

AHLTA / CHCS Access From Your Personal Computer

For the best user experience use either Internet Explorer or Microsoft Edge.

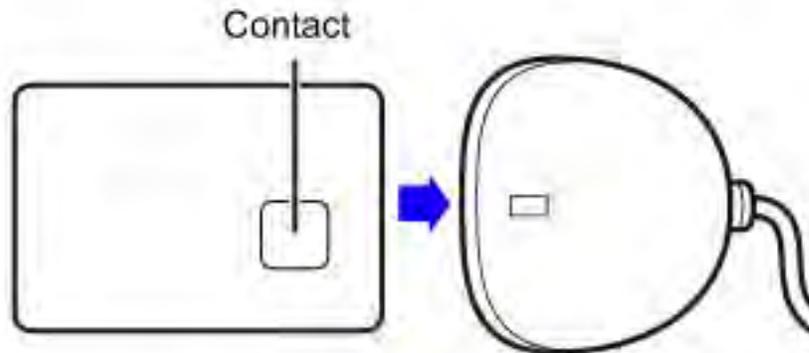
Please note: you MUST have a CAC reader prior to starting this guide.

Step 1: Plug your CAC reader into any available USB port on your PC. The device should automatically install upon plugging it in.



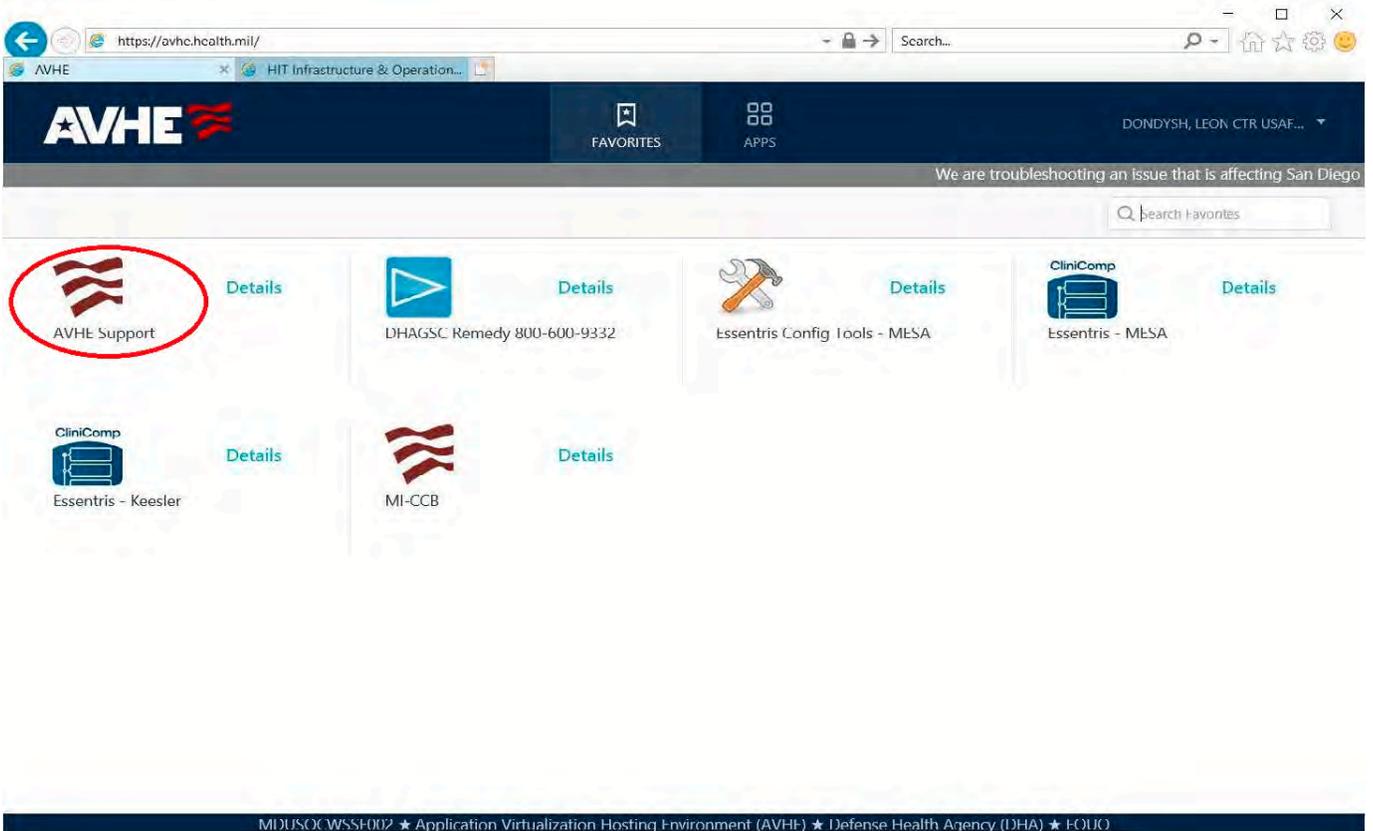
*Your CAC reader may differ from the example above

Step 2: Insert your CAC into the CAC reader. You may notice the light flashing and then turn solid.

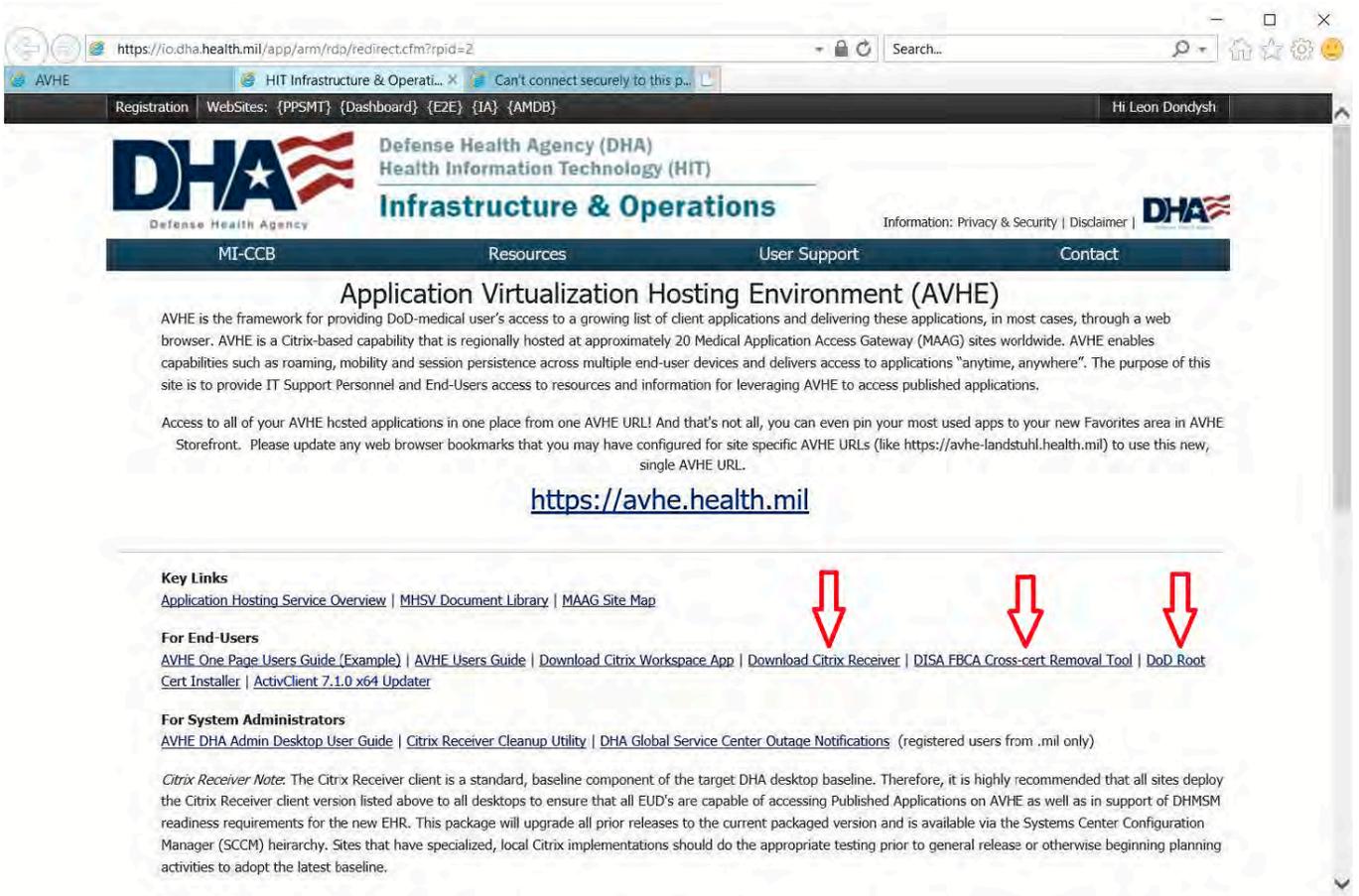


Step 3: Open Internet Explorer and navigate to <https://avhe.health.mil>

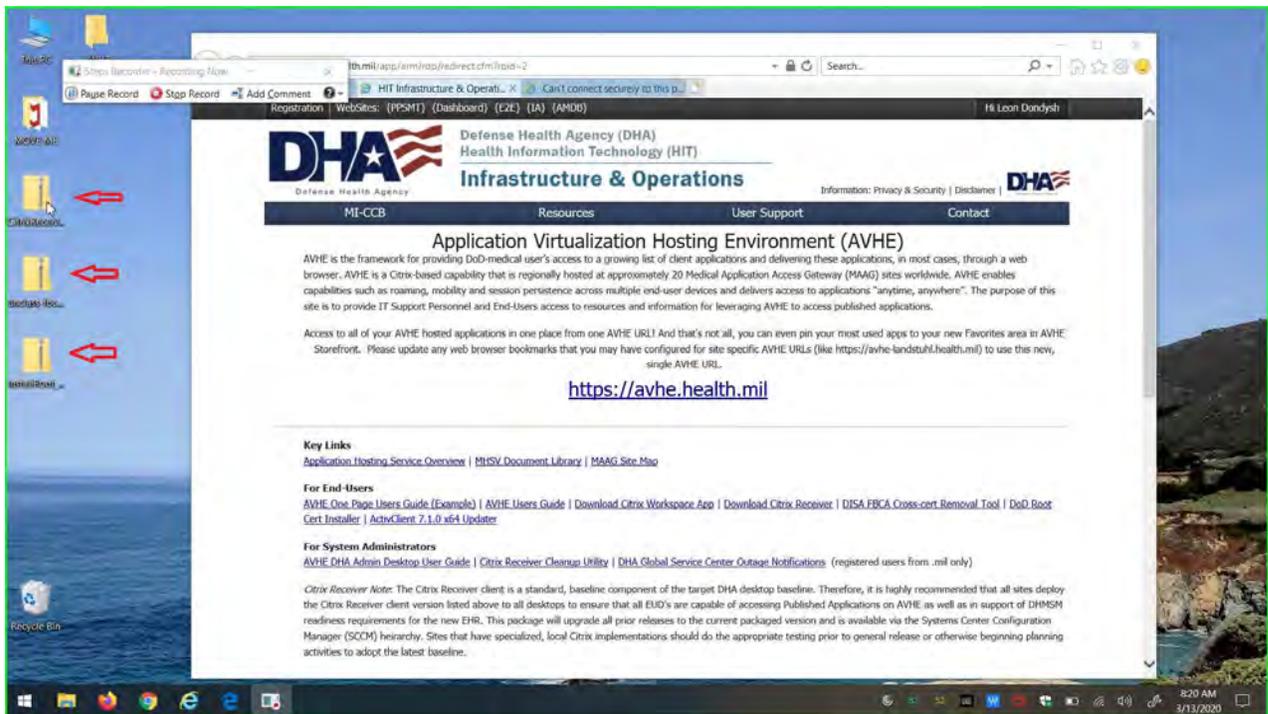
When prompted use your Authentication certificate from your CAC and enter your PIN to login. Once you login click on AVHE Support.



