How to Access Essentris/AHLTA/CHCS from a Windows PC or Mac

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Mac

What do you need

- Mac (MacOS 10.6.x and later)
- CAC reader
- Chrome or Safari
  - Safari requires additional setup
- Citrix download
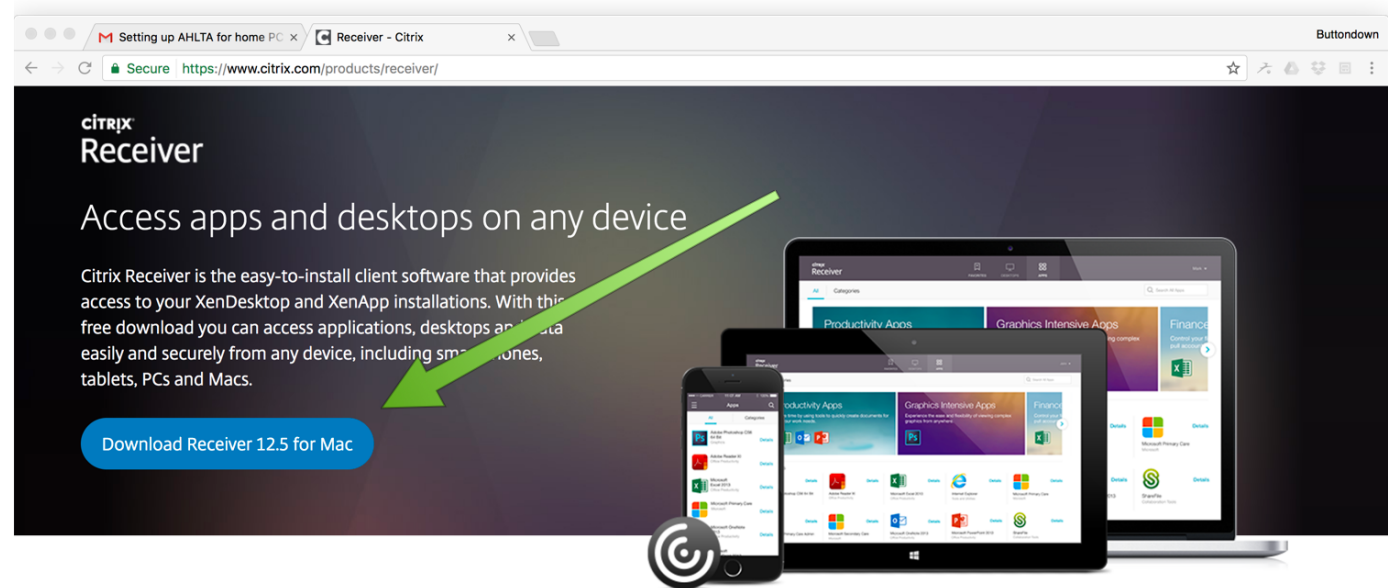- About 20 minutes of your time

Citrix (Step 1)

- Citrix is a free program that will allow you to remotely connect to Essentris/AHLTA/CHCS

- At the end of installation it will ask you if you want to 'Add an Account'. No! Just click Finish.

Citrix (Step 1)

- 1) Download [Citrix](#)

