CHE-CLINICAL Wireless
On-Boarding Process.
iPad/iPhone Device

December 31st, 2014

Prepared By:
Trinity Information Services
Trinity Health
Start by opening Settings, Wi-Fi, and make sure your Wi-Fi is enabled. You should see: CHE-CLINICAL in your WiFi Networks list.

Click to connect to CHE-CLINICAL. After you click, you will be prompted for username and password.

Enter your Network or Active Directory Username and Password (Your PC login ID and password). After you successfully enter your credentials, you are prompted to install a certificate.
After accepting the certificate, switch from the WiFi Network screen to your Safari Browser. Browse to your favorite website other than Google.com (like cnn.com). You should be redirected to the screen below.

Click on “1. Install root certificate (click here)” to install the root certificate. You will receive the screen below – Click install.

Enter your PIN when requested.

Click install.
Click Install

When the Certificate installation is complete, click Done

After successfully installing the Root Certificate.

Enter your Network or Active Directory Username and Password (Your PC login ID and password).
Enter your PIN when requested.

And one more time! Click install.

And Click Done!

Your screen will indicate that onboarding is complete.

Set a reminder in your calendar that you will need to re-onboard in one year.

Congratulations! You are connected to CHE-CLINICAL network.
Troubleshooting Tips

If you have trouble reaching the resources you need, confirm connectivity to CHE-CLINICAL. Try connecting again if your device has connected to another network. If the network you connect to is no longer needed, select the configuration for that network and “Forget” it.

If you encounter a “resource unavailable” message, you can resolve it by stopping the Citrix receiver process and starting it again.

Single-tap the “home” button to exit the Citrix Receiver.

Double-tap the “home” button so it reveals a row of running processes at the bottom of your iPad screen. See below.

Press and Hold the Citrix receiver icon until the x in a white circle appears and the icons wiggle. Hitting the “x” on the Citrix receiver process icon will stop it. It should disappear. Press your home button once again to get back to your main icon screen. Start the Citrix app again. This should resolve the “Resource Unavailable” error message.