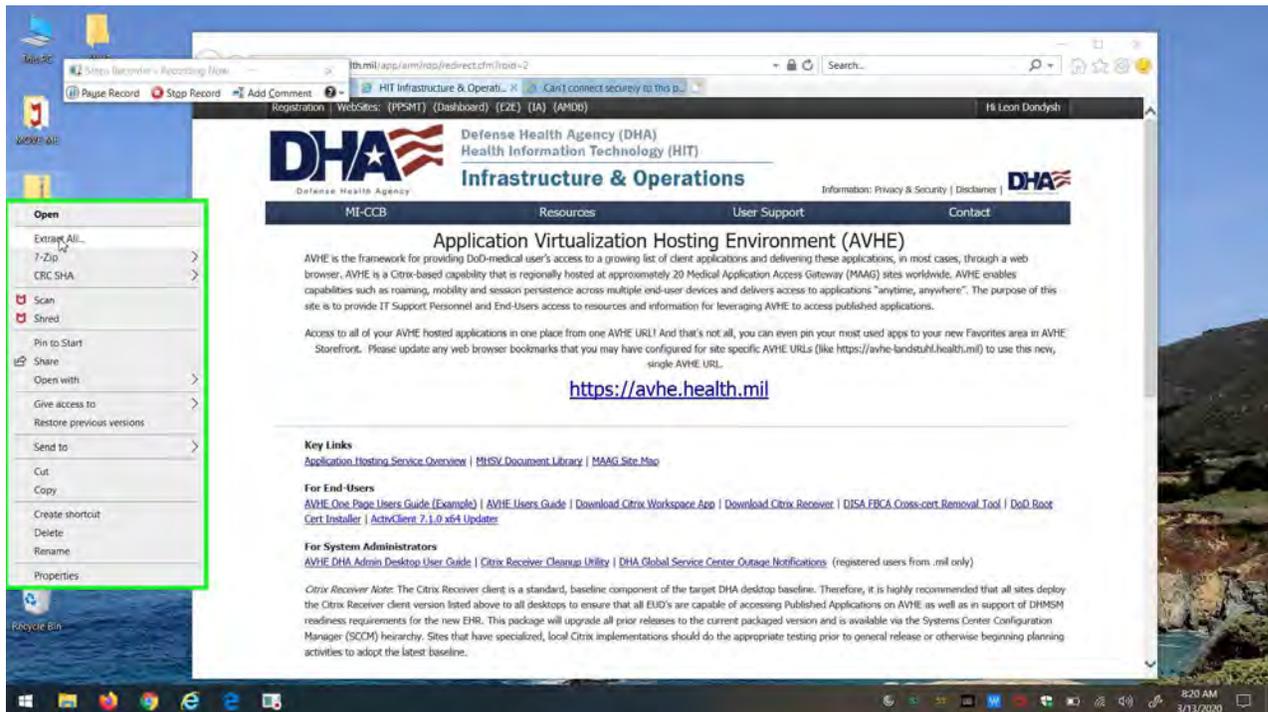
Step 4: Click the below links (identified by the red arrow) and download to a location of your choosing (i.e. desktop)



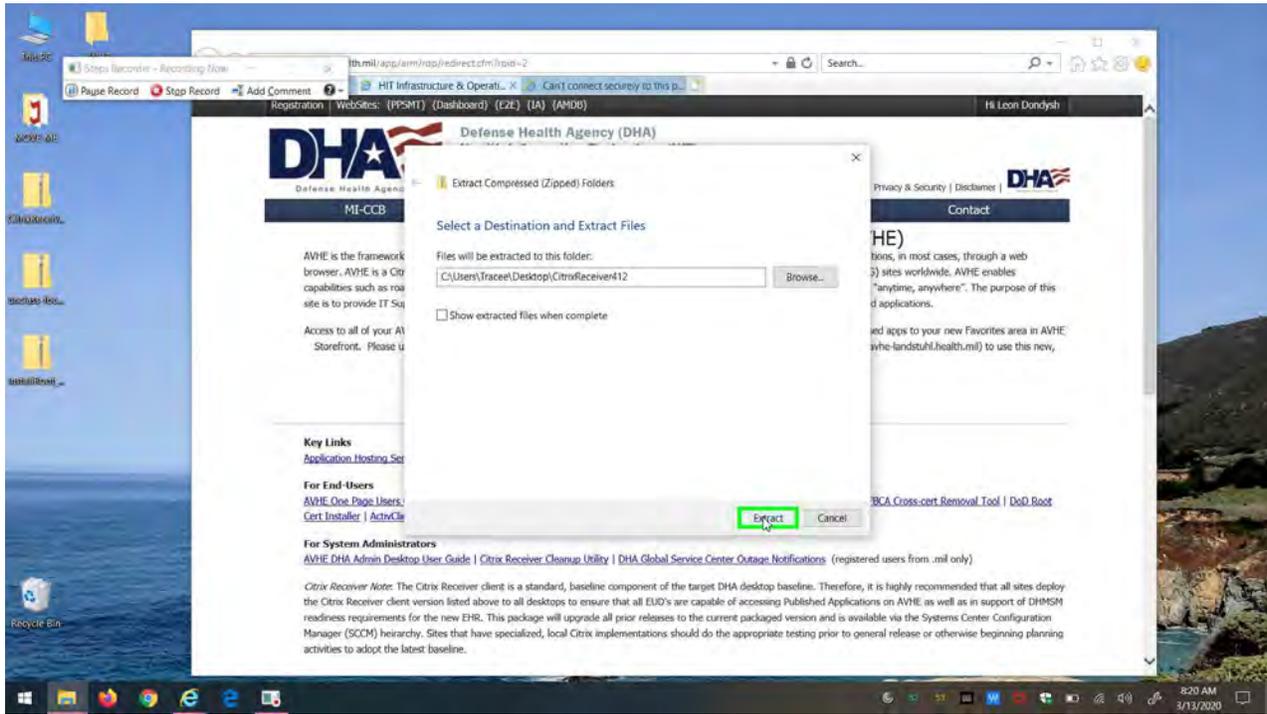
Step 5: Navigate to your download location (in this example the files are on the desktop).



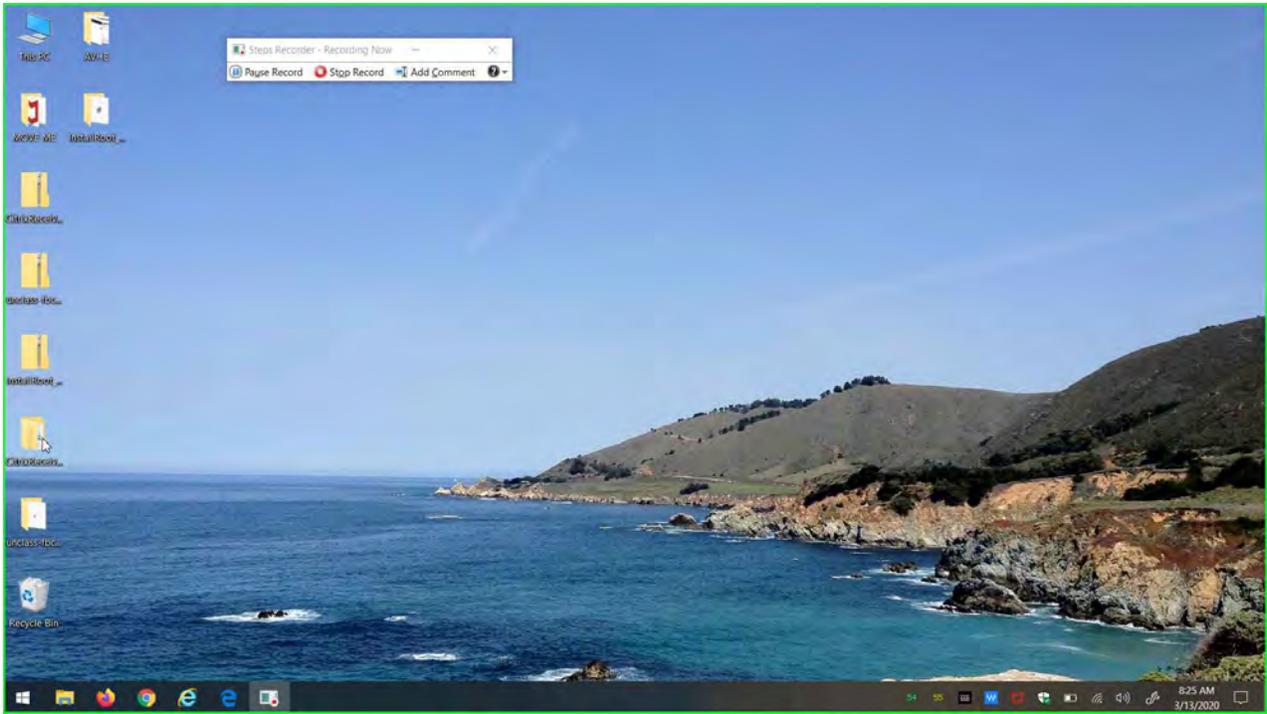
Step 6: Right click on each of the downloaded files and select Extract All... (see example below)



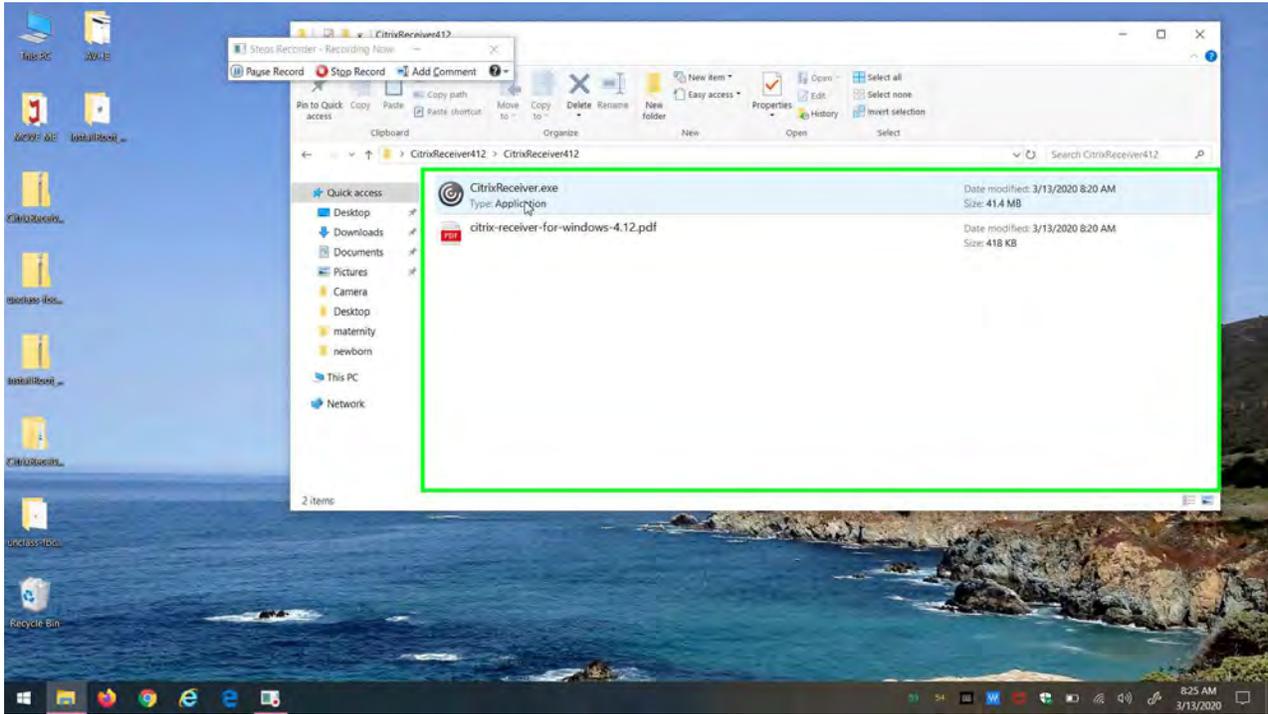
Step 6: Click on Extract



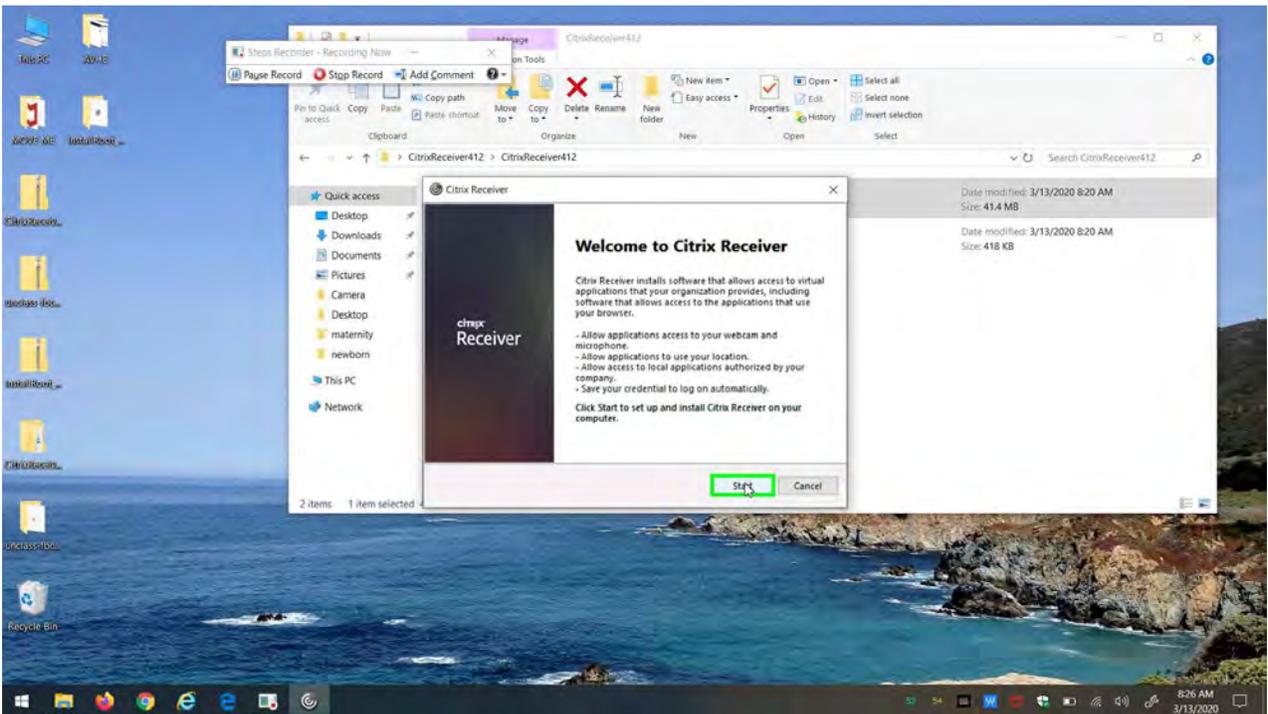
Step 7: Once all files have been extracted navigate to the CitrixReceiver folder