Download Certificates (Step 2)
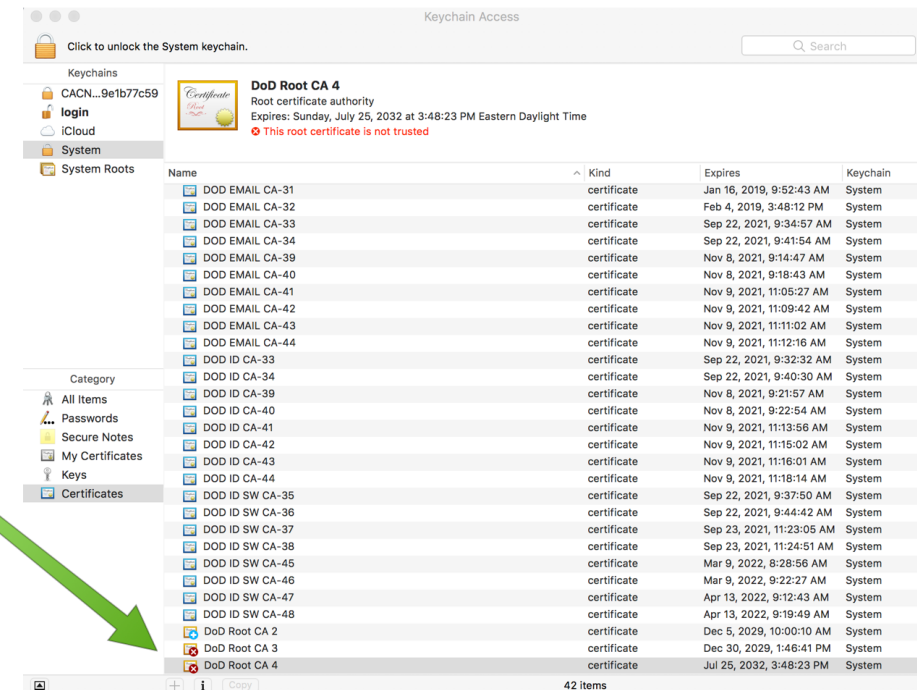
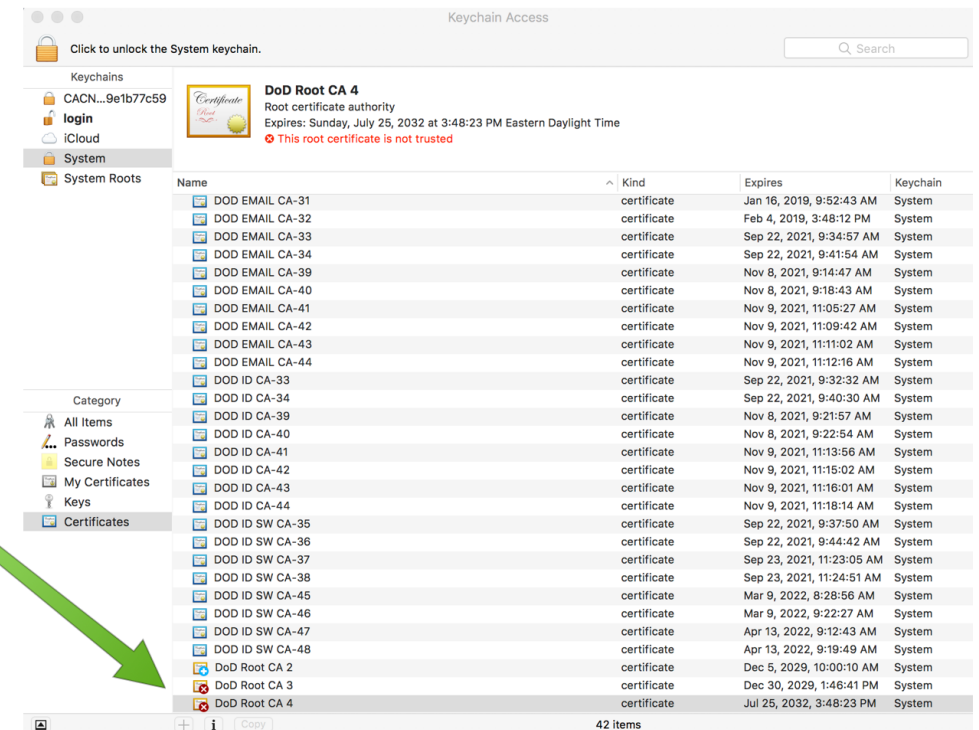- Download and install the five [DoD Certificate files](#)
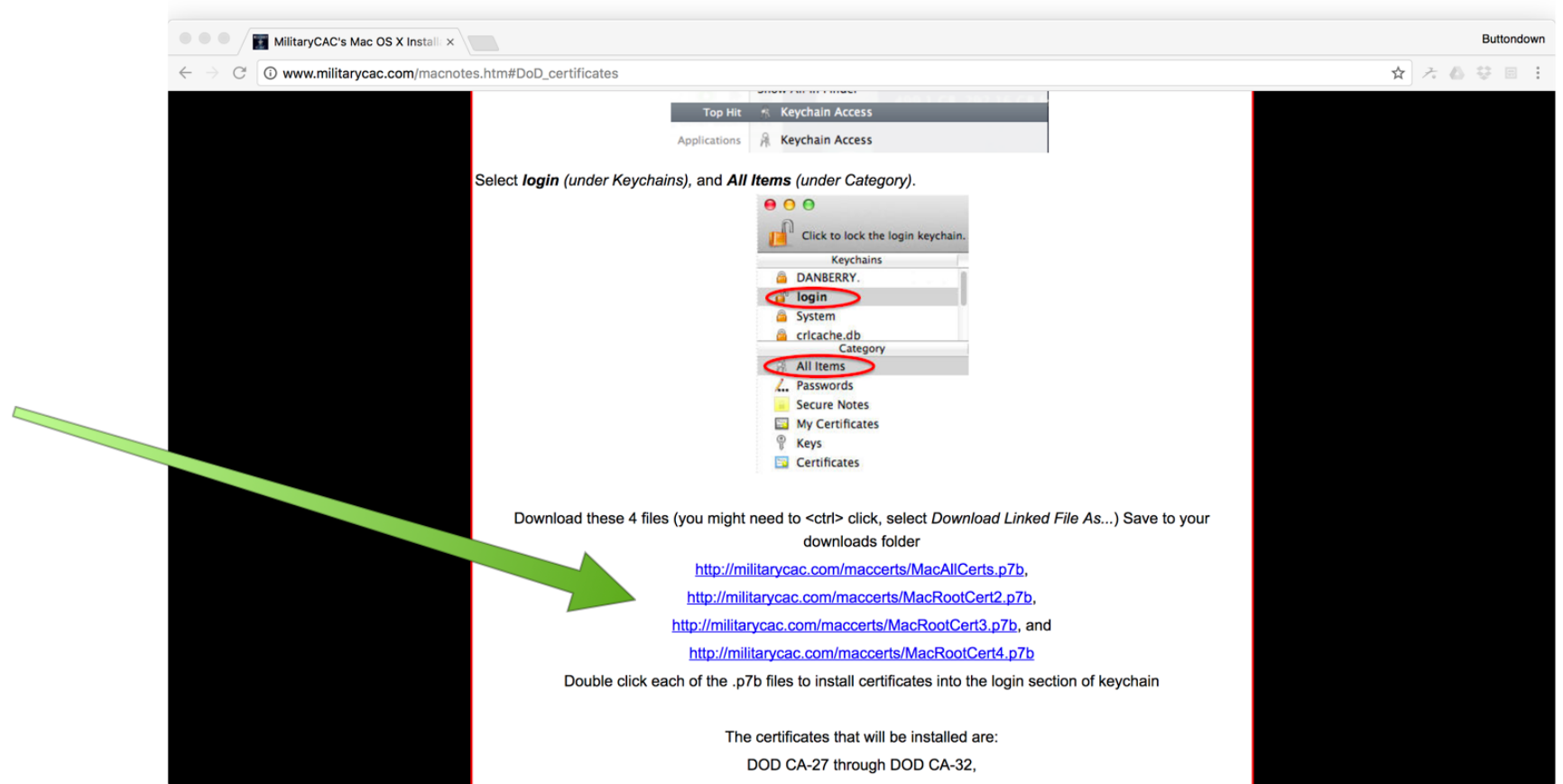
Trust DoD Root Certificates (Step 3)

