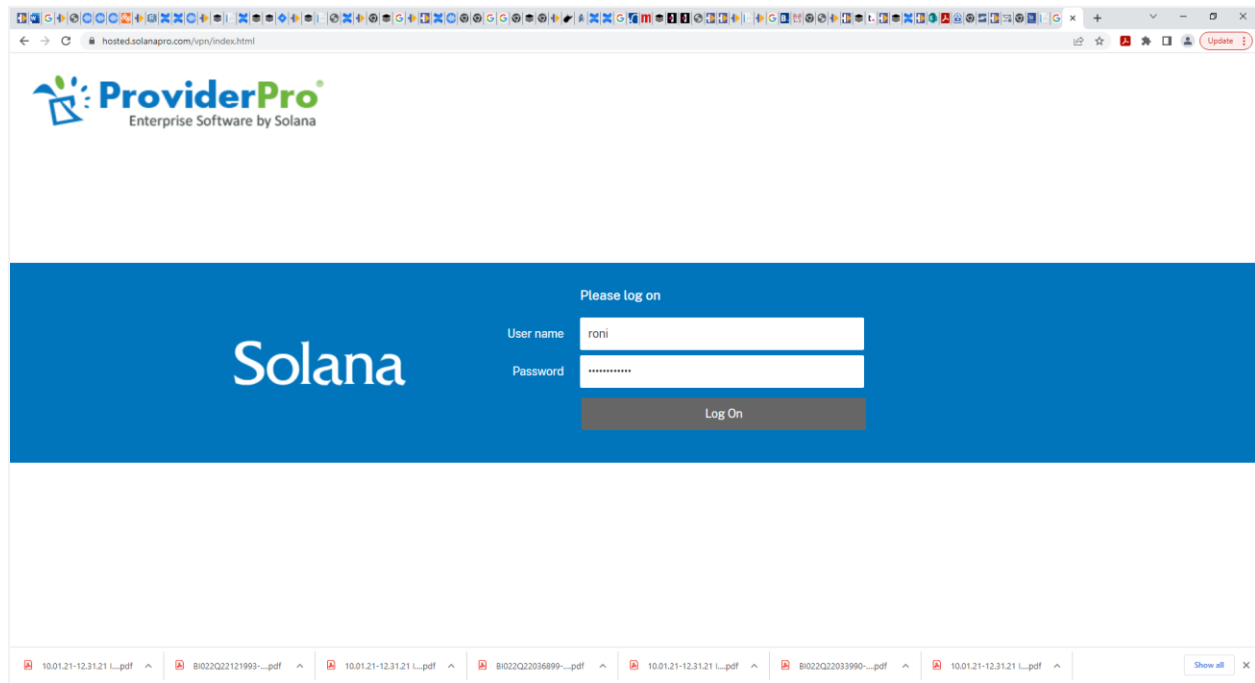
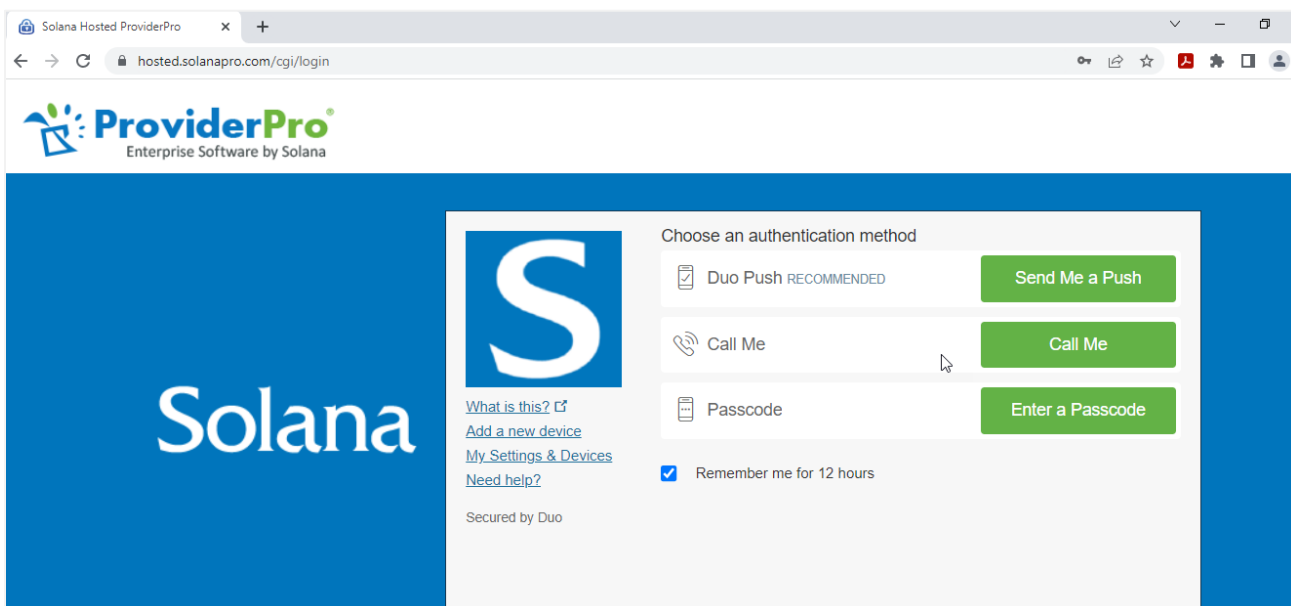


