citrix.com/download>
2. From the drop menu of available download, select **Citrix Receiver (ICA)**.
3. Download the receiver for your device type. Follow on-screen prompts to complete the installation.

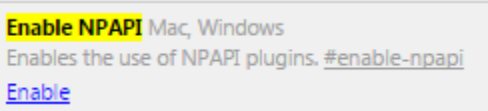
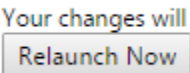
Receiver Cleanup Utility: Remove Previous Citrix Receiver Versions and Upgrade Citrix Receiver to latest version

Citrix has created a Receiver Cleanup Utility that is highly recommended to uninstall the current installed Citrix Receiver on Microsoft Windows devices before you install a newer Receiver. **Note** - The Cleanup utility can be used on Citrix Receiver versions 12.x and higher for Windows and Installations will require Administrator privileges to the computer.

1. Run the Citrix Receiver Clean-Up utility (click <http://support.citrix.com/article/CTX137494> to locate) to remove all Citrix Receiver files.
2. Restart the computer after you run the utility.
3. Go to <http://www.citrix.com/go/receiver.html> to install the latest Citrix Receiver version.
4. Follow the on-screen prompts to detect your device and install Receiver.



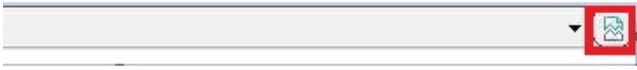
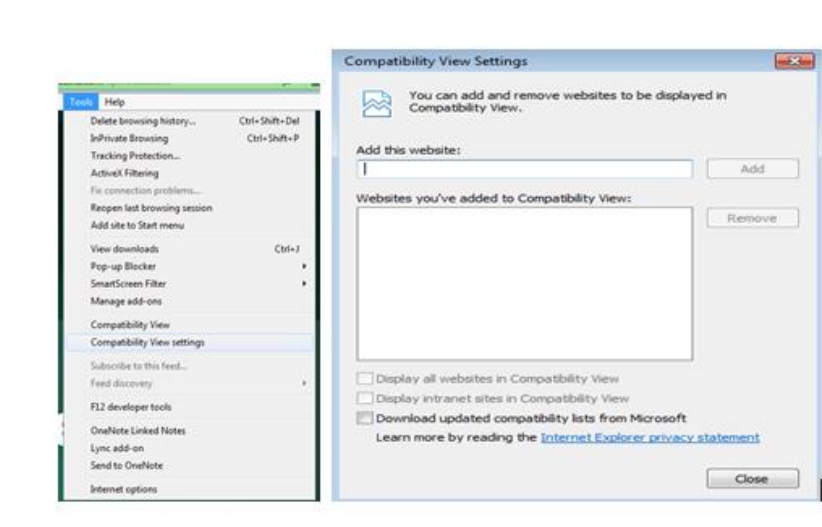
Enable Citrix Plug-in in Google Chrome Browser

To improve Chrome's security and stability, Google announced that NPAPI plugin support, a capability we've depended on for years, will be disabled by default in Chrome version 42.x in April 2015. Please follow the steps below to enable your device to connect to Aetna Access systems from a Google Chrome browser:

1. On the Chrome browser, type the following in the address bar: chrome://flags/#enable-npapi	
2. Click the Enable link under the <i>Enable NPAPI</i> section	 The screenshot shows a Chrome flag page for 'Enable NPAPI'. The text reads: 'Enable NPAPI Mac, Windows Enables the use of NPAPI plugins. #enable-npapi'. Below this text is a blue 'Enable' link.
3. Click Relaunch Now	 The screenshot shows a message: 'Your changes will take effect the next time you relaunch Google Chrome.' Below the message is a grey 'Relaunch Now' button.