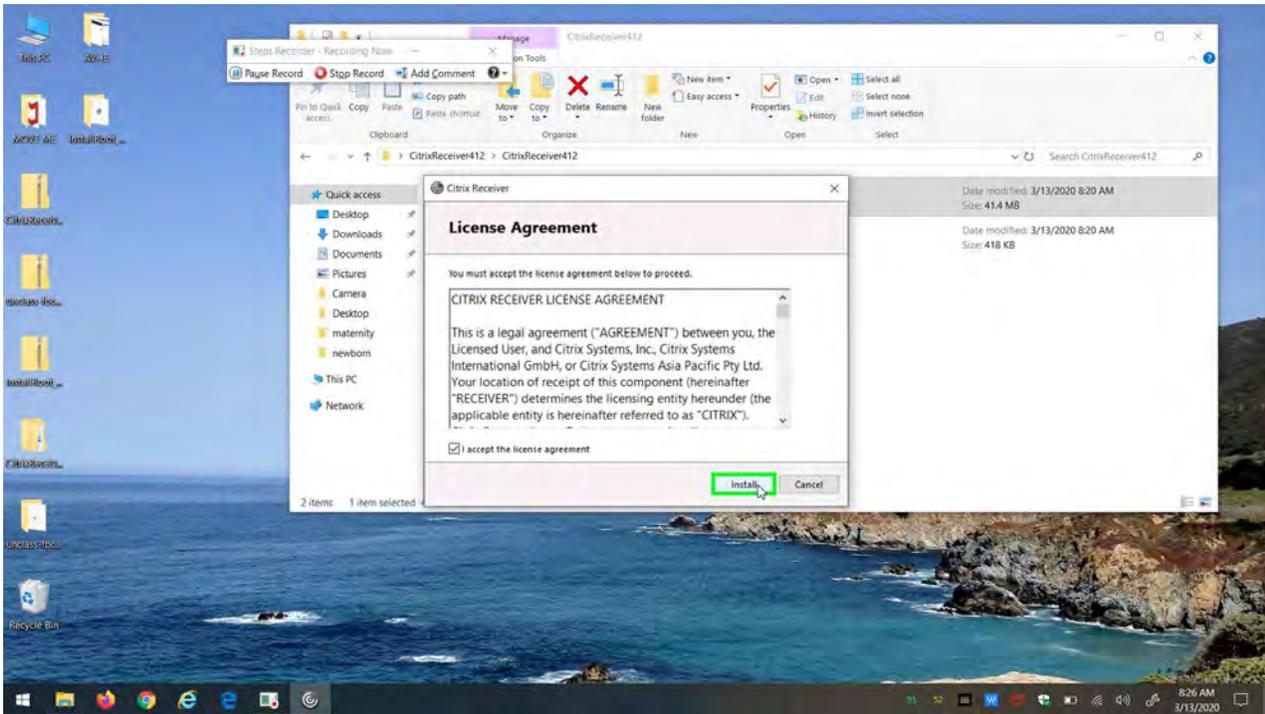
Step 8: Double-click CitrixReceiver to launch the installation



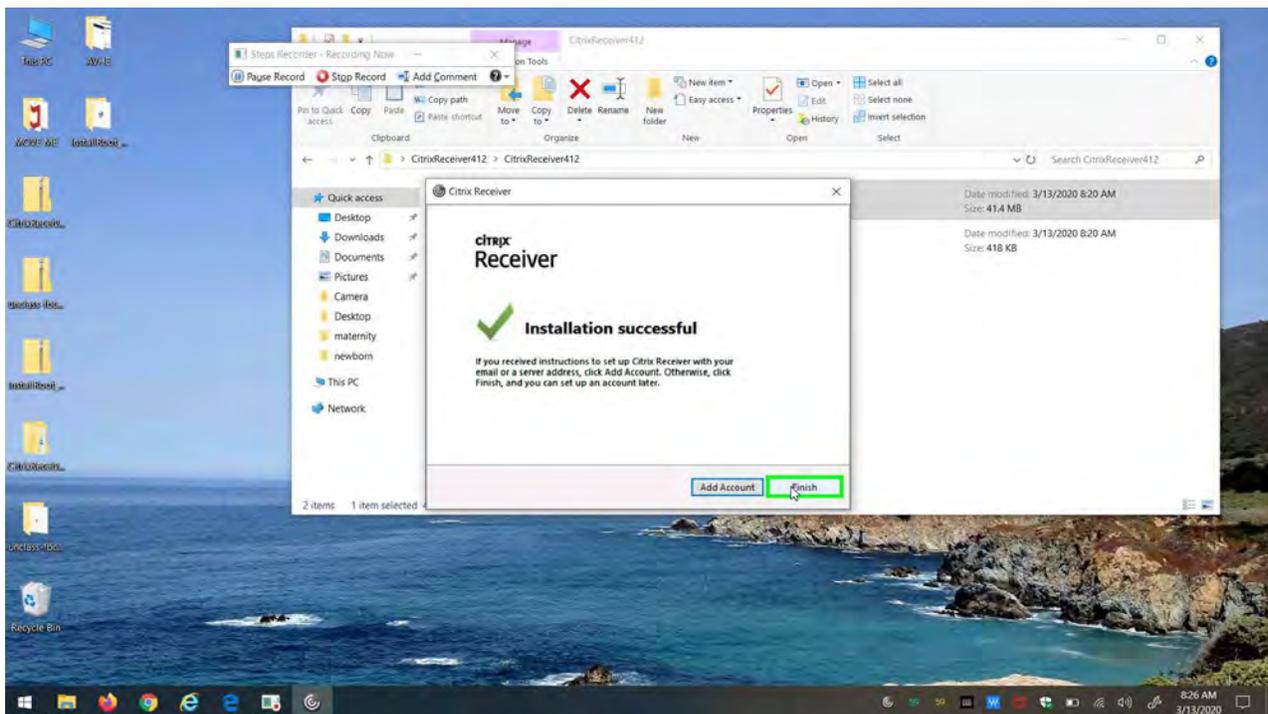
Step 9: Click Start



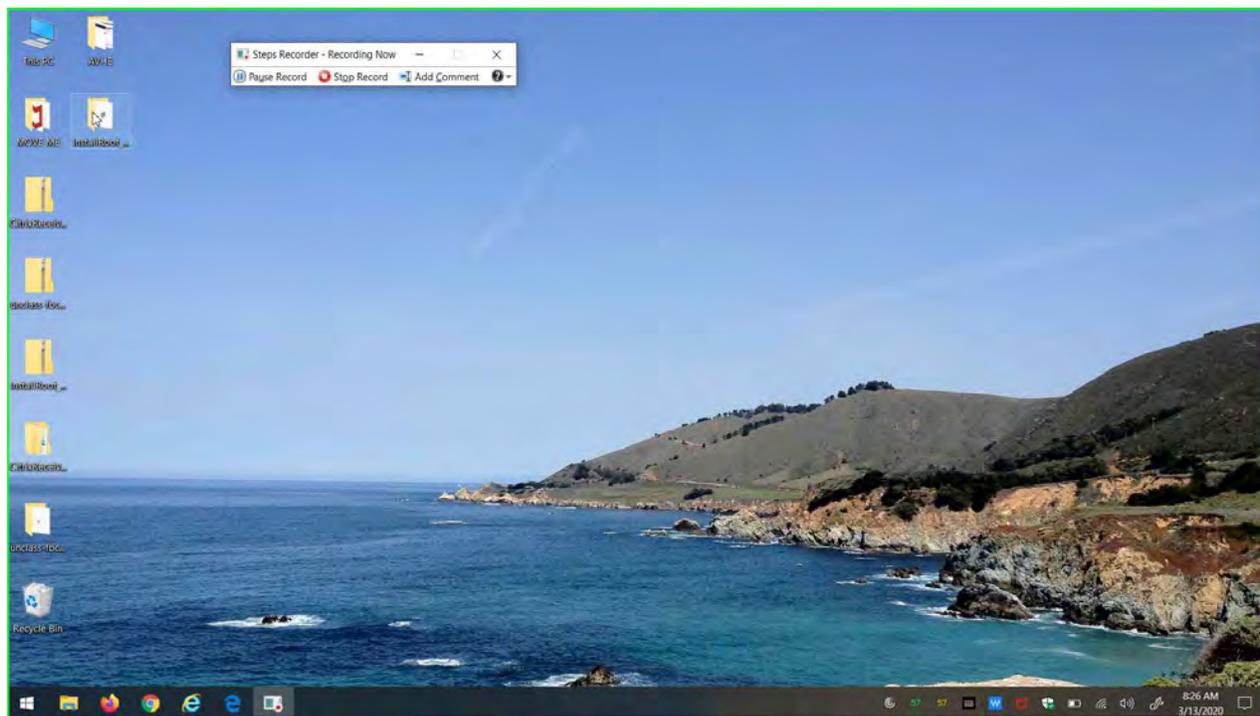
Step 10: Click the box and click on Install



Step 11: Click Finish to complete the Installation

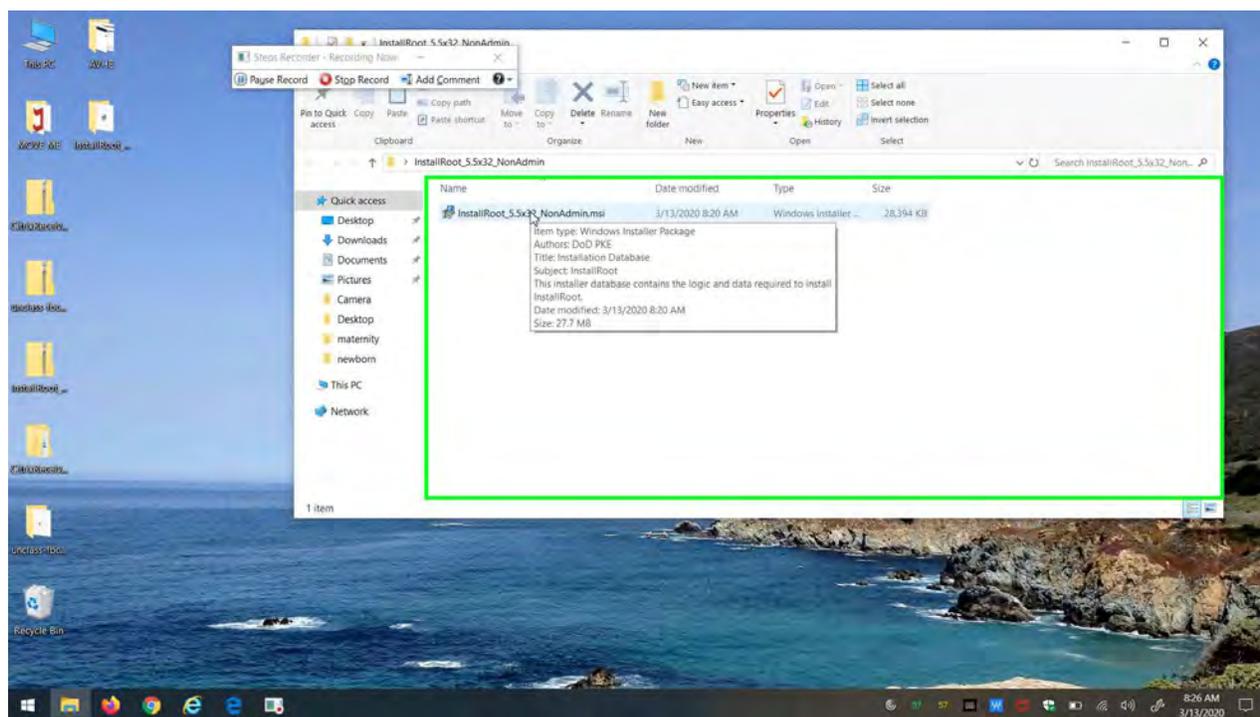


Step 12: Return to your extracted folder location and open the InstallRoot folder