Logging into Citrix and Launching ProviderPro or the Citrix Desktop

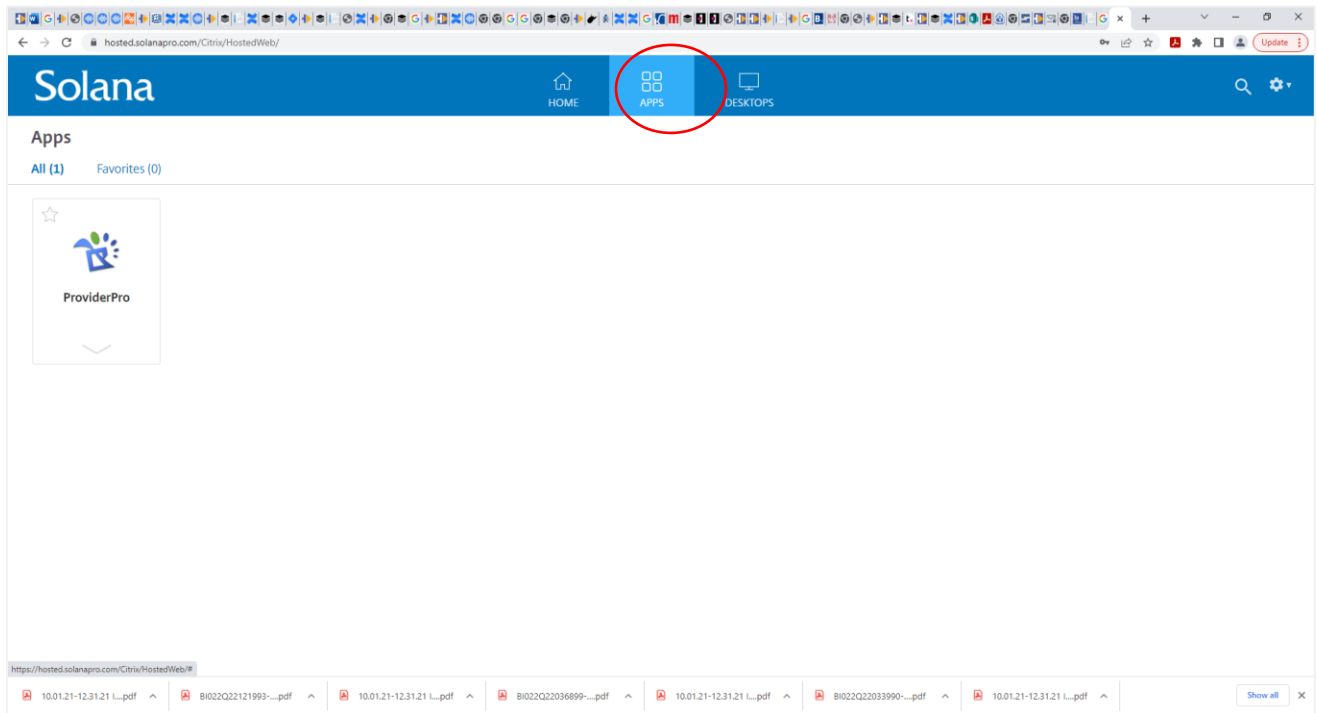
1. Open an internet browser and paste the following **URL** into the address bar:
<https://hosted.solanapro.com/vpn/index.html>
2. Enter your **Username** and **Password**.