For more information, <http://blogs.citrix.com/2015/03/09/preparing-for-npapi-being-disabled-by-google-chrome/>

Access Aetna logon page misaligned on Internet Explorer browser

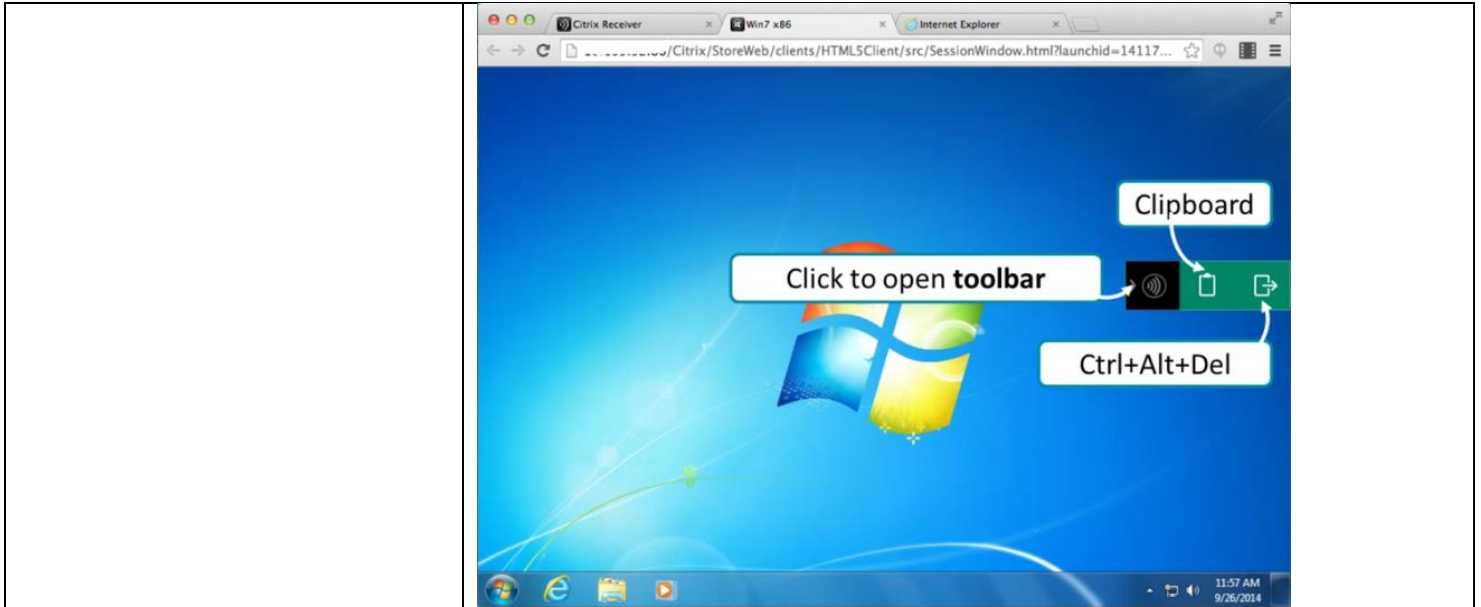
<p>If the text and appearance of fields on Internet Explorer are not aligned correctly on Access Aetna, follow the steps below to correct.</p> <p>Disable the <i>compatibility view mode</i> on the browser with one of the options below:</p>	
<p>Option 1</p>  <p>Click the Compatibility View icon () on the address bar on browser.</p>	
<p>Option 2</p> <p>Open Internet Explorer. From menu bar, click Tools -> Compatibility view settings to enable or disable for any website.</p>	

Connecting to Access Aetna without Citrix Receiver installed - HTML-5 Option

HTML-5 option allows users to launch application or virtual machines from Access Aetna when there is no Citrix receiver installed or the receiver is broken on the computer. To see a list of recommended operating system versions and browser versions, click [here](#).

While you connect to your published applications or virtual machines with HTML-5, the apps or VMs open inside a new tab on your browser. All functionality in the app or VM is the same within the browser tab.

<p>Your VM, PD or PA will open in a tab on your browser.</p>	<p>Features:</p> <ul style="list-style-type: none"> • To minimize the VM, PD or PA, minimize the browser. • To place content on the clipboard, click the Receiver toolbar on the right side of the browser tab and click the Clipboard button. • For Ctrl+Alt+Del, click the Receiver toolbar on the right side of the browser tab and click the Ctrl+Alt+Del icon.
--	---



The following operating systems and web browsers are recommended for users to access desktops and applications using Receiver for HTML5.