- With CAC inserted into reader go to your Keychain Access (you can find this with Finder)

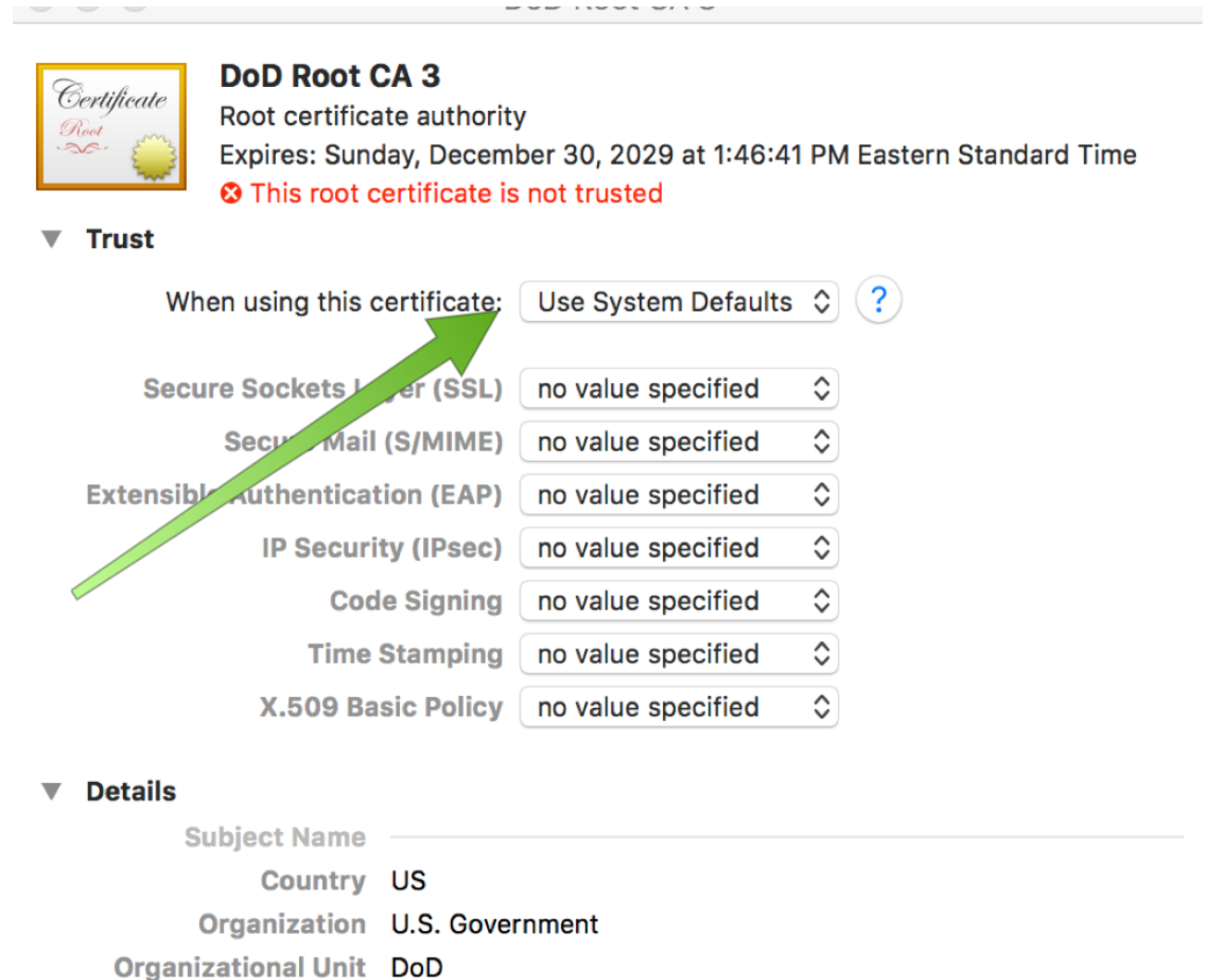- Under 'System Certificates' locate DoD Root CA 2-5.

Trust DoD Root Certificates

- If there is a red X you need to manual set your Mac to trust these certificates

Trust DoD Root Certificates

- Double click on the red X'd DoD Root Certificate

- Click on Trust and change the "When using this certificate" to 'Always trust' then exit out the window and save with admin password.

- Complete this with each DoD Root Certificate that is untrusted.

DoD Root CA 3
Root certificate authority
Expires: Sunday, December 30, 2029 at 1:46:41 PM Eastern Standard Time
❌ This root certificate is not trusted

▼ **Trust**

When using this certificate: [Use System Defaults ⇕] (?)