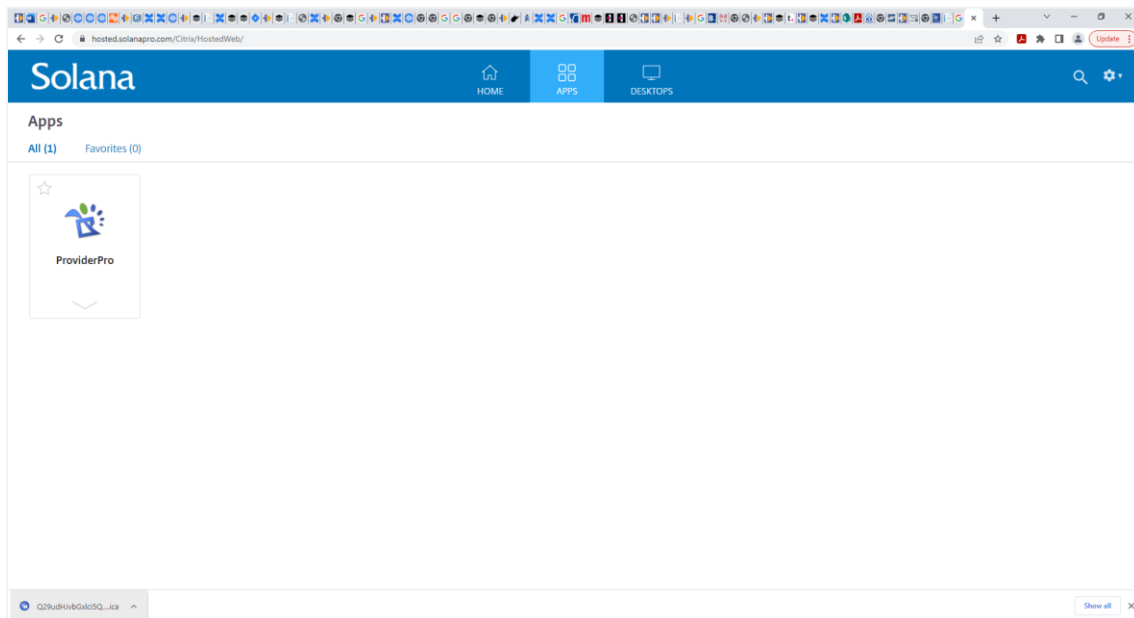
3. When prompted to **Choose an authentication method**, select how you would like to receive the request to authenticate your login attempt.
 - Note: It is recommended that you choose the “Remember me for 12 Hours” so that you do not need to re-authenticate within the business day if you need to log out and back in.



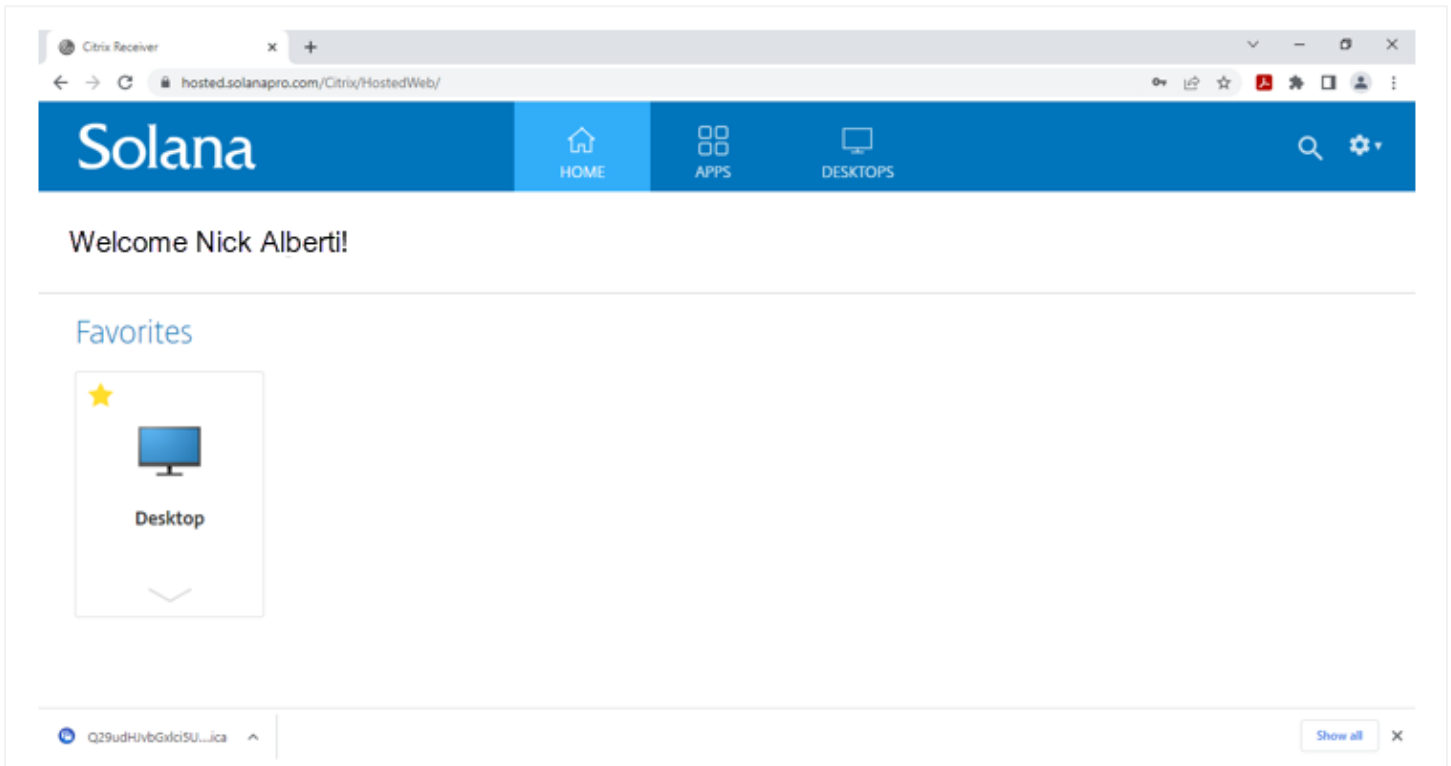
4. Authenticate the login when you receive the prompt from **DUO**.
5. Select either “Apps” or “Desktops” at the top of the screen after logging into Citrix.
 - Note: If you are a user that has access to Excel on the Sandata Servers, you may find it more efficient to launch the Desktop verse Apps.