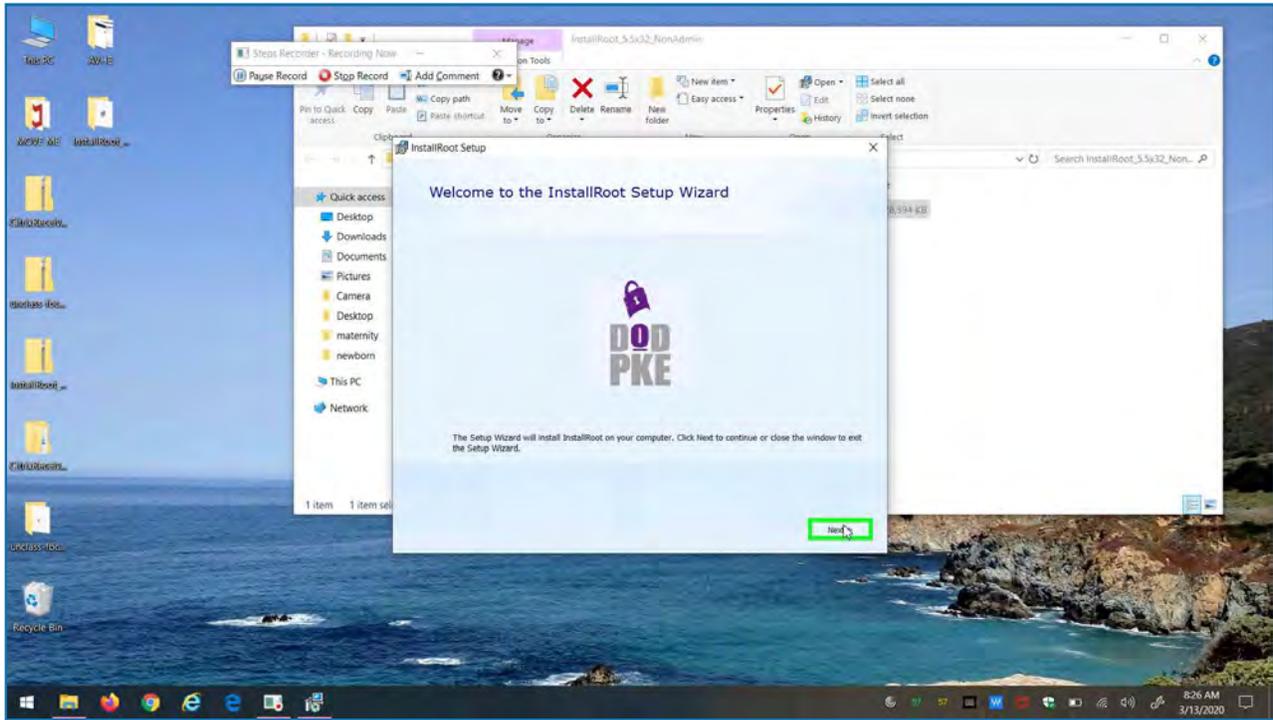


****Please Note** This step is not required IF completed during Web Mail setup.**

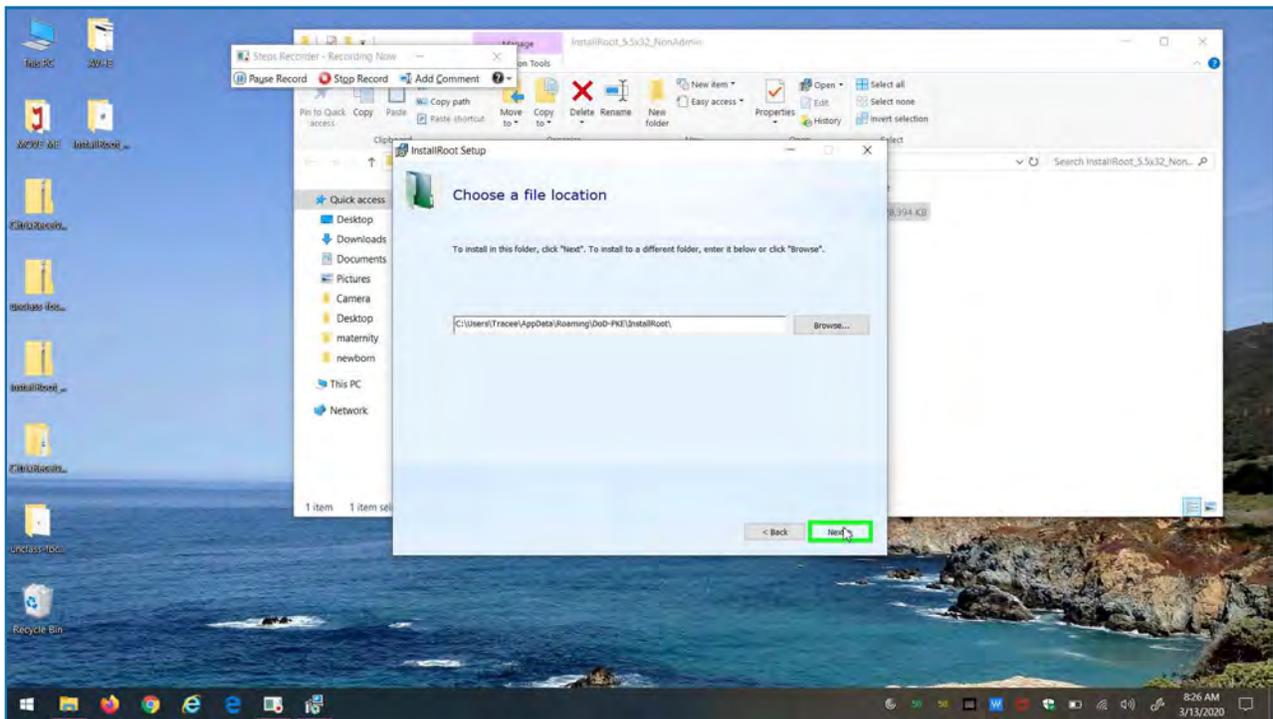
Step 13: Double-click InstallRoot_5.5x32-NonAdmin.msi to launch the installer



