Accessing MHSG from your personal computer
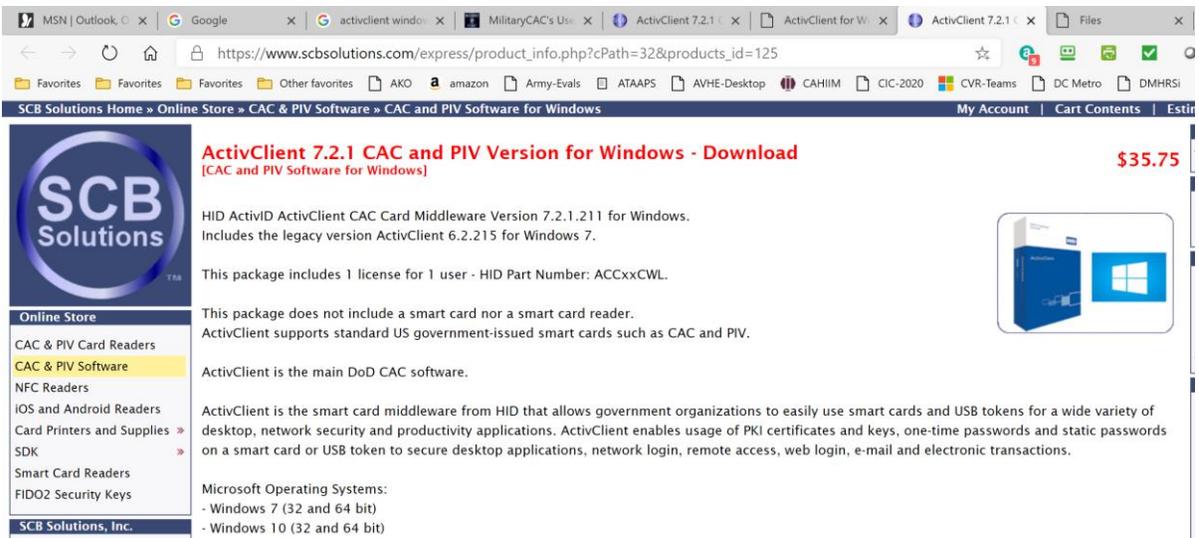
1. Must have a CAC reader (available online or from the PX/BX)

This is the Identiv SCR 3310v2 Smart Card reader – USB. Works well.

2. In most cases, you will still need to have ActivClient software to access the chip in the CAC that stores all your certificates and personally identifying information (PII). Army folks can download it from AKO. Everyone else will need to purchase the software. Good price at SCB Solutions.

3. If needed, install Root Certificates – search for "dod root certificates" and download/install for Windows 10 or Mac

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InstallRoot 5.5 NIPR 64-bit Windows Installer

This tool allows users to install DoD production PKI, Joint Interoperability Test Command (JITC) test PKI, and External Certification Authority (ECA) CA certificates into their Windows and Firefox certificate stores. InstallRoot 5.5 is packaged with a command line version as well as an InstallRoot service, which can check for updated Trust Anchor Management Protocol (TAMP) messages that contain the latest certificate information from DoD. The following operating systems are supported: Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2008 R2.

