Minimum Requirements

Use of the SSL VPN requires a Mac with a broadband Internet connection and the following minimum requirements:

<table>
<thead>
<tr>
<th>Hardware Requirements</th>
<th>Software Requirements</th>
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<tbody>
<tr>
<td>• Intel Core 2 Duo processor or higher</td>
<td>• Mac OS 10.7.x, 10.8.x, 10.9.x</td>
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<tr>
<td>• 1 GB RAM or higher</td>
<td>• Safari</td>
</tr>
<tr>
<td>• Video adapter and monitor with Super VGA (800x600) or higher resolution</td>
<td>• The latest Java and Citrix Receiver client</td>
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<td></td>
<td>• Symantec Endpoint Protection</td>
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<td></td>
<td>• Full Disk Encryption</td>
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</table>

Hello,

If you’re at this page, you are trying to troubleshoot your personal Mac computer and the DPH WebConnect remote access website. The DPH and UCSF IT recommend that you use Windows to access WebConnect. If you would like to use your Mac computer, it will often work, but updates by Mac OS, Safari, Citrix, and Java often stop it from working. Here are troubleshooting steps for the latest connection problem. This document assumes you have previously connected and it has stopped working. Again, we highly recommend that you use a Windows computer to connect to the DPH WebConnect website. Mac computers are not recommended and not supported by DPH IT. Although we have been able to successfully connect to DPH WebConnect using Mac computers, we do not guarantee that they will always have a successful connection.

After entering your ID, password and the number from the token, you get stuck on the following screen:

**DPHWEBCONNECT**

Loading Components...
Please wait. This may take several minutes.
- Host Checker

If an error prevents a component from loading properly, you can click here to continue. Not all functionality may be availa
The latest Java Applet plug in has been disabled. To re-enable it, do the following:

Close the WebConnect window.

1. Activate the Java plugin for the WebConnect site.
2. Open the Java Control Panel in System Preferences

![Java Control Panel](image1)

3. 
4. Make sure Java is enabled
5. Click on the Security tab
6. Make sure the box is checked, “Enable Java content in the browser.”
7. Click on “Edit Site List.”

![Java Control Panel](image2)

8. Click Add and enter in the following: [https://webconnect.sfdph.org/myucsf](https://webconnect.sfdph.org/myucsf) to the exception site list
9. Click OK to exit

Updated 9/5/2014
Open Safari and make sure Pop-Up Blockers are off:

*For Lion, Mountain Lion, and Mavericks, Go to the Safari Menu > Preferences > Security*

Make sure “Block pop-up windows” is unchecked. Make sure other boxes are checked.

**Edit Plug-ins in Safari**

1. In the Security Tab, under Internet plug-ins, click on “Manage Website Settings” and make sure “Allow Plug-ins” box is checked
2. Click on Citrix Receiver Plug-in in the left column and choose “Allow Always” When visiting other websites
3. Click on Java in the left column and see if webconnect.sfdph.org shows up in the configured websites list. Make sure “Allow Always” is chosen
4. Quit Safari

1. Reopen Safari and try to log back into WebConnect at https://webconnect.sfdph.org/myucsf
2. The following prompts will vary depending on which Operating System you have: The website “webconnect.sfdph.org” contains a Java applet. Do you want to allow the applet to load?” Choose “Allow.”
3. On the next screen choose “Run.”
Choose “Don’t Block.”

4. Choose “Always.”

5. HostChecker will download and launch.

6. You may be prompted to type in your laptop password.

7. Click on “Detect Clients”
8. Click on “Already Installed.” This assumes you have already installed the Citrix client before.

Congratulations! You have successfully navigated to the DPH Web Interface and may now access the EMR remotely.