Secure Sockets Layer (SSL) [no value specified ⇕]
Secure Mail (S/MIME) [no value specified ⇕]
Extensible Authentication (EAP) [no value specified ⇕]
IP Security (IPsec) [no value specified ⇕]
Code Signing [no value specified ⇕]
Time Stamping [no value specified ⇕]
X.509 Basic Policy [no value specified ⇕]

▼ **Details**

Subject Name
Country   US
Organization   U.S. Government
Organizational Unit   DoD

Trust DoD Root Certificates

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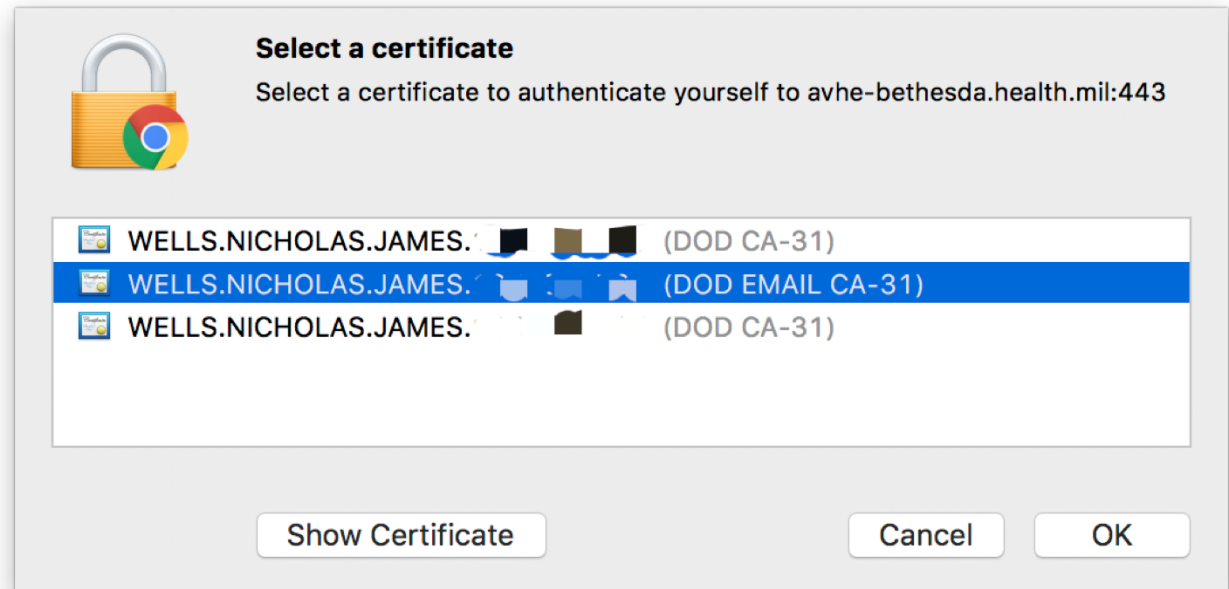- Complete this with each DoD Root Certificate that is untrusted.
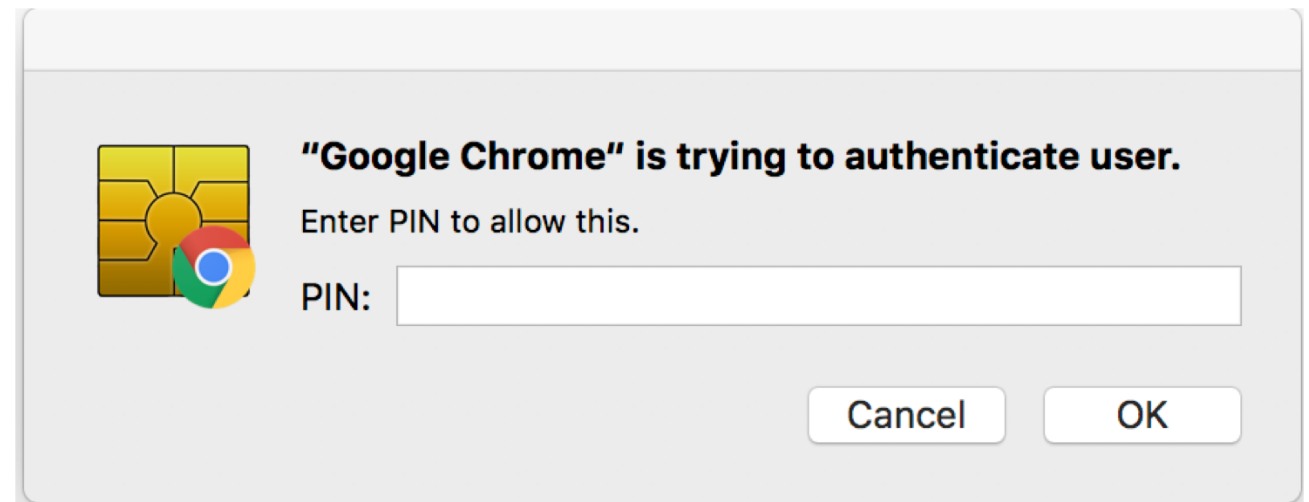
Accessing AVHE

