

**How to Use Citrix MyAppsRemote
to Access
UnitedHealth Group Systems**

Table of Contents

Getting Started	3
Part 1: Reset Your MS ID Password	4
Part 2: Create Your Personal Identification Number (PIN)	5
Part 3: Log in to Citrix MyAppsRemote	7
Part 4: Quick Reference Information	9
Explore Frontier	9
Access HRdirect from Frontier.....	10
Access Credentials.....	11
Important Contact Numbers:.....	11
On-line Resources & Applications at a Glance	12
Accessing Links within UnitedHealth Group Websites	13
Printing within Citrix MyAppsRemote.....	13

Getting Started

How do I start?

The very first time you access UnitedHealth Group systems via Citrix MyAppsRemote, complete parts 1-3 in order, to:

- Create your own MS ID password by resetting the one assigned to you. (Part 1)
- Create your own personal identification number (PIN). (Part 2)
- Log in to Citrix MyAppsRemote. (Part 3)

What do I need to get started?

You will be creating multiple passwords throughout this document. Please pay close attention to the directions to make sure you are entering the correct information in the boxes. You will also be asked for two types of logins. To get started you will need the following:

- Employee ID
- MS ID / Password – you will receive these via two separate emails from SECURE:
 - Employee ID & MS ID User Name (first email)
 - Temporary MS ID Password (second email)
- RSA Secure ID Token

What is an RSA Secure ID Token?

An RSA Secure ID Token is a piece of hardware that generates a new one-time six-number code every 60 seconds. Combined with your name and PIN, this creates a logon combination that is valid only for one user at that moment in time.



What corporate systems/resources are available via UnitedHealth Group Citrix?

Once you have successfully registered and activated your RSA Secure ID, and logged into UnitedHealth Group Citrix you will have access to:

- **Frontier** – our UnitedHealth Group intranet providing access to company information, news, announcements, employee directory.
- **HRdirect** – our Human Capital intranet and self-service application providing access to policies, procedures, expense reporting, self service tools and the company wide Learning Management System - LearnSource. To access applications within HRdirect you will need to login through the **Common Logon** page.

Part 1: Reset Your MS ID Password

Step 1:

- Log into a special CVPN site at <https://cvpn.uhc.com/setup>
- Type the following information exactly as shown below:
USERNAME: uhguser
PASSCODE: setupmyid

Step 2:

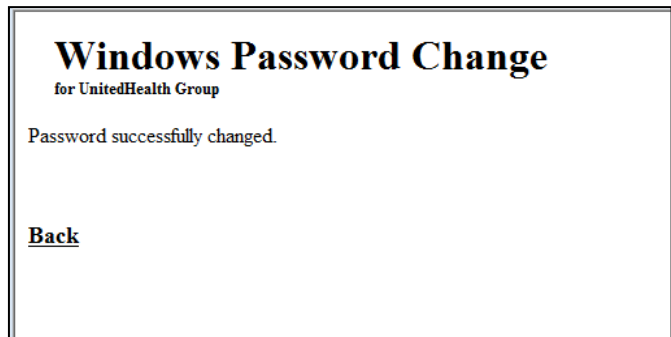
- When you see a link to reset your MS Password, click on the **MS Password Reset** link

Step 3:

Next, create your own MS ID password that you will use each time you log in, as follows:

- Type MS as the Domain
- Type your MS ID in the **User ID** field
- Type the MS ID password (contained in the Access Credentials email you received) in the **Old Password** field
- Create a new MS ID password – that you will remember - and type it in the **New Password** field (note the password criteria at the bottom of the page)
- Type the new MS ID password you just created in the **Confirm New Password** field
- After completing the required information, click the **OK** button

You will receive a confirmation page indicating you have successfully changed your password. Do not close this window if you are proceeding to Part 2.