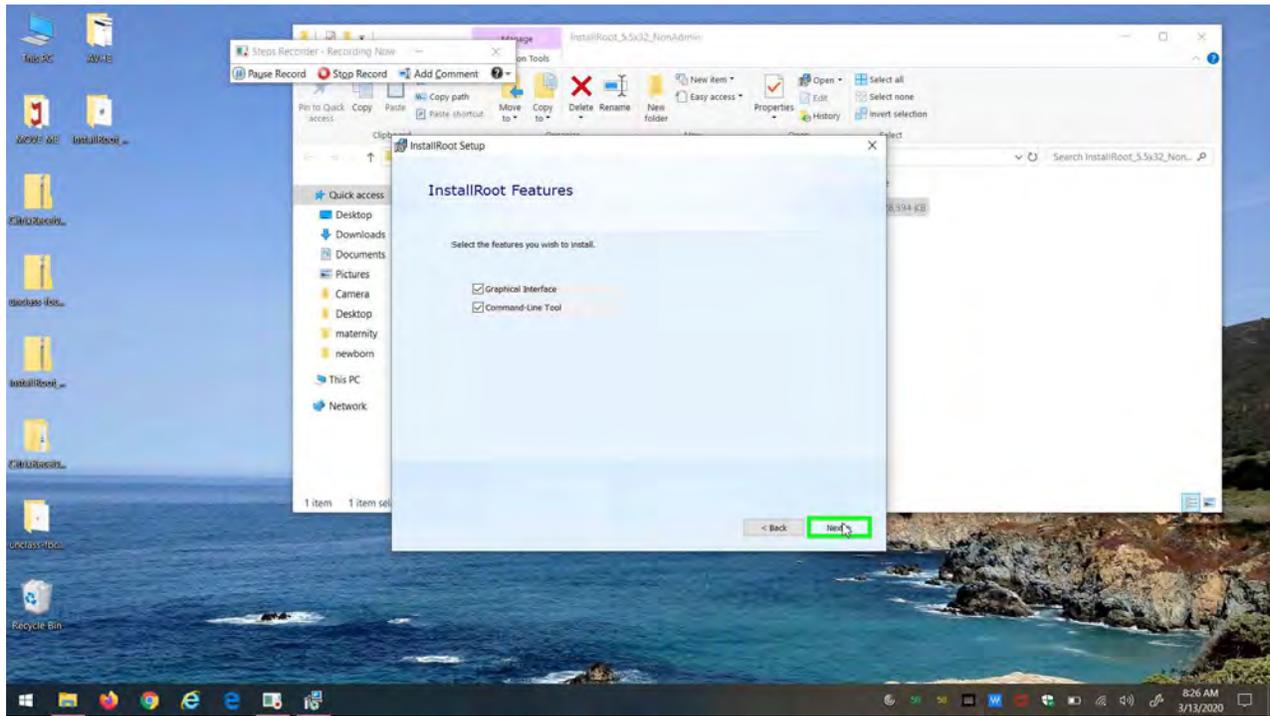
Step 14: Click Next



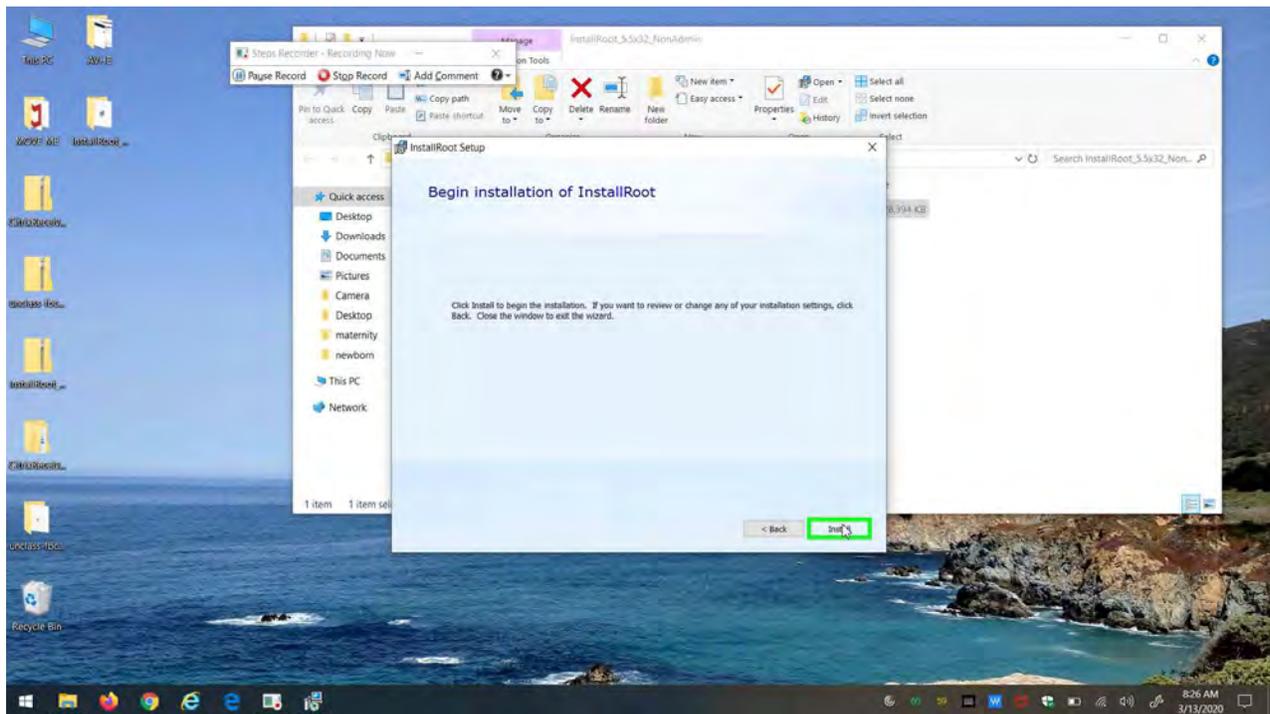
Step 14: Click Next



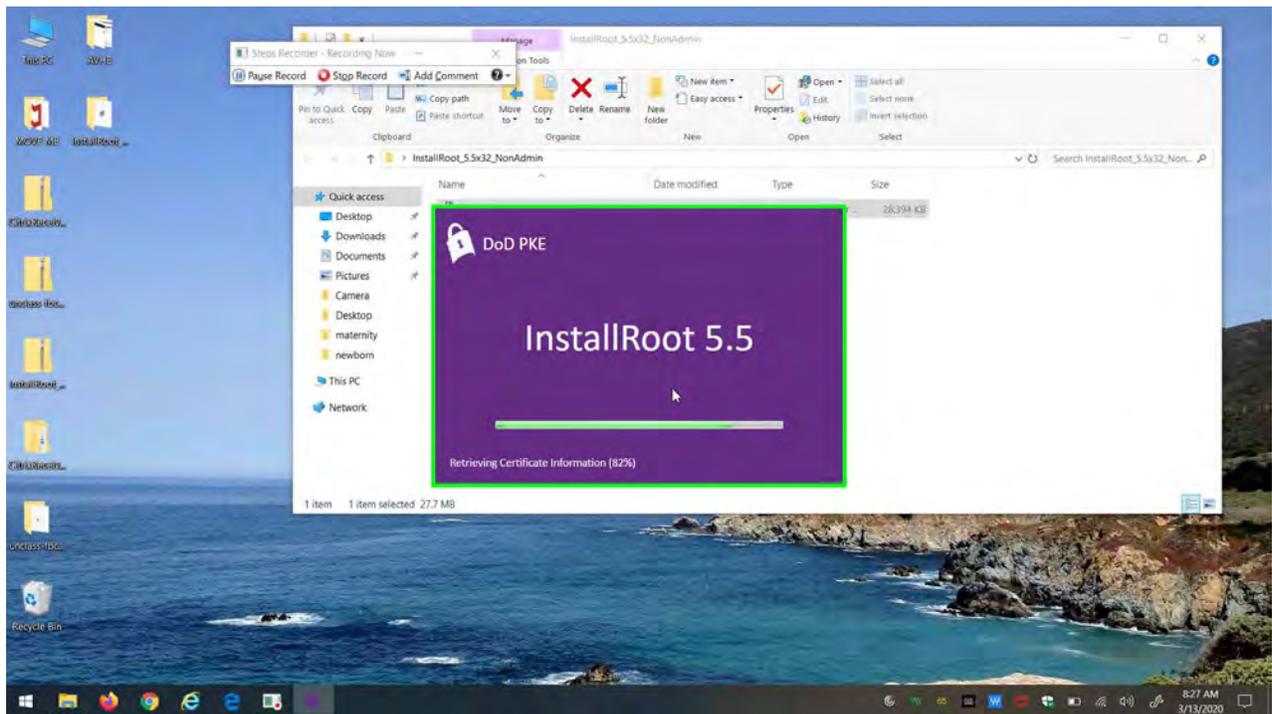
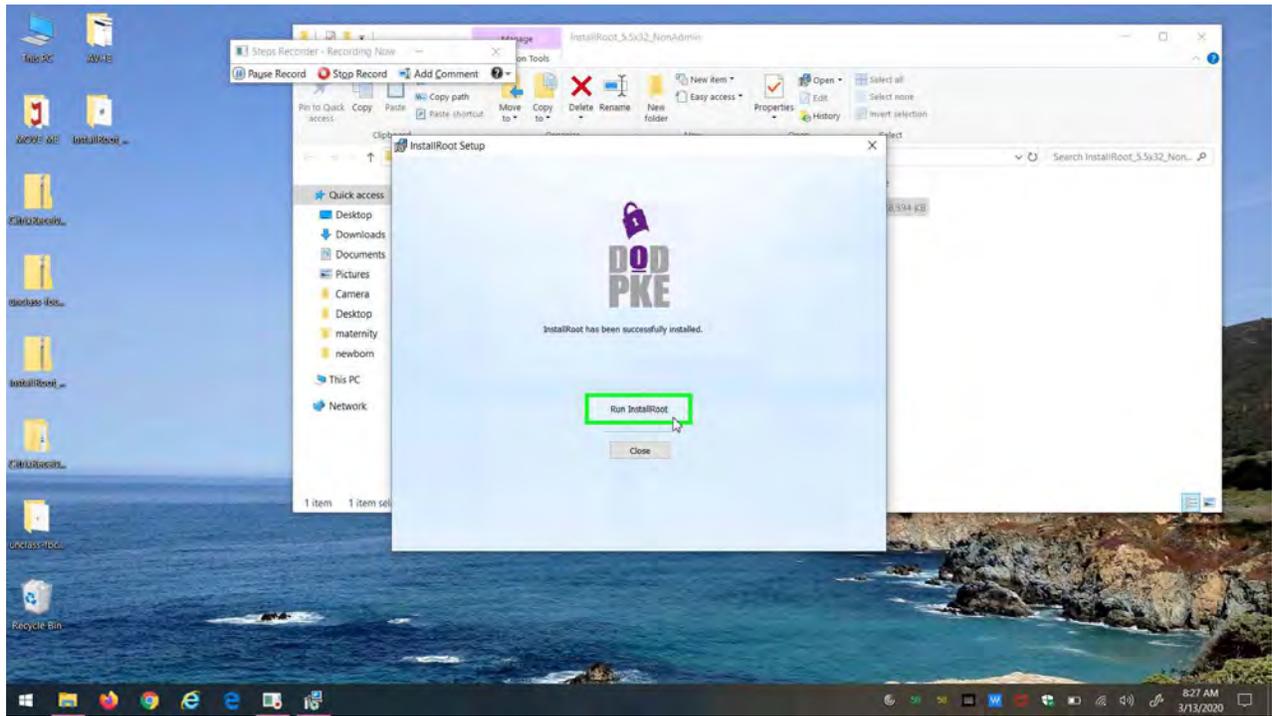
Step 15: Click Next



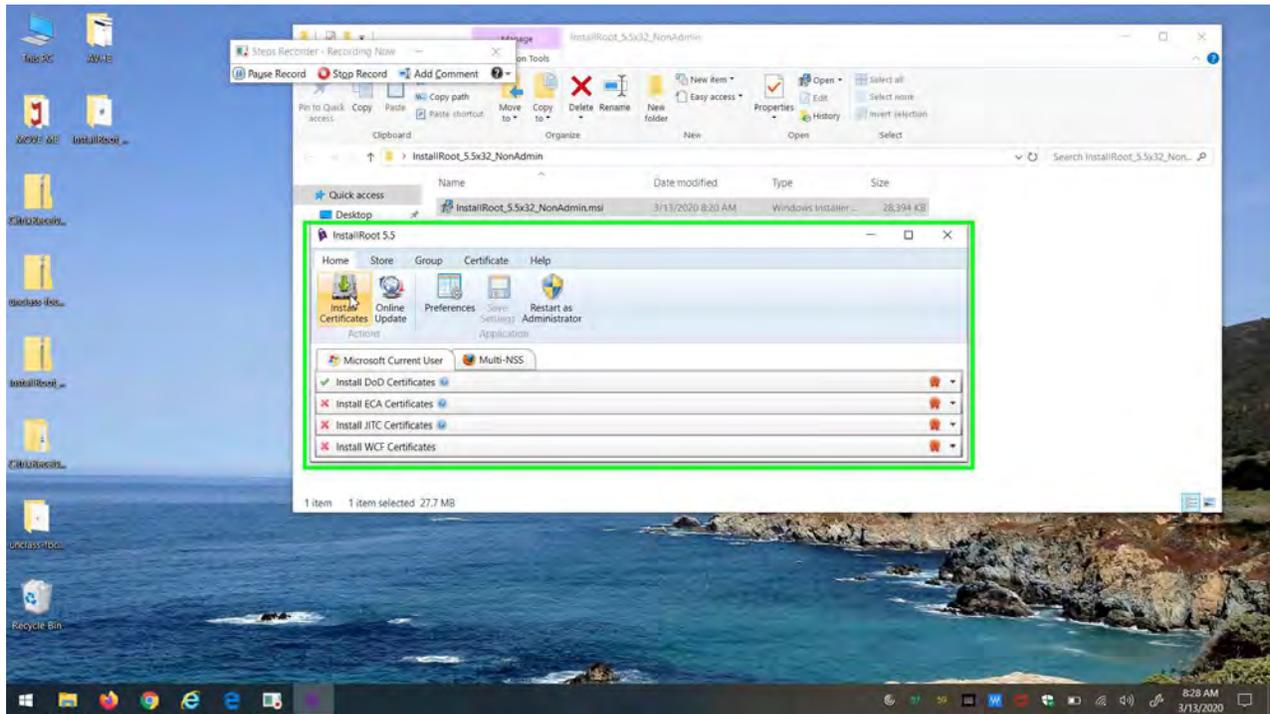
Step 16: Click Install



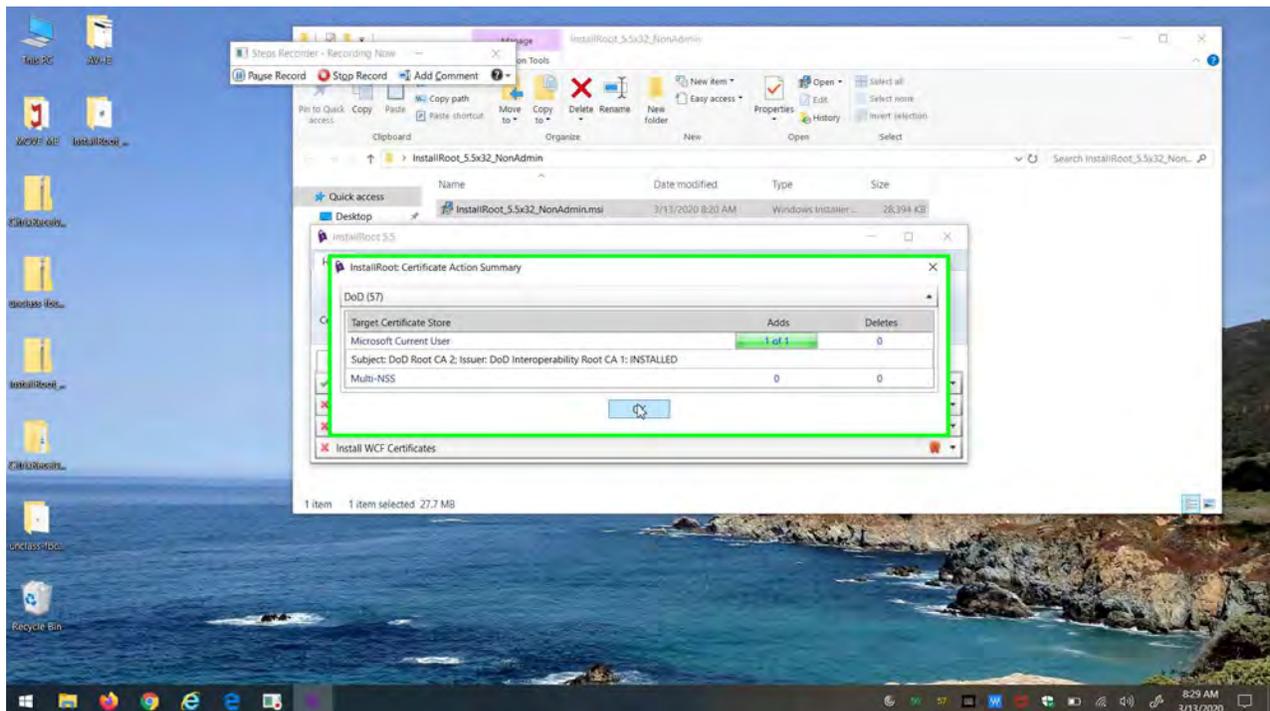
Step 17: Click Run InstallRoot



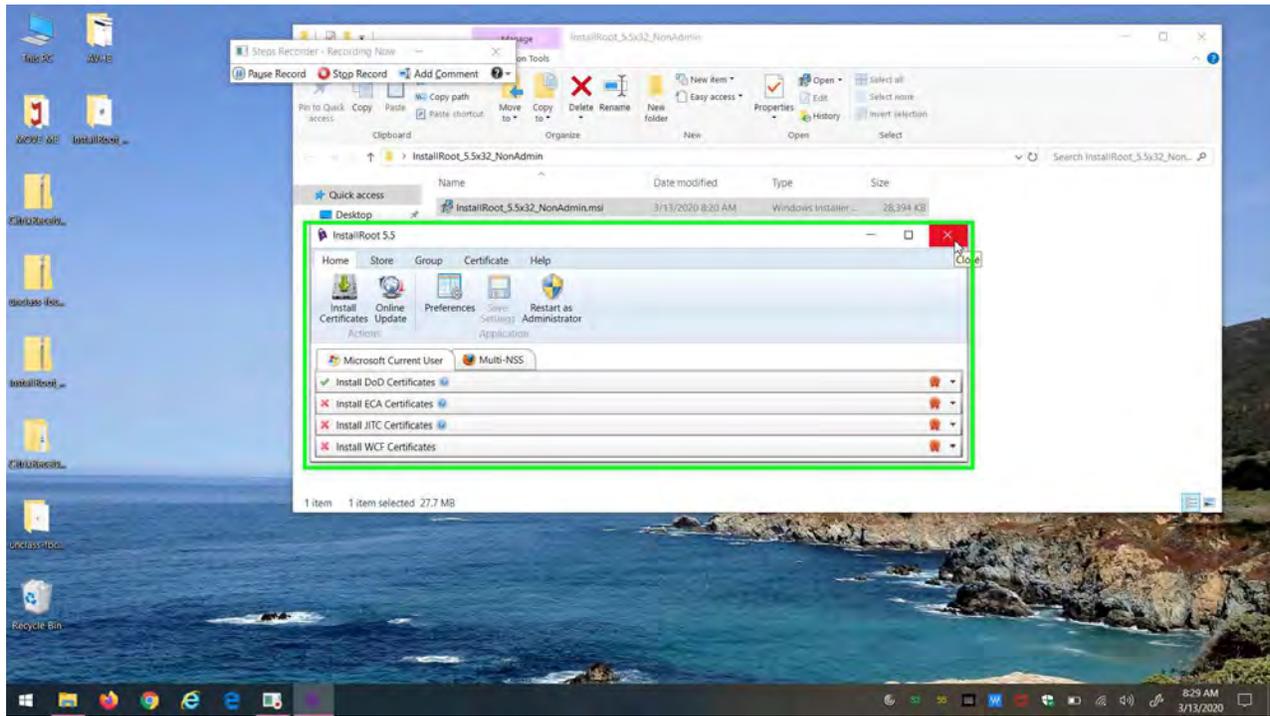
Step 18: Click Install Certificates (if you receive a notification there is an update, wait for that to complete prior clicking)