- [https://avhe.health.mi](https://avhe.health.mil)l

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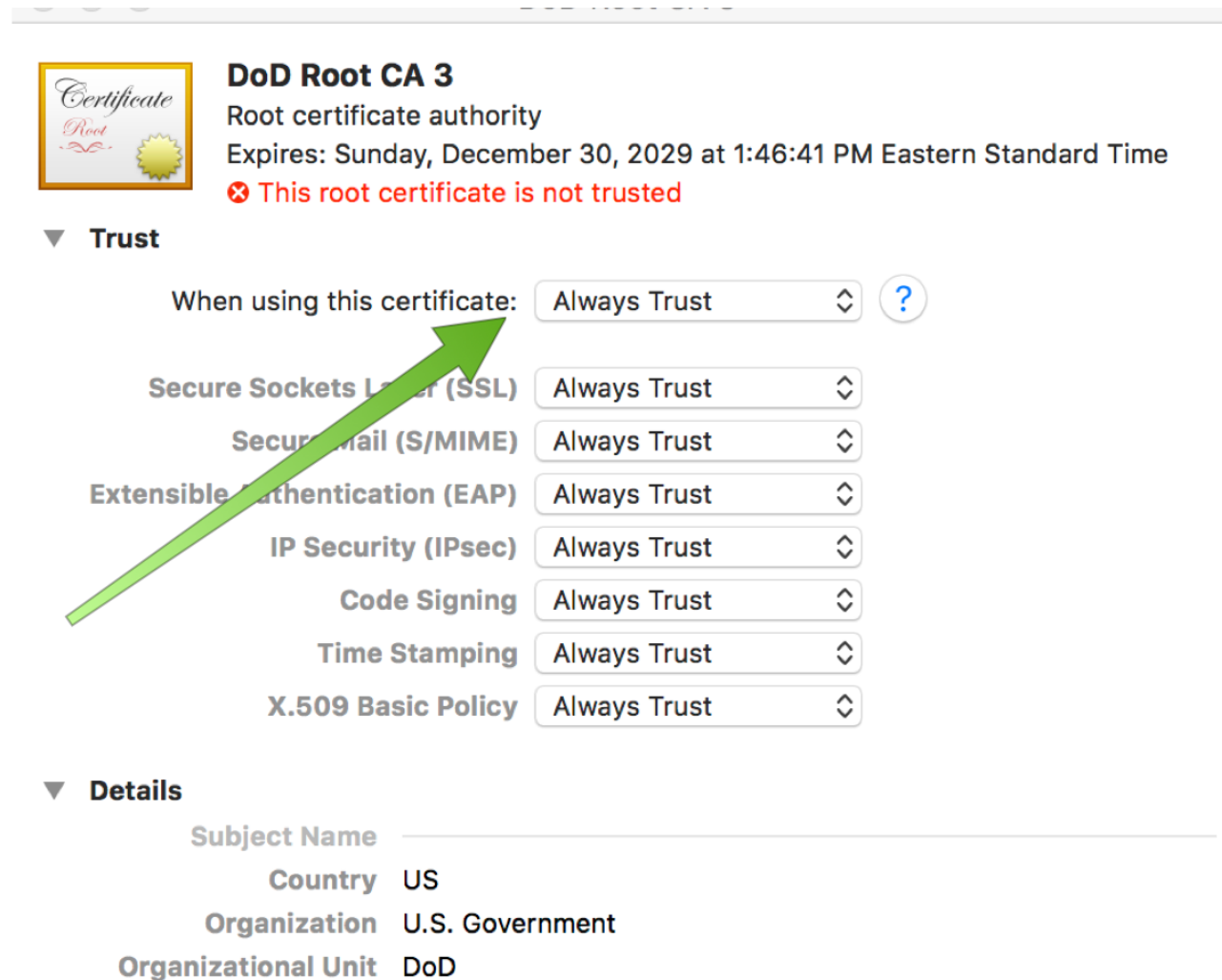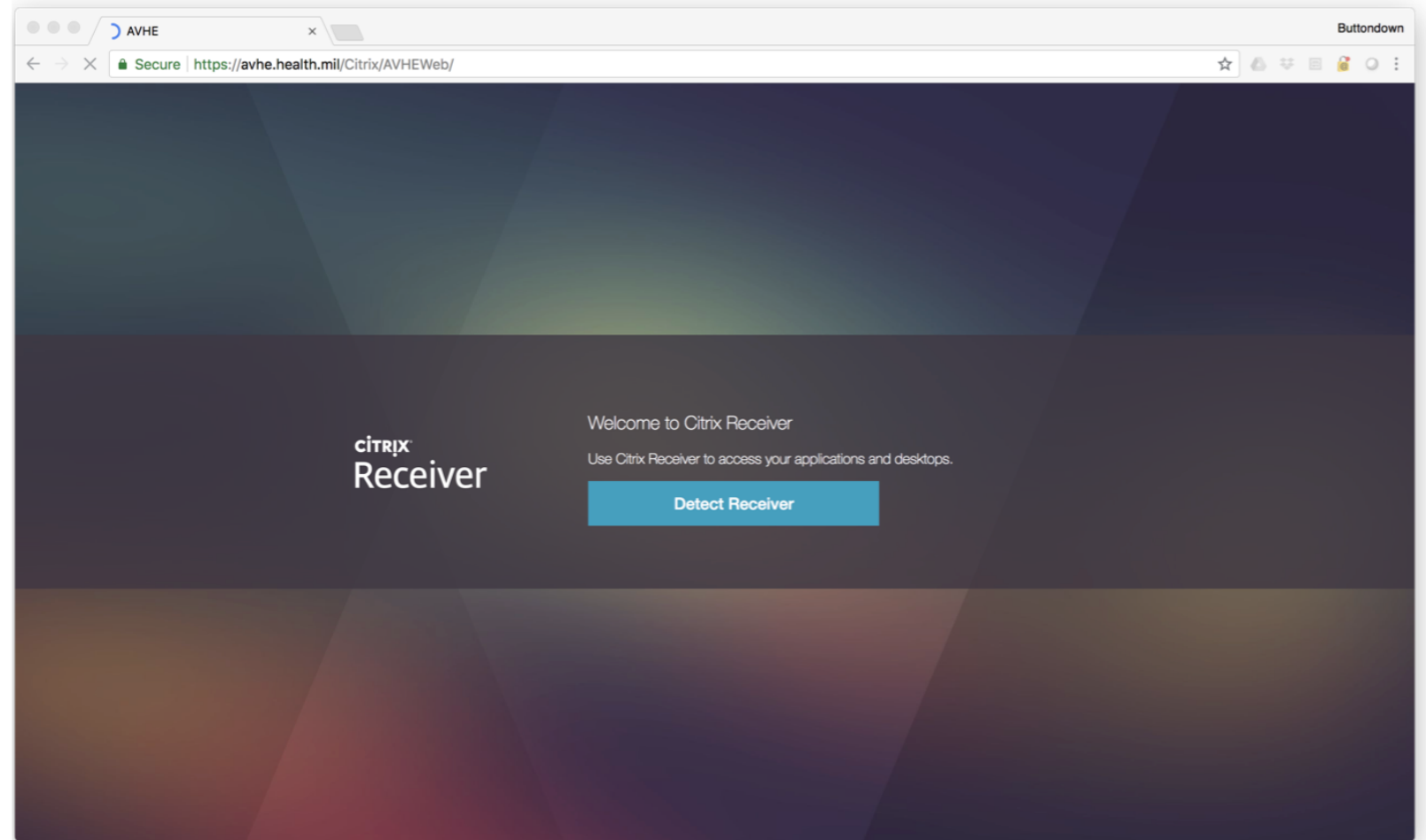
- Select DoD Email certificate