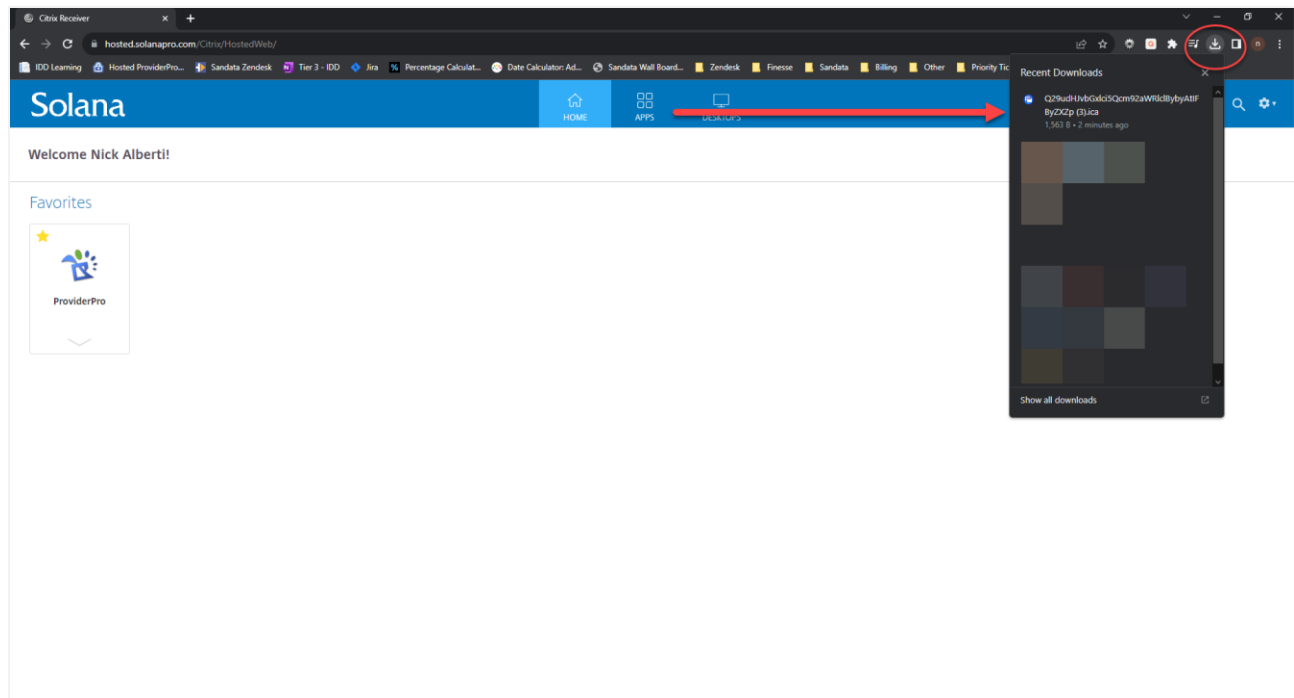
6. If you click on Apps, you will see the ProviderPro Icon which should be selected **to launch the ProviderPro Software**.
 - Note: Depending on your access, you may also see an Excel Icon that allows you to launch Excel from the Sandata servers.



7. If you select **Desktops**, you will then launch the Citrix desktop.
 - Note: Allow Read & Write access to your Network drives if/when prompted.



8. If the software or desktop does not immediately launch, you may need to open the file from your **download** section of your browser.



9. Once you launch ProviderPro either via using the Apps or from the Citrix desktop, enter your ProviderPro login and password as normal.
10. If you also have access to Excel on the Citrix Servers due to utilization of the Solana Excel Add-In for Financial Statements or Macro enabled Imports into ProviderPro, you will find your files on the L: drive of the Citrix Servers.