4. Insert your CAC and install your CAC certificates to your browser. Chrome and Chromium-based Microsoft Edge work fine for this. Unsure about Safari for Mac.
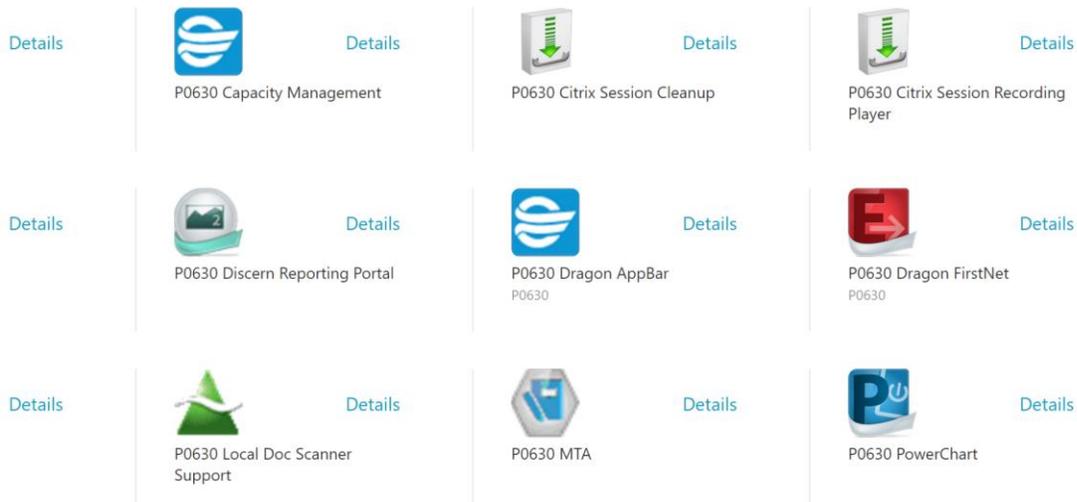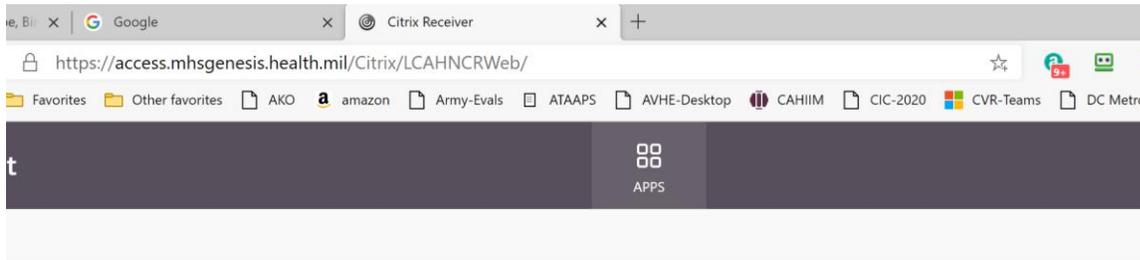5. Need the most recent version of the Citrix Workspace installed (download from Citrix)

6. Make sure you leave blank the box in Citrix Workspace that asks to search for a specific account
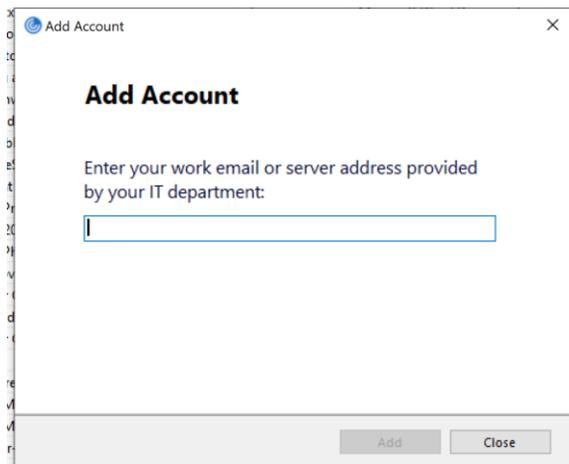
7. Use this web address to access: https://access.mhsgenesis.health.mil/Citrix/P0630Web/
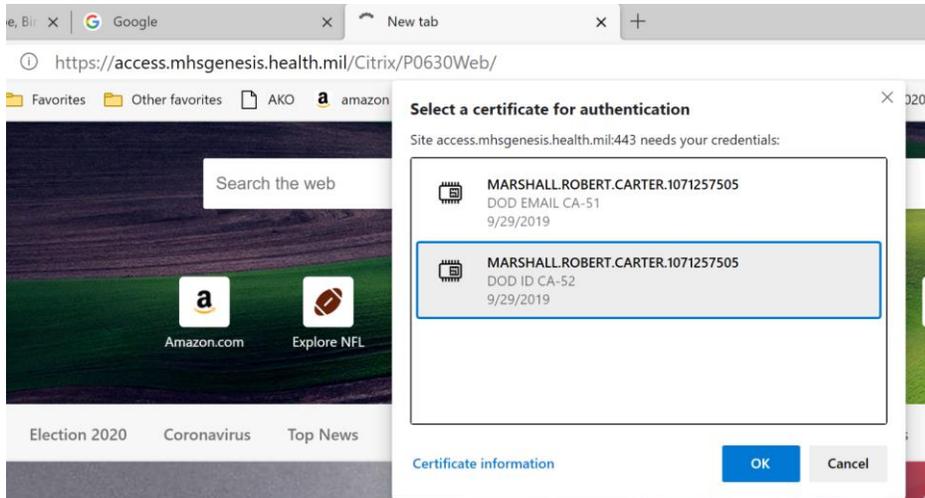
Do not use your e-mail certificate to access MHSG. Use the ID certificate.

8. Do not have to use VPN or similar for this.