- Press 'OK'

Accessing AVHE
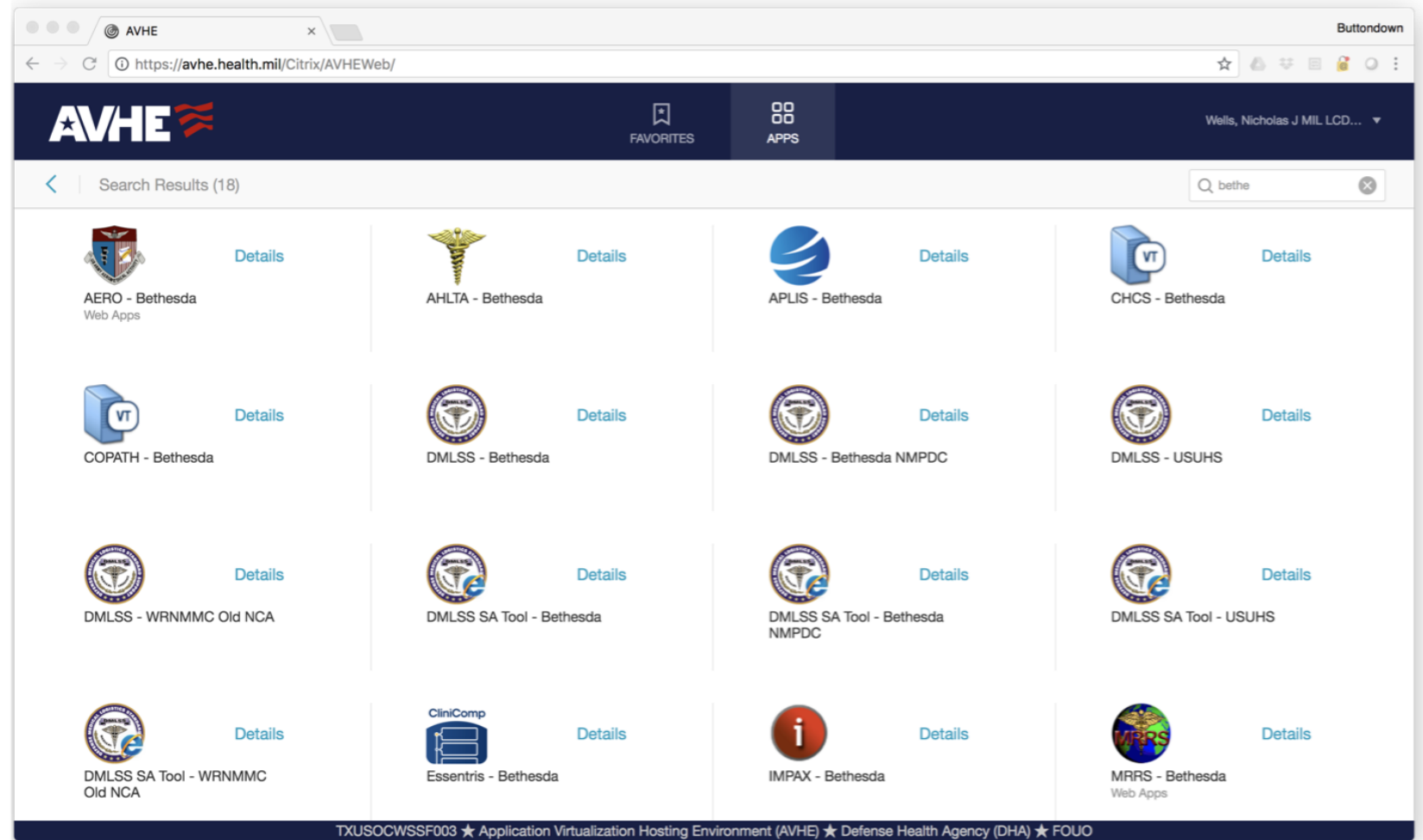
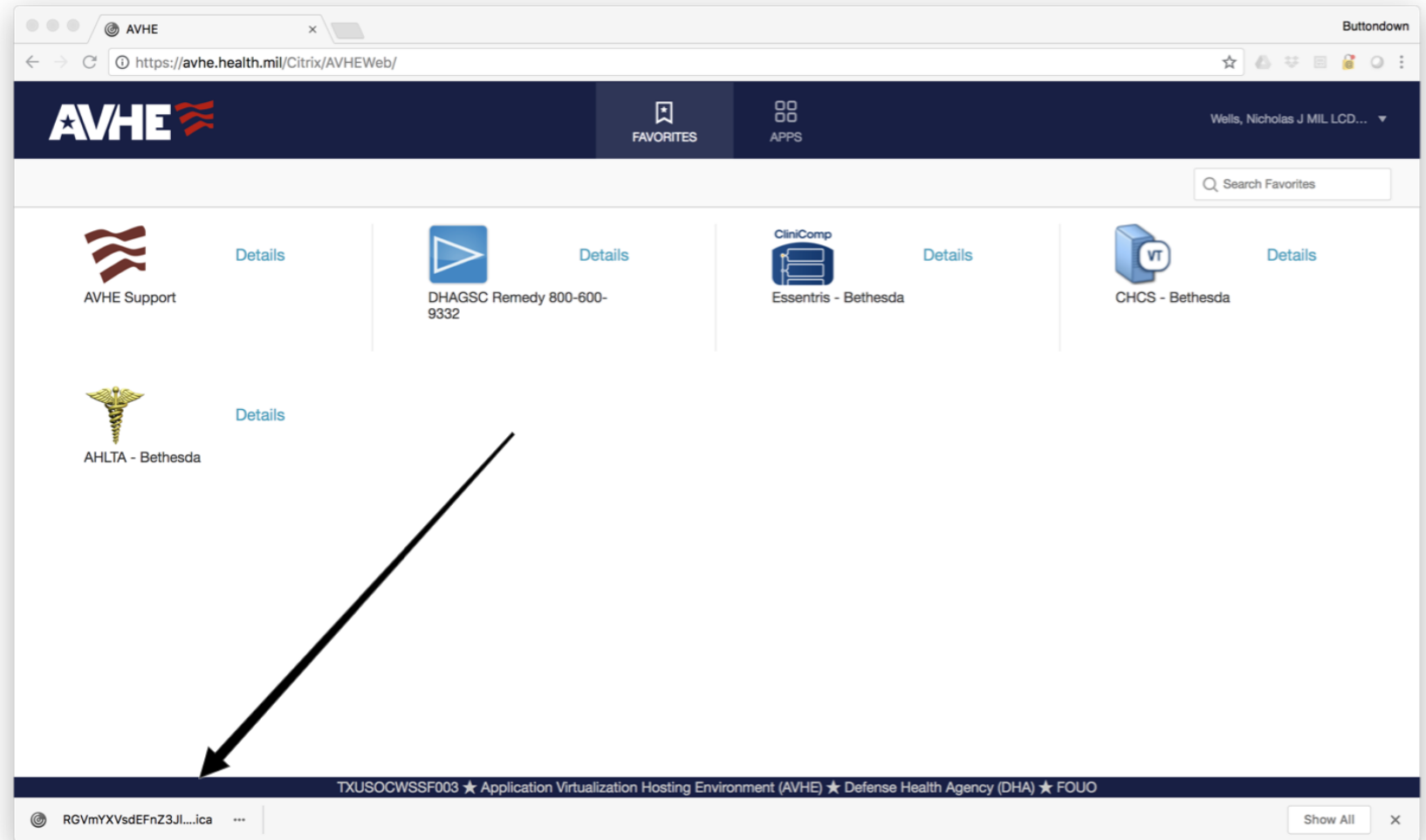- Enter CAC pin (sometimes will ask more than once)
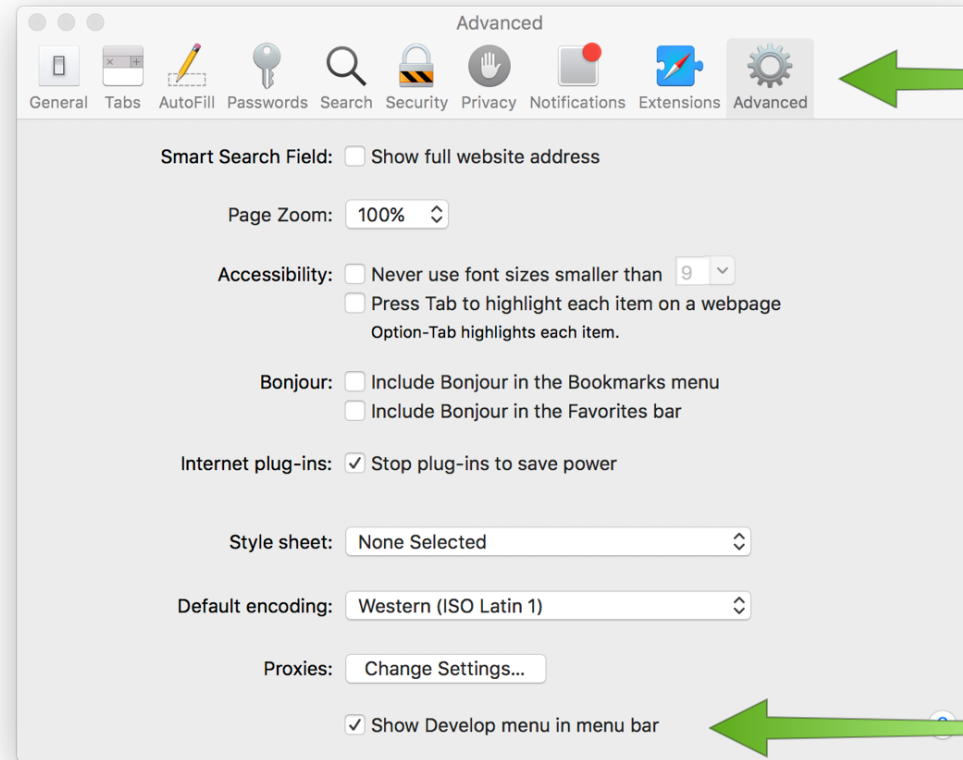
Accessing AVHE
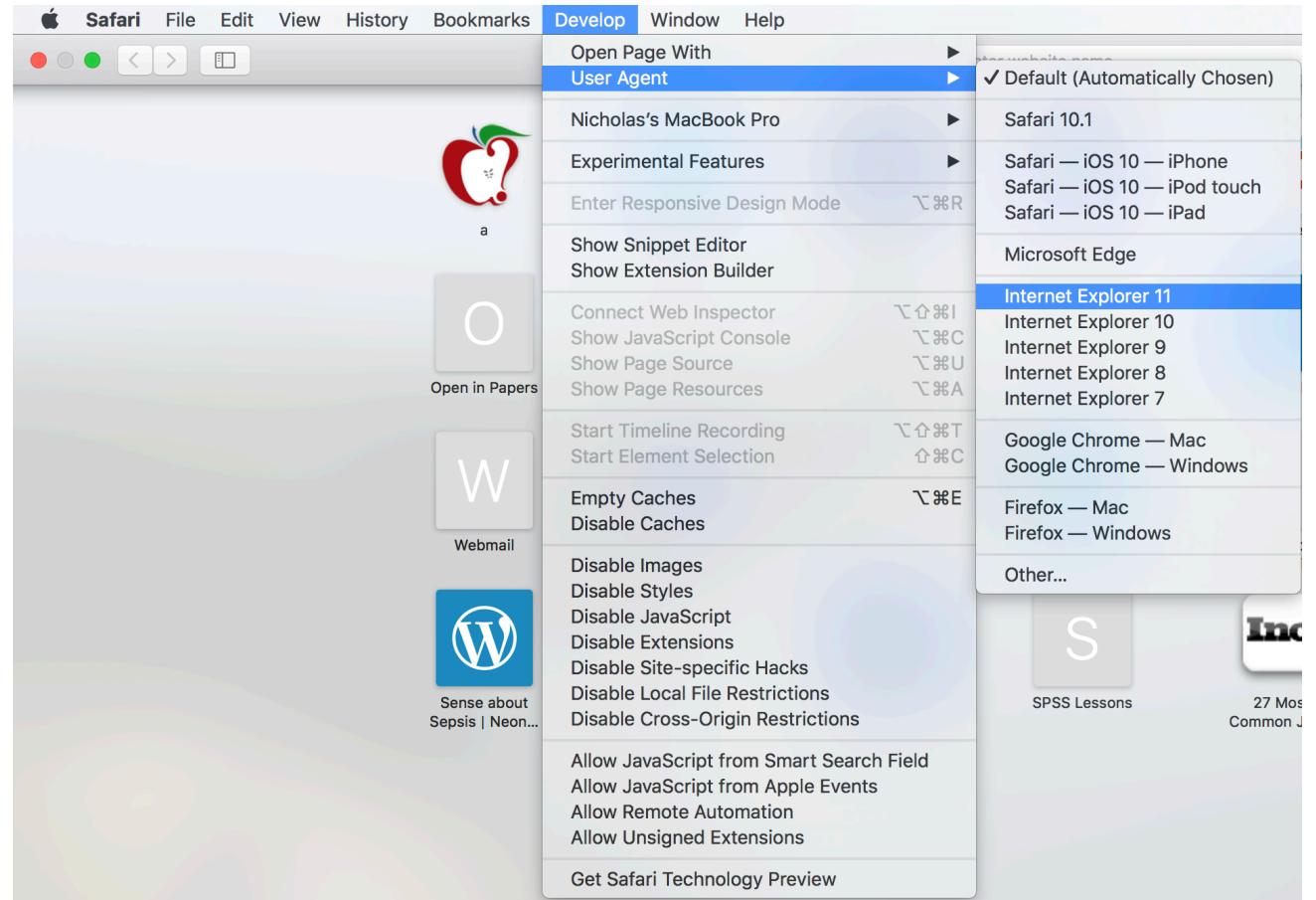
Accessing AVHE

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Safari Adjustment

- You can also use Safari as your main browser with the below adjustments

- Open Safari and click on Safari preferences

- Go to 'Advanced', then check the box "Show Develop menu in menu bar)

- Close the window

Safari Adjustment

- Click on Develop -> User agent -> Select mac

Windows

PC Initial Setup– Windows 10

1. Download and install (click:) [Citrix Receiver](#) . At the end of installation and also after computer restart it will ask you if you want to 'Add an Account'. No. Just click Finish/Don't Ask Again.

2. Download and install (click:) [DOD Certificates](#) This link has picture instructions and to get the file, click link, and scroll down to where it says "Download InstallRoot 5.2 from" and select the link that says 'MilitaryCAC'

Webmail

- To access work email go to https://web.mail.mil and select email certificate and enter pin (does not need Citrix for email access).

  - Questions or concerns please contact me at nicholas.j.wells12.mil@mail.mil