

## **Troubleshooting Guide for logging into the Penn Medicine Access (F5) Portal using MAC**

**Question:** What browser should be used in the MAC Environment?

**Answer:** Safari

**Question:** What if “Penn Medicine Webmail” is the only application shown in the Portal?

**Answer:** Place a ticket with the Service Desk and ask for the appropriate security be added to your profile.

**Question:** I’m getting the error “A RADIUS challenge failure occurred. Please try again.”

**Answer:** This error could have been caused by a timeout in your session. Please try logging into the portal again. If you are unable to do so, place a ticket with the Service Desk.

**Question:** I’m getting the error “Invalid Session ID. Your session may have expired.”

**Answer:** Open a new session by clicking the provided link at the end of the error message. If you are unable to get past this message, “Control + Click” the Safari icon and quit click “Quit.” This usually resolves the Invalid Session Error on MAC devices. If you are still having issues, place a ticket with the Service Desk.

**Question:** I cannot launch PennChart from the “PennChart and CitrixApps” folder.

**Answer:** Please ensure Citrix is installed on your PC. Also, click the “Preferences” option in Safari and ensure the Citrix Receiver plugins are turned on. If you are still experiencing issues, place a ticket with the Service Desk.