Operating System	Recommended Browser
Windows RT Windows 8.1 (32-bit and 64-bit editions) Windows 8 (32-bit and 64-bit editions) Windows 7 Service Pack 1 (32-bit and 64-bit editions) Windows Vista Service Pack 2 (32-bit and 64-bit editions) Windows Embedded XP Mac OS X 10.9 Mavericks Mac OS X 10.8 Mountain Lion Mac OS X 10.7 Lion Mac OS X 10.6 Snow Leopard Google Chrome OS 33 Ubuntu 12.04 (32-bit)	Internet Explorer 11 (HTTP connections only) Internet Explorer 10 (HTTP connections only) Safari 7 Google Chrome 33 Mozilla Firefox 27

Security setting on Internet Explorer Browser

With the enhanced security features on the latest Microsoft windows Internet explorer browser, some Active-X controls are restricted. User need to configure browser security to enable access.

1. One the browser, click **Tools -> Internet options**
2. Go to Security Tab and click **Trusted sites**.
3. Add **"*.aetna.com"** (without quotes) as trusted sites.
4. Click **OK** then close and reopen the browser.

Working with Multiple Monitors

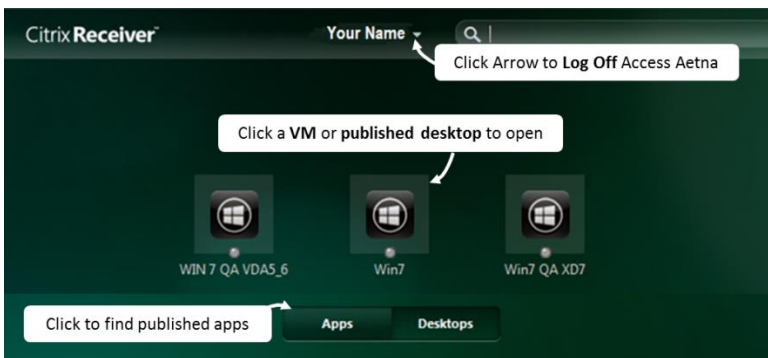
Users working with multiple monitors need to follow the steps below to be able to span Citrix session across more than one monitors. **Note** - It is always recommended (but not required) that all the monitors are of similar make and model.

1. Verify the monitors are identified by your local computer and are working properly.
2. Log on to Access Aetna following established steps from your assigned URL (Citrix Gateway Portal Address).
3. Connect to your virtual machine or published desktop.
4. If the virtual machine is in Full-screen view, click **Window** on the XenDesktop Toolbar.
5. Drag the virtual machine window by the title bar across monitors until it spans both monitors.
6. Click **Full-screen** on the XenDesktop toolbar.

Working with Virtual Machines and Published Desktops

How to connect to your VM or PD after log on

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



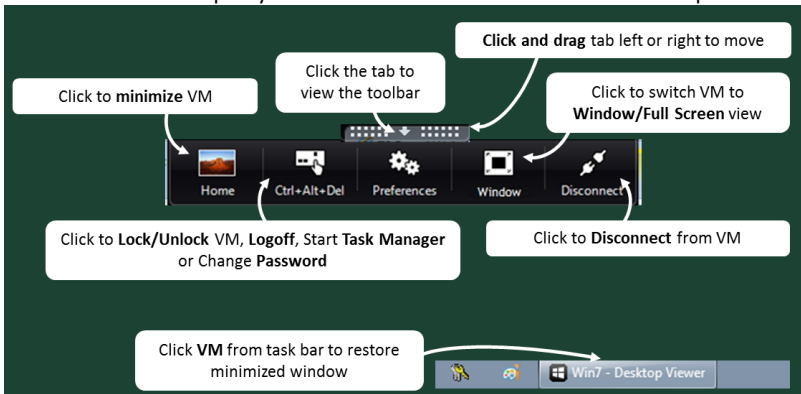
Your First time sign on:

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 XenDesktop Toolbar

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



Move Toolbar tab

If the tab conceals an app on your VM, click and drag the tab right or left to a new location 

Minimize VM	Click Home
Change from Full-screen view to Window view	Click Window
Change from Window view to Full-screen view	Click Full-screen
Open the Windows Security screen	Click Ctrl+Alt+Del
Lock your VM	Click Ctrl+Alt+Del and click Lock Computer .
Unlock your VM	Click Ctrl+Alt+Del , then click your mouse in the password field. Type your domain (Windows) password and press Enter .
Start Task Manager	Click Ctrl+Alt+Del then click Start Task Manager .
Disconnect VM without logging off	Click Disconnect
Cycle through the open programs on VM in most recently used order	Press ALT+TAB (must be in Full Screen view)