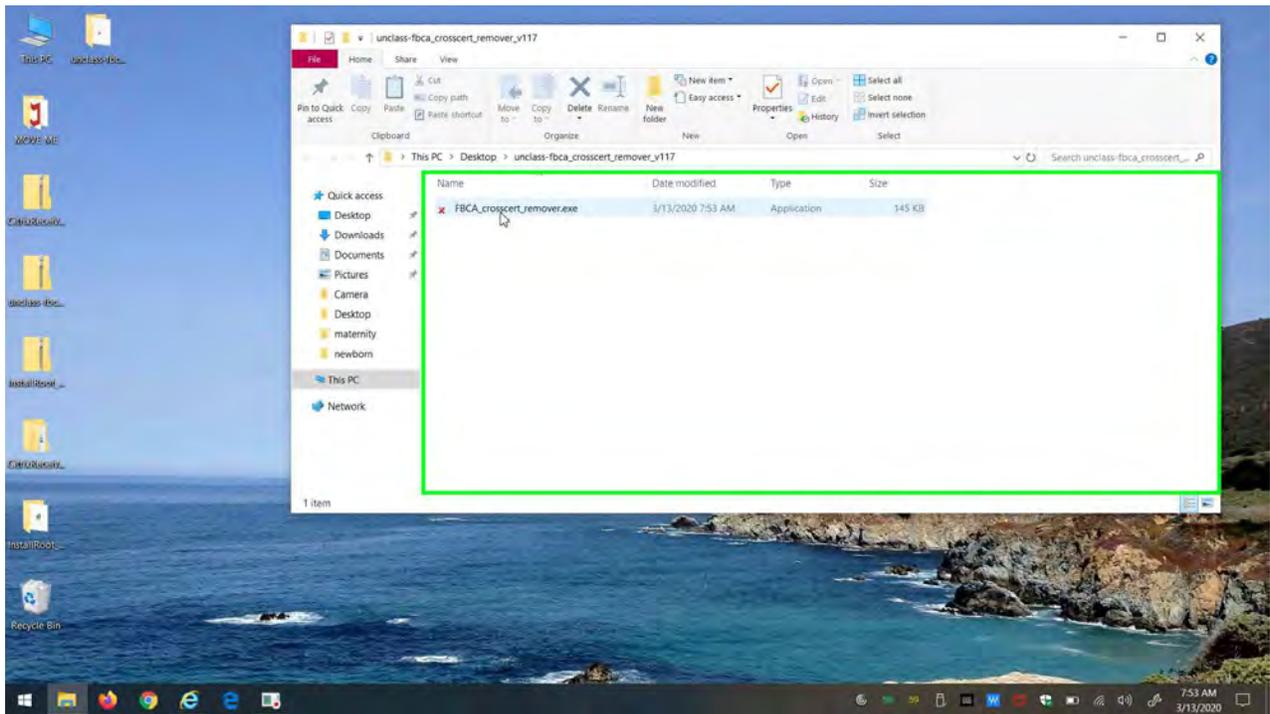
Step 19: Click OK (your summary may look different, that is normal)



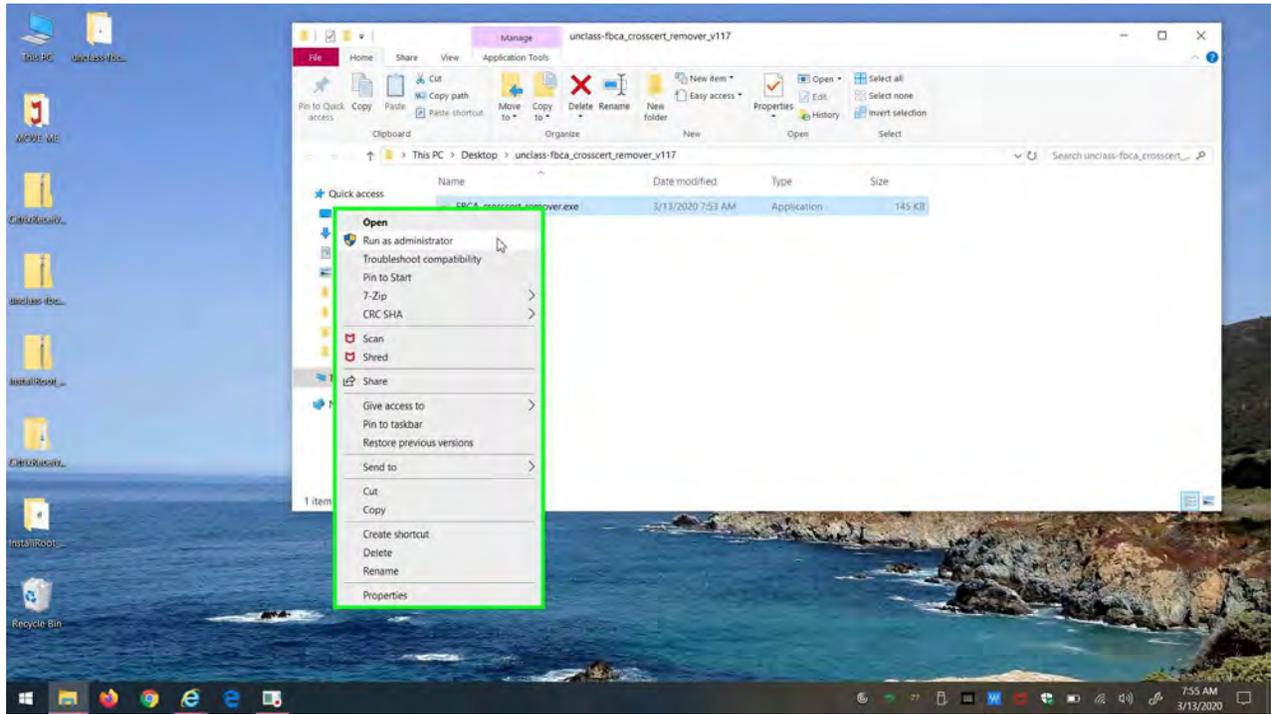
Step 20: Close Install Root (if you get a prompt to save changes, click save)



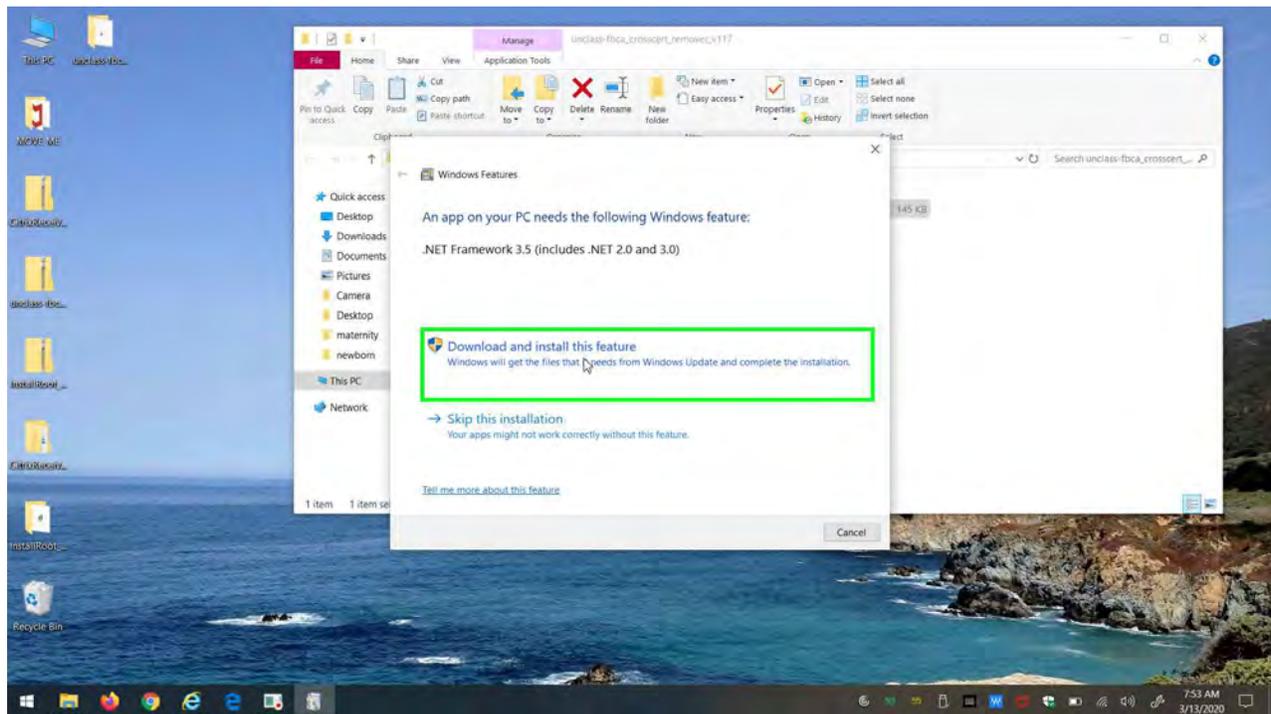
Step 21: Return to your extracted folder location and open Unlass-fbca_crosscert_v117



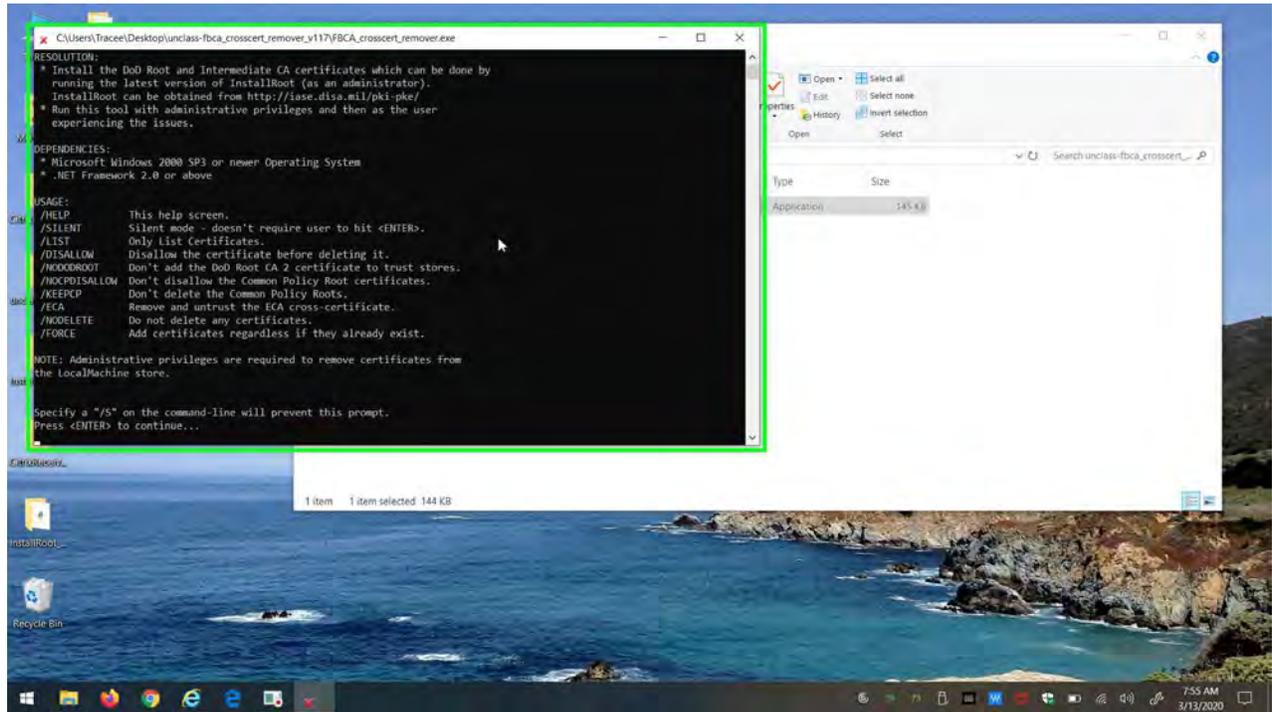
Step 22: Right Click and select Run as administrator



