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

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<br/>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<br/>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<br/>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<br/>issues, place a ticket with the Service Desk.