Part 2: Create Your Personal Identification Number (PIN)

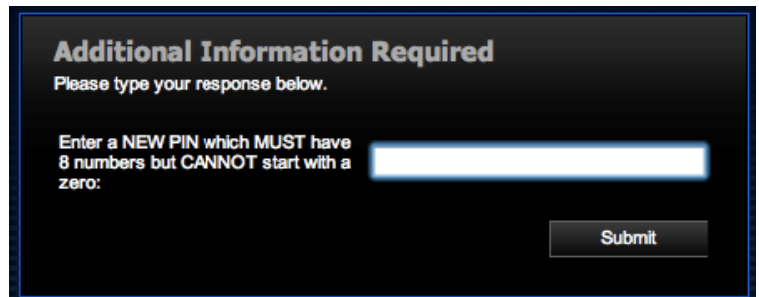
Step 1:

- Log into Citrix - <https://myappsremote.uhc.com> (an icon has been placed on your desktop linking to this site)
USERNAME: type your MS ID
PASSCODE: type the number displayed on the token
- Click on **LogOn**



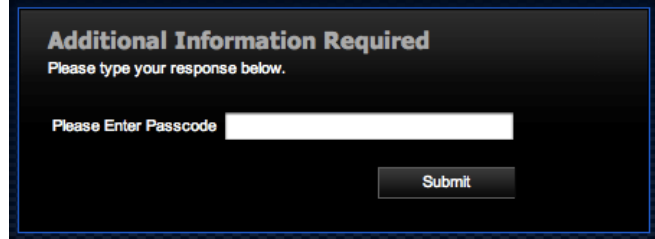
Step 2:

- Type a new **8-digit PIN**.
Note: You may pick any 8 numbers for your PIN, but it cannot start with a zero. You will use this PIN **for all future logins** to Citrix and MyAppsRemote.
- Click on **Submit**



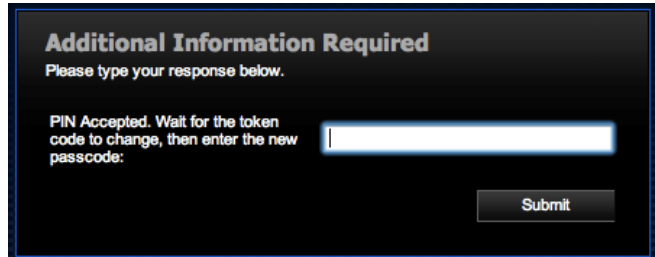
Step 3:

- Retype your PIN for confirmation.



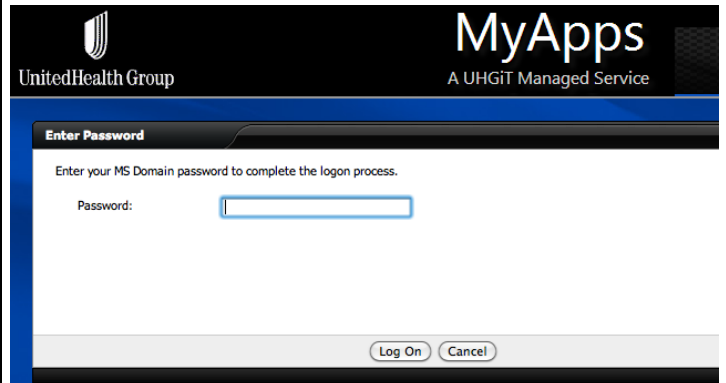
Step 4:

- Once your PIN is created you will be asked to type your **passcode**. Your passcode is the combination of your **8-digit PIN** you created in step 2, and the **next six-digit number displayed on your token**.
- Click on **Submit**



Step 5:

- Type your MS Password in the next password box that appears
- Click on **Log On**



Part 3: Log in to Citrix MyAppsRemote

If this is your first time accessing UnitedHealth Group systems via Citrix MyAppsRemote, you must first complete Part 1 and Part 2.

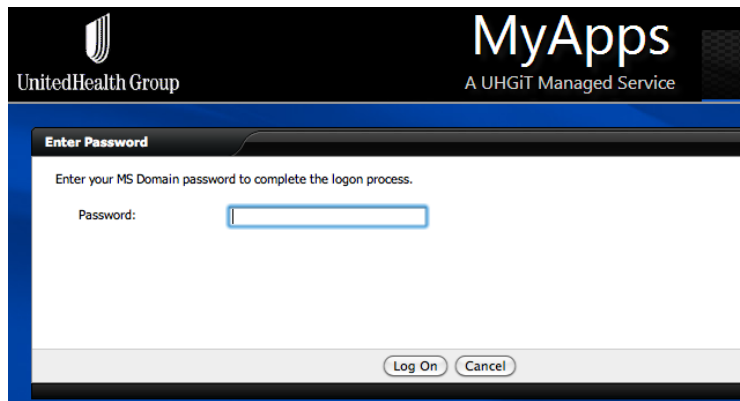
Step 1:

- Log into Citrix at <https://myappsremote.uhc.com>
- In the following fields, type:
USERNAME: your MS ID
PASSCODE: your PIN + the six-digit number displayed on the RSA Token
- Click on **Log On**



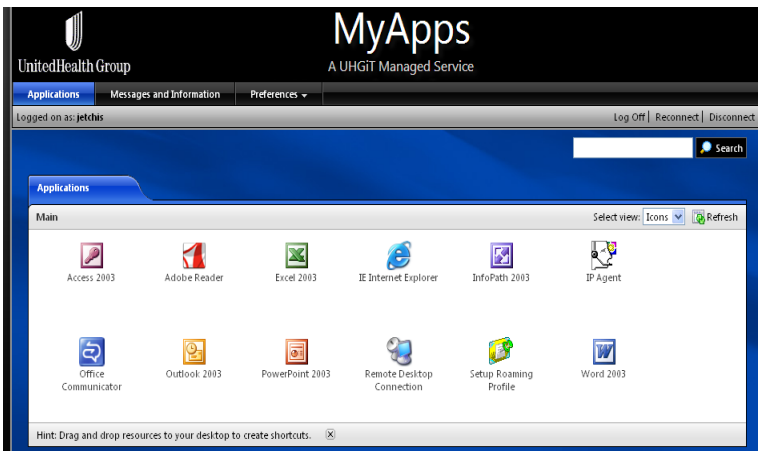
Step 2:

- Type your MS Password in the next password box that appears
- Click on **Log On**



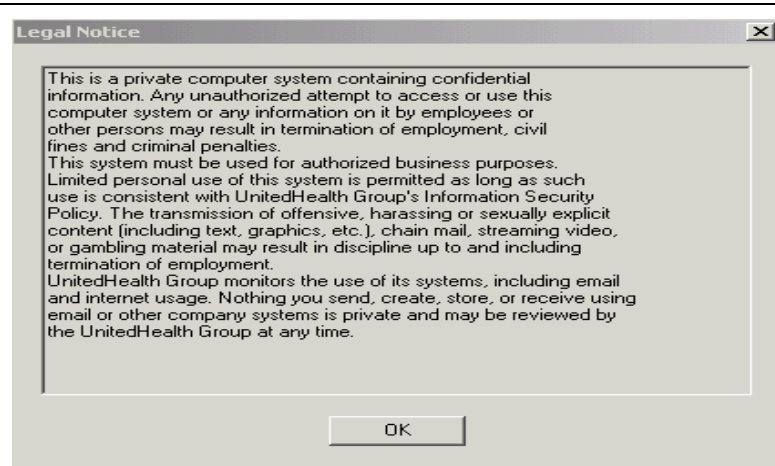
Step 3:

- Double click the IE Internet Explorer icon



Step 4:

- Read the statement
- Click on “OK” to proceed



When you have completed all steps successfully, the Frontier homepage will be displayed.



Part 4: Quick Reference Information

Explore Frontier

When you log into Citrix through MyAppsRemote and Internet Explorer from the Citrix Menu, Frontier will appear as your homepage. You can access many of the UnitedHealth Group resources from this page:

The screenshot shows the UnitedHealth Group 'Frontier' homepage. Key features and annotations include:

- Employee Directory Search:** A search bar at the top right with the text "Employee Directory Search".
- Navigation to HRdirect:** A sidebar menu on the right with "All Your Services" and "Calendar" highlighted.
- Other Quick Links:** A sidebar menu on the right with "Report Health Care Fraud" and "Report My Time (U.S.)" highlighted.
- Company News:** A section on the left titled "TOP STORIES" with a sub-header "What to Expect from Innovation Day 2012".
- Stock Information:** A widget titled "STOCKS" showing "UnitedHealth Group Inc." with a price of \$55.10 and a change of +0.30%.
- Internal Social Network:** A widget titled "SLURM" with a welcome message and a "Log In" button.

Additional elements will be visible to you such as local weather information based on your office location and business area.

Access HRdirect from Frontier

- From Frontier, select the HRdirect & Global Self Service from the Important Links section.
- You may be prompted for a secondary login. For this you will need to enter your:
 - Employee ID: Employee 9-digit ID
 - Password: Common Logon Password
 - The first use password is the last four of your social security number of national ID

HRdirect is displayed:

The screenshot displays the UnitedHealth Group HRdirect website. At the top, there is a navigation bar with the UnitedHealth Group logo on the left and 'HRdirect United States' on the right. Below the navigation bar is a horizontal menu with links for Home, Manager Center, Career, LearnSource, Financial Fitness, Health & Wellness, Time & Pay, Policies & Practices, Life & Personal Info, and Global Self Service. The main content area features a large orange banner for 'Congratulations, Graduates!' with a photo of a group of people. Below this are sections for 'Spotlight' (listing various awards and recognitions), 'Top Questions' (with links to common HR queries), and 'Employee Actions' (a list of tasks like 'Complete Common Review Self-Evaluation', 'My Development Plan', etc.). Other sections include 'Manager Actions', 'Popular Destinations', and 'Need Help?'. The footer includes a 'Promise #1' section and a link to the 'HC Community'.

Access Credentials

Employee ID	MS ID	Common Logon
<ul style="list-style-type: none"> ▪ 9-digit number assigned by UnitedHealth Group ▪ Used when logging in to Common Logon applications, calling the UnitedHealth Group Help Desk, calling HRdirect, etc 	<ul style="list-style-type: none"> ▪ Used to log in to the UnitedHealth Group network after connecting via Citrix ▪ 7 characters, including first initial and characters in last name (may include a number) ▪ Login using MS ID and MS ID password 	<ul style="list-style-type: none"> ▪ Used to log in to self-service applications and other sites across the UnitedHealth Group intranet ▪ Login using Employee ID & Common Logon password ▪ To change password, go directly to Common Logon page

Important Contact Numbers:

Support Contact	Contact Information
Dignity Health IT Help Desk	888-307-0222
Human Resources Support / HRdirect	800-561-0861 Available 7 a.m. – 7 p.m. CST

On-line Resources & Applications at a Glance

All of the URLs below require that you are connected via Citrix and logged in to the UnitedHealth Group network before proceeding.

Resource	Description	Common Logon?	URL & Navigation
HRdirect	Repository of human resources information, including links to Global Self Service, LearnSource, and much more	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect
Global Self Service	System for completing a variety of personnel tasks, including time and attendance, accessing pay statements, updating contact information, and updating financial information	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect & Self Service
Time & Attendance	Area within Self Service where hourly employees report time and all employees report PTO	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect & Self Service > Time & Pay > Report Your Time
Paychecks	Area within Self Service where you can view your paycheck statements	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect & Self Service > Time & Pay > View/Understand Your Paycheck
Personal Information	Area within Self Service where you can update your home address, phone numbers, and emergency contacts, as well as other information	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect & Self Service > Life & Personal Info > select the appropriate option

Resource	Description	Common Logon?	URL & Navigation
LearnSource	Company-wide learning management system where you can access a variety of learning opportunities	Yes	https://myappsremote.uhc.com Navigation: Frontier > HRdirect & Self Service > LearnSource
Frontier	UnitedHealth Group intranet; includes a phone directory and links to HRdirect & Self Service and much more	No	https://myappsremote.uhc.com Navigation: Frontier
Phone Directory	Look up contact information for all UnitedHealth Group employees, including email, phone number, and reporting structure	No	https://myappsremote.uhc.com Navigation: Frontier at the upper right of page (Last Name/First Name)

Accessing Links within UnitedHealth Group Websites

You may receive a link in an email for an internal UnitedHealth Group website that will not open when you click on them. Here are some options for opening those links:

- Log in to Citrix through MyAppsRemote at <https://myappsremote.uhc.com>. Open Internet Explorer, and type the address into the address bar.
- If the email describes the source of the content, such as Frontier, OptumInsight, etc., then log in to Citrix through MyAppsRemote at <https://myappsremote.uhc.com>, open Internet Explorer, and navigate to that source to find the content. If the link points to a page within Frontier, use Frontier's search function to find the content.

Printing within Citrix MyAppsRemote

MyAppsRemote does not allow printing. Many HR-related documents can be printed from HRdirect accessed through the internet at <https://www.unitedhrdirect.net>