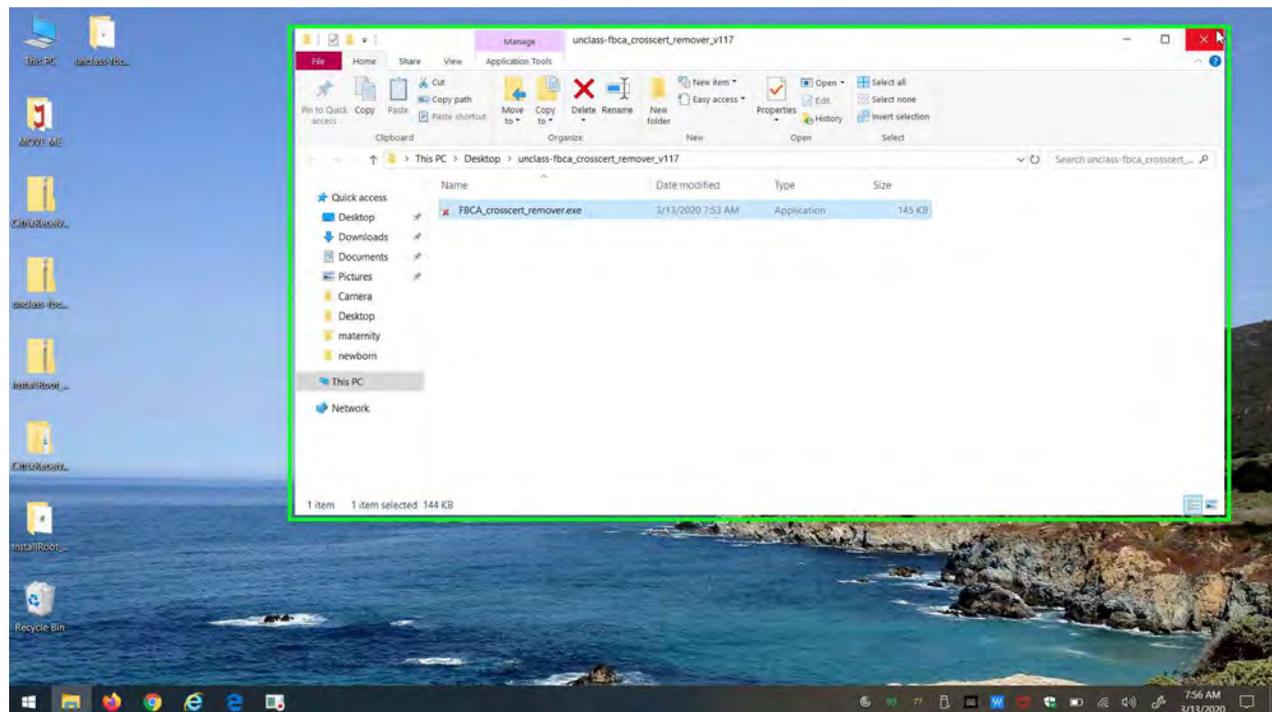
Step 23: If prompted, click on Download and install this feature



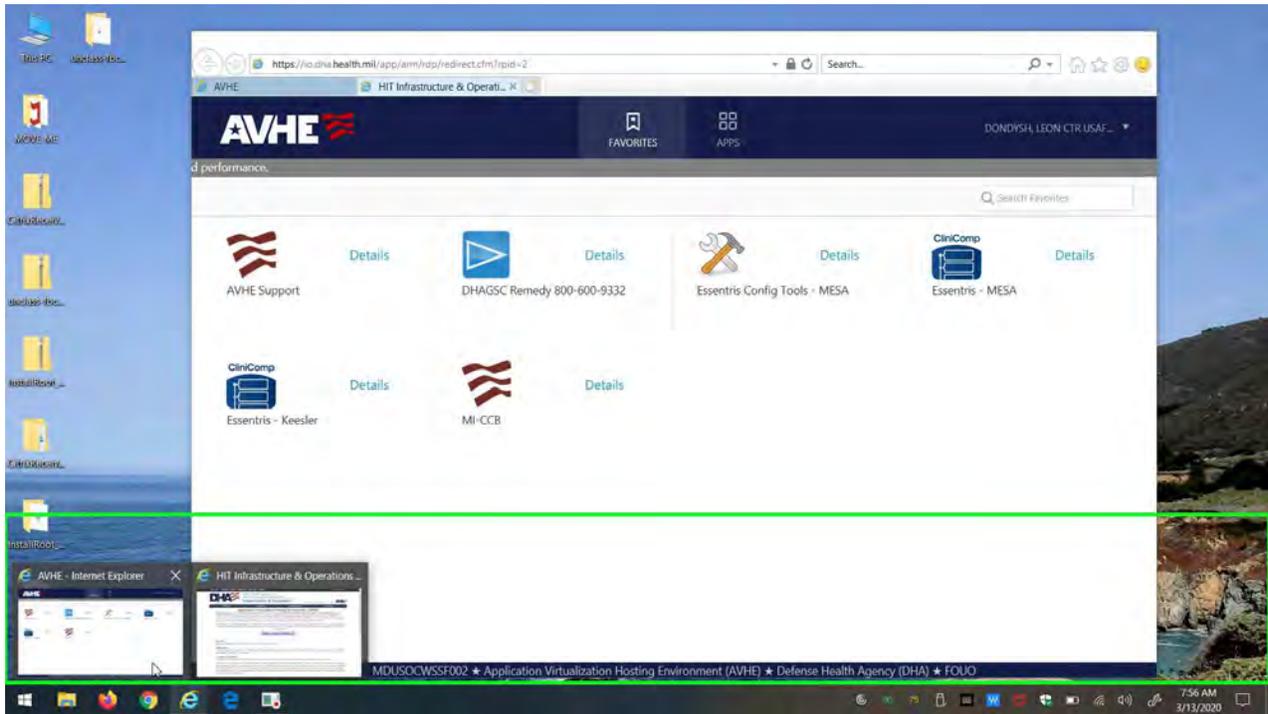
Step 24: Press Enter



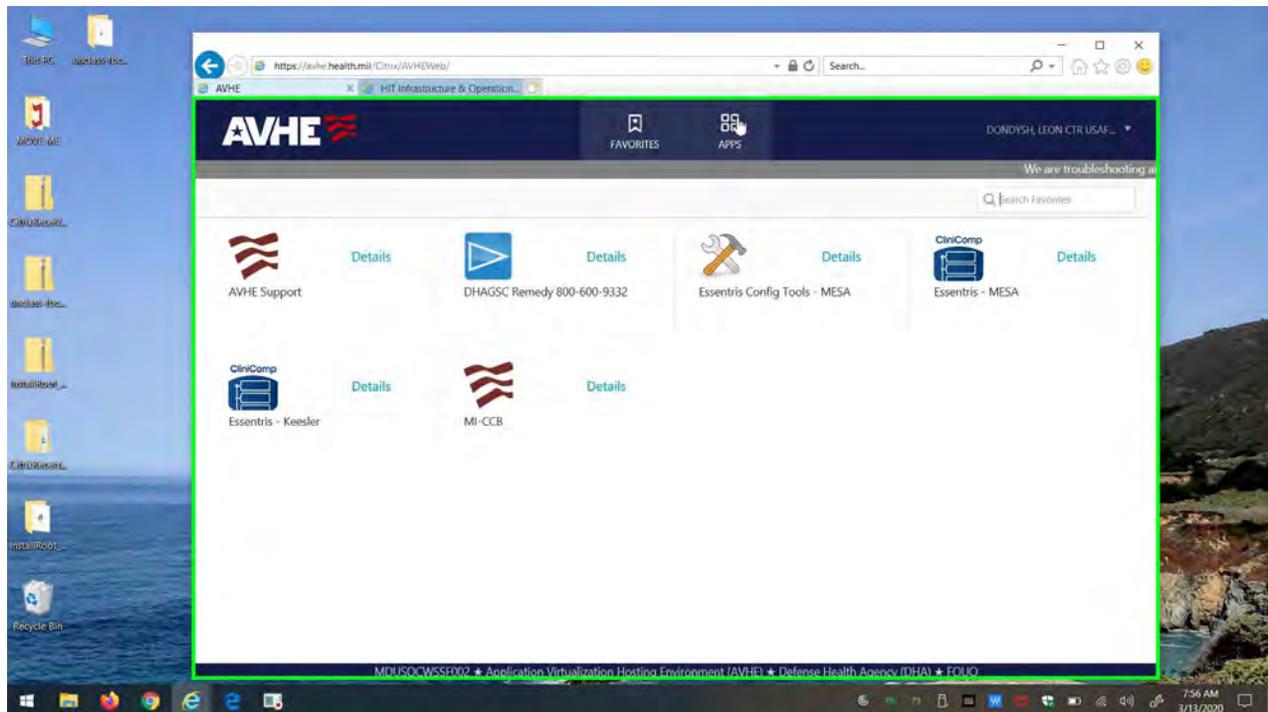
Step 25: Close the folder



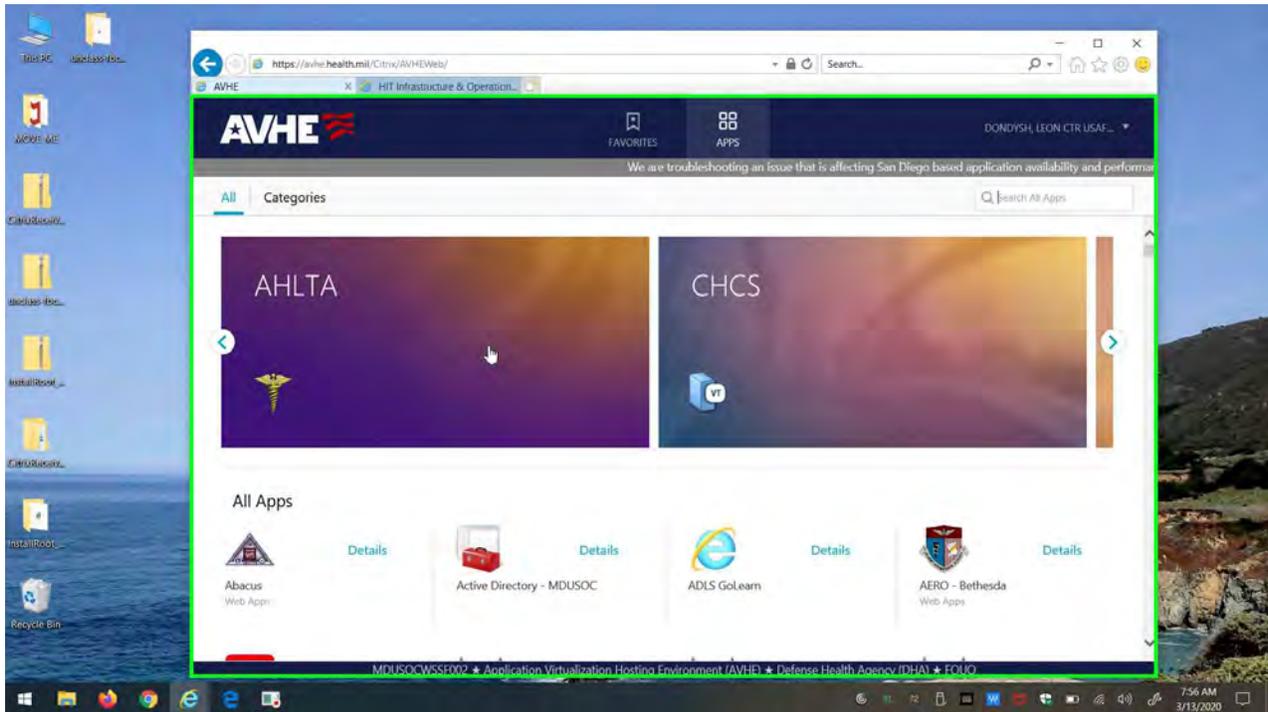
Step 26: Return to AVHE (if the session timed out, close the browser and navigate back to <https://avhe.health.mil> and login)



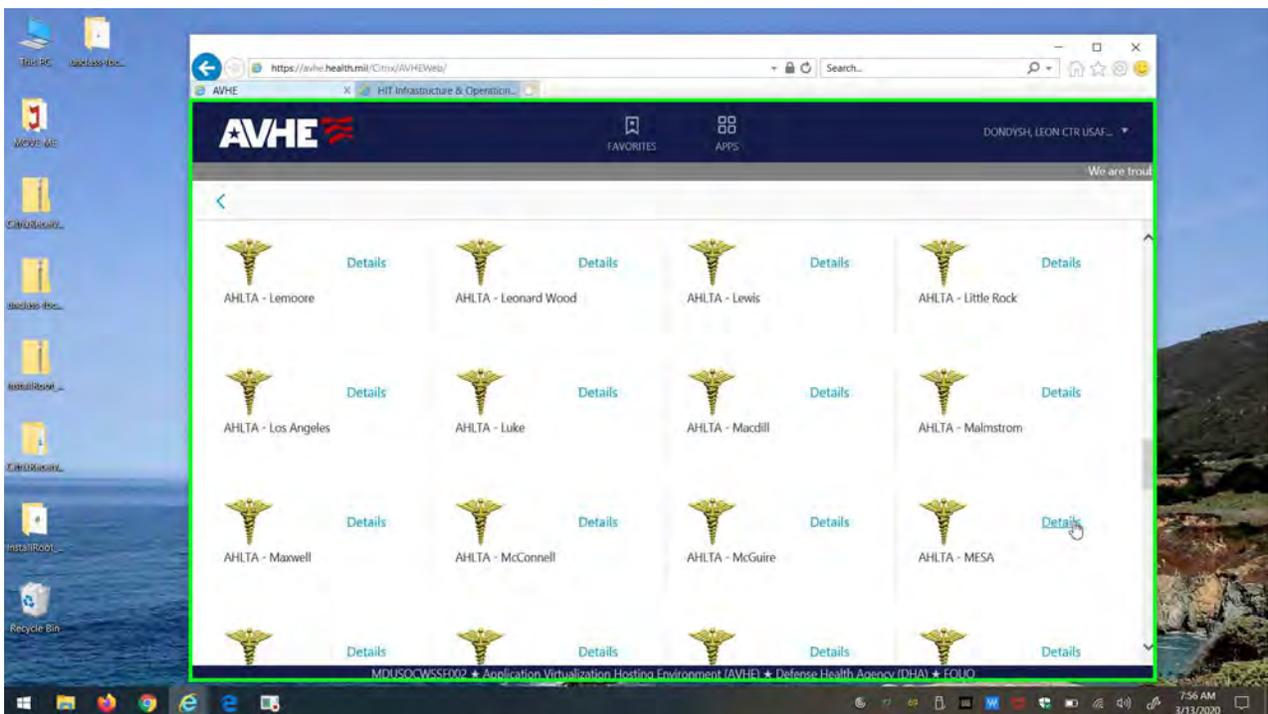
Step 27: Click on APPS



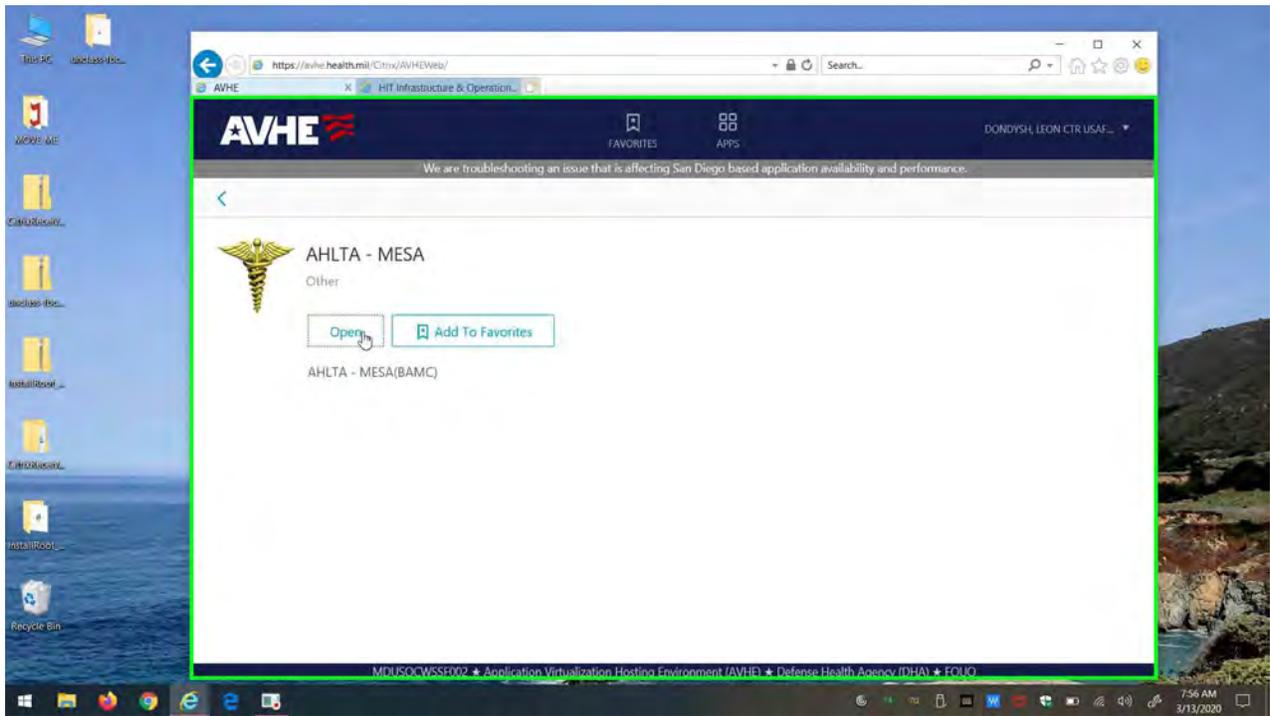
Step 28: Click on AHLTA (in this example we will be accessing AHLTA, you can also get to many other applications including CHCS and Essentris)



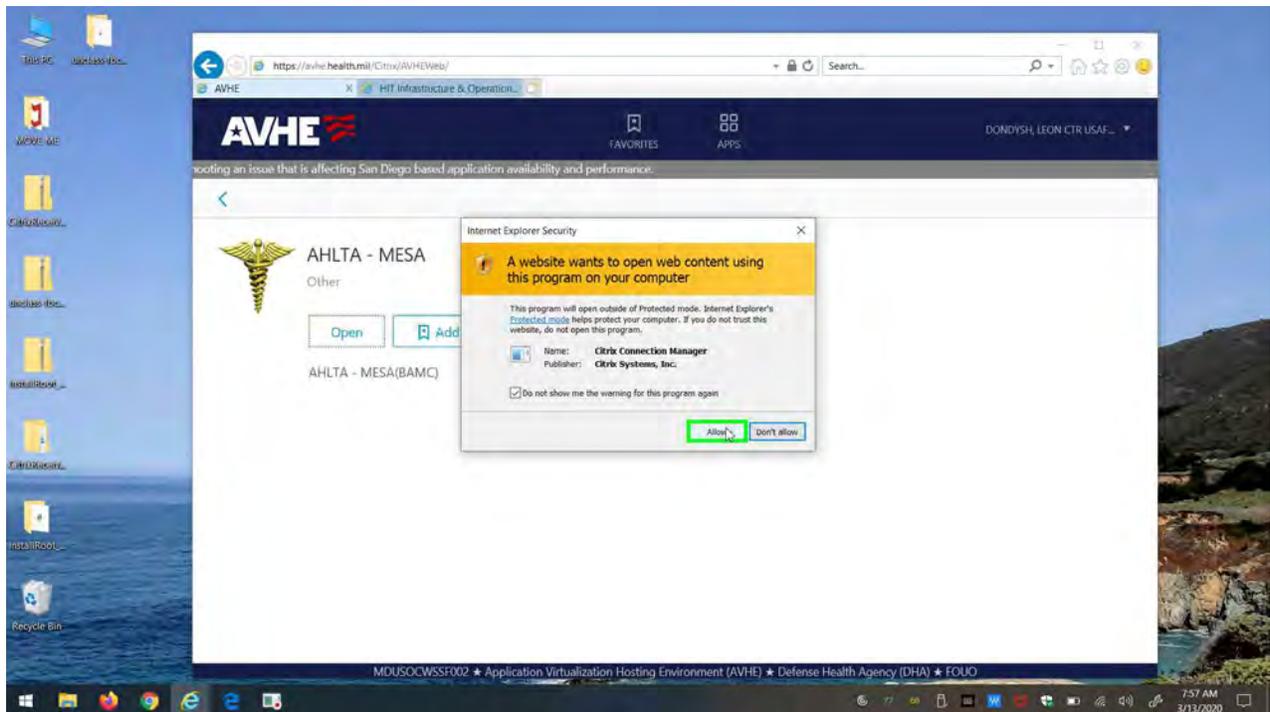
Step 29: Scroll to AHLTA - MESA and click Details



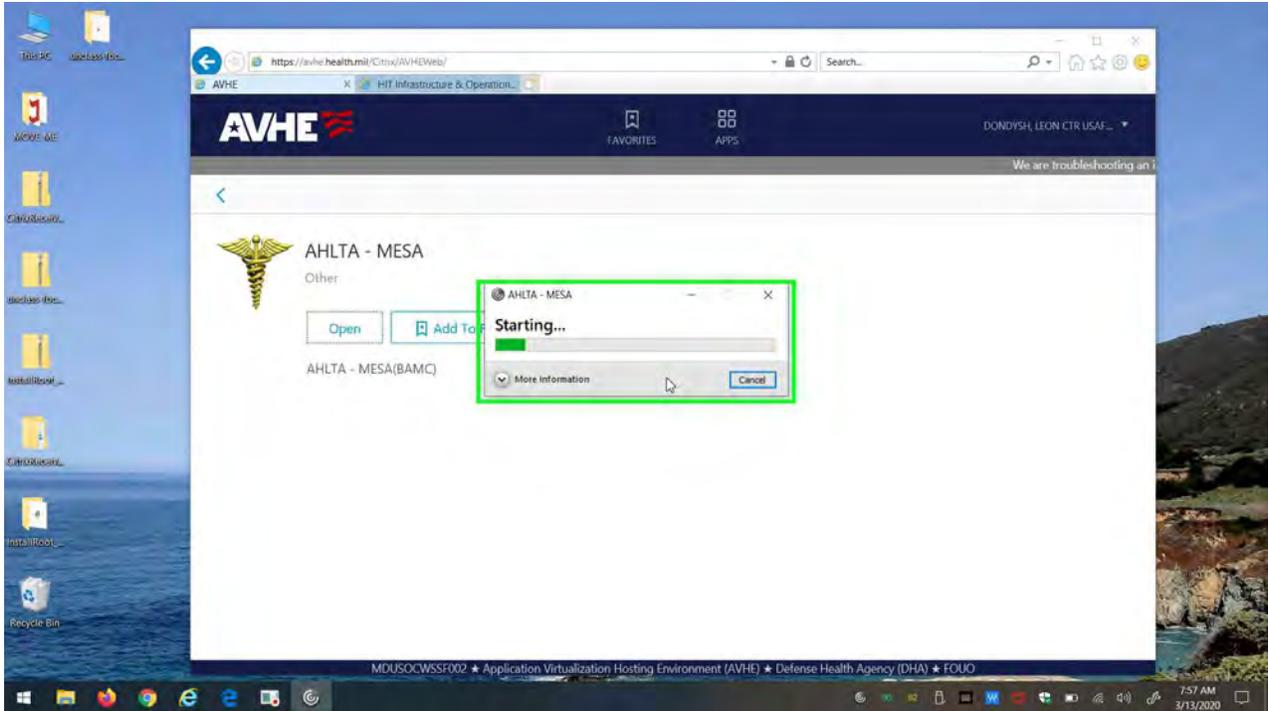
Step 30: Click open to launch AHLTA



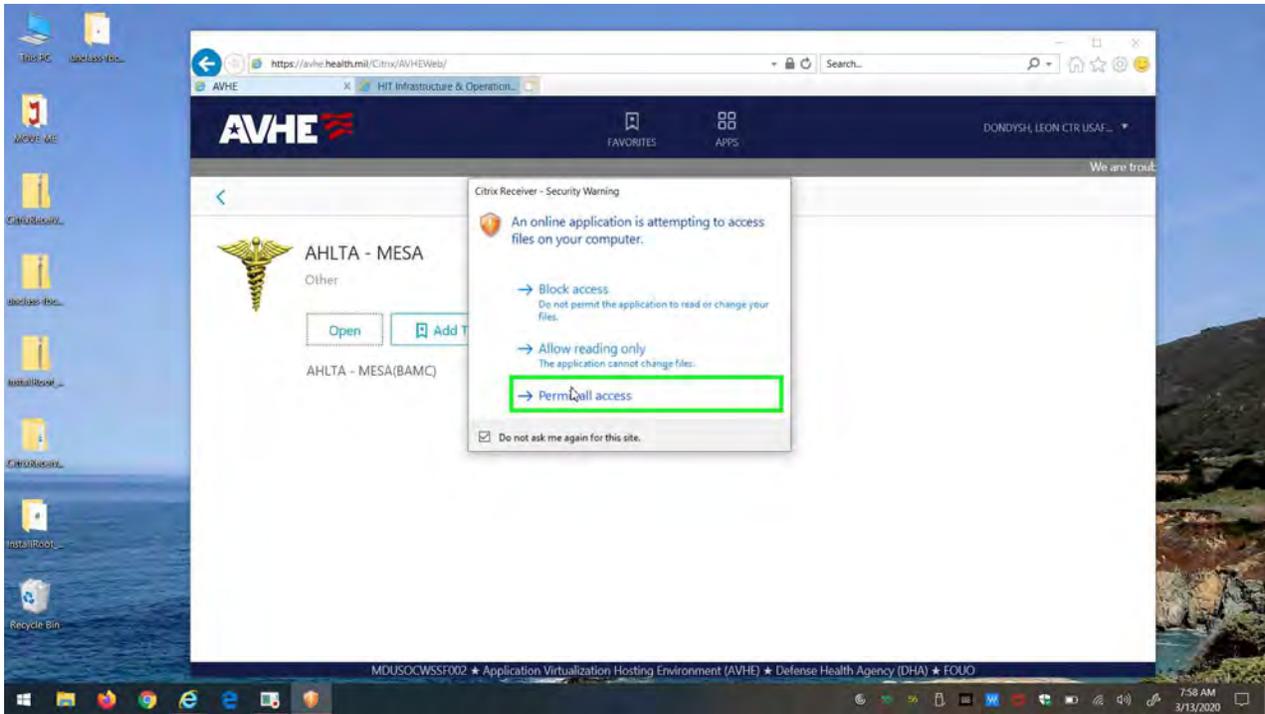
Step 31: If prompted, check the box and click Allow
If you prompted to open or download an .ica file click open/run



