How to Access Merlin from the HSC Network

IMPORTANT – PLEASE READ THROUGHLY

What Account do I use to Login to Merlin?
Users located in the HSC with a GroupWise account will access the Merlin software using your HSC Windows login information. Your Windows login credentials are the same as your GroupWise credentials as long as you have synchronized these passwords using the password change utility at the Help Desk Website.

How do I synchronize my Windows and GroupWise passwords?
Your HSC passwords can be changed simultaneously from a single web site.

The password change website **will synchronize** the following passwords:
- HSC domain (Windows)
- GroupWise
- Novell file/print environment
- Merlin

The password change website **will not synchronize** the following passwords at this time:
- SOLE
- WVU Main campus passwords including parking.wvu.edu, wvu.encrypted and wvu.Mountainair wireless
- Other WVUH/UHA passwords including CHIP, Medsite, Medipac, etc.

To change your HSC passwords, simply go to the Help Desk Website and click on the "Password Change" hyperlink near the bottom of the page. Follow the directions and prompts on screen to change and synchronize your HSC domain, GroupWise, Novell, and Merlin passwords. If you have problems using the password change utility, please contact the HSC Help Desk at 293-3631 or hsc_helpdesk@hsc.wvu.edu.

Accessing the Merlin site:
HSC users will access Merlin using the Citrix web client software. Each user will need to download and install this software per the instructions below:

Installing the Citrix web client for Windows
- Download the latest client from http://www.hsc.wvu.edu/its/Downloads/
- Click on "Windows Citrix ICA Client" and save the file named Ica32web.msi to your **Desktop**
- Once the download is complete, close out the download window.
- Double-click ica32web.msi located on your Desktop to begin the installation
- On the License Agreement page choose "I accept this license agreement" then click 'Next'
- Watch the progress as the software installs

- When the final window appears stating that the client has been successfully installed, click 'Finish'
- Test your connection to Merlin by following the "**Testing your Connection to Merlin**" procedure documented below.

Installing the Citrix web client for Macintosh
- Download and install the latest client from http://www.hsc.wvu.edu/its/Downloads/ –
Click on "Macintosh Citrix ICA Client" to begin the download and installation
- Launch the installation file
- Test your connection to Merlin by following the "**Testing your Connection to Merlin**" procedure documented below.

*** Please note EPIC does not support the Macintosh platform. Support will be provided internally at our best effort via the Citrix web client.

Testing your Connection to Merlin:
- Visit http://citrix.rcbhsc.wvu.edu
- Login using your HSC login credentials. Under the domain, select HSC. Please note the initial login may require more time as your account is setup. If the 1st login takes longer than 5 minutes, please call the HSC Help Desk at 293-3631.
- Click on the 'Epic (Merlin Playground)' icon to run this application. If Merlin runs, the installation was successful.
- If you receive a "Client File Security" window stating "A server application is requesting access to your local client files", select "Full Access" and "Never ask me again", click OK.

- If you experience any difficulty logging into Merlin, please contact the HSC Help Desk at 293-3631 or hsc_helpdesk@hsc.wvu.edu.