How to log off a VM or PD and Access Aetna

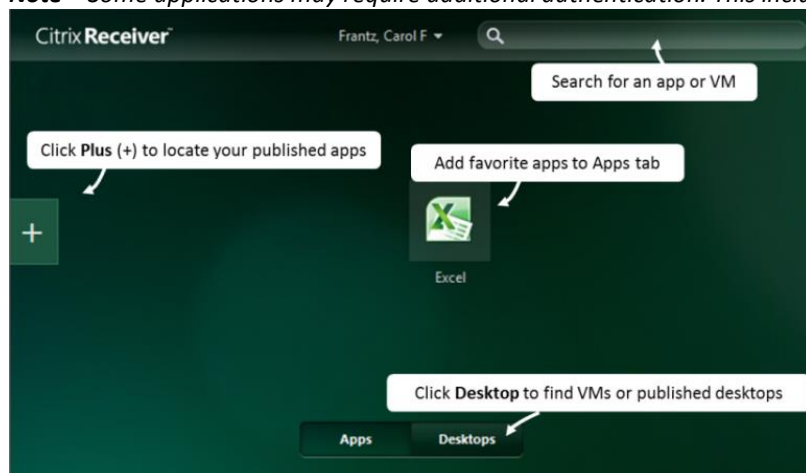
1. Click **Start > Log off** from your VM or PD.
2. Close the Access Aetna window from your browser if the session has timed out **OR** click **Log Off** then close the browser. **Note** - Access Aetna will log off after 60 minutes of inactivity.

Working with Published Applications

How to find and connect to your published applications after log on

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.



How to add a new favorite application to your App Favorites screen

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**.

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.

APPENDIX

Receiver Version	Operating System	CPU Architecture	Recommended Browser
Citrix Receiver for Windows 4.1			
	Windows 8.1	32-bit and 64-bit	Internet Explorer 11 (32-bit mode) Google Chrome 33 Mozilla Firefox 32 Mozilla Firefox 31
	Windows 8	32-bit and 64-bit	Internet Explorer 10 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 32
	Windows 7 Service Pack 1	32-bit and 64-bit	Internet Explorer 10 (32-bit mode) Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 32 Mozilla Firefox 31
	Windows Embedded Standard 7 Service Pack 1 or Windows Thin PC	NA	Internet Explorer 10 (32-bit mode) Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode)
	Windows Vista Service Pack 2 (32-bit and 64-bit editions), Windows Embedded XP	NA	Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 32 Mozilla Firefox 31
Citrix Receiver for Windows 4.0 or Citrix Receiver for Windows 3.4			
	Windows 8	32-bit and 64-bit	Internet Explorer 10 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 27 Mozilla Firefox 26
	Windows 7 Service Pack 1	32-bit and 64-bit	Internet Explorer 10 (32-bit mode) Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 27 Mozilla Firefox 26

	Windows Embedded Standard 7 Service Pack 1 or Windows Thin PC	NA	Internet Explorer 10 (32-bit mode) Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode)
	Windows Vista Service Pack 2	32-bit and 64-bit	Internet Explorer 9 (32-bit mode) Internet Explorer 8 (32-bit mode) Google Chrome 33 Google Chrome 32 Mozilla Firefox 27 Mozilla Firefox 26
Citrix Receiver for Mac 11.8 OR Citrix Receiver for Mac 11.7			
	Mac OS X 10.9 Mavericks		Safari 7 Google Chrome 33 Mozilla Firefox 27
	Mac OS X 10.8 Mountain Lion		Safari 6 Google Chrome 33 Mozilla Firefox 27
	Mac OS X 10.7 Lion		Safari 5.1 Google Chrome 33 Mozilla Firefox 27
	Mac OS X 10.6 Snow Leopard		Safari 5.0 Google Chrome 33 Mozilla Firefox 27
Citrix Receiver for Linux 12.1 OR Citrix Receiver for Linux 13			
			Google Chrome 33 Mozilla Firefox 27
Citrix Receiver for Android 3.6			
	Android 4.x and 5.0		Chrome for Android The default browser on the device.
Citrix Receiver for iOS 5.9			
	iOS 6.1.x, 7 and 8		Safari