Question: What browser should be used in the Windows Environment?
Answer: Microsoft Internet Explorer, version 11 or above recommended.

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, 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. If it is installed and you are still experiencing issues, place a ticket with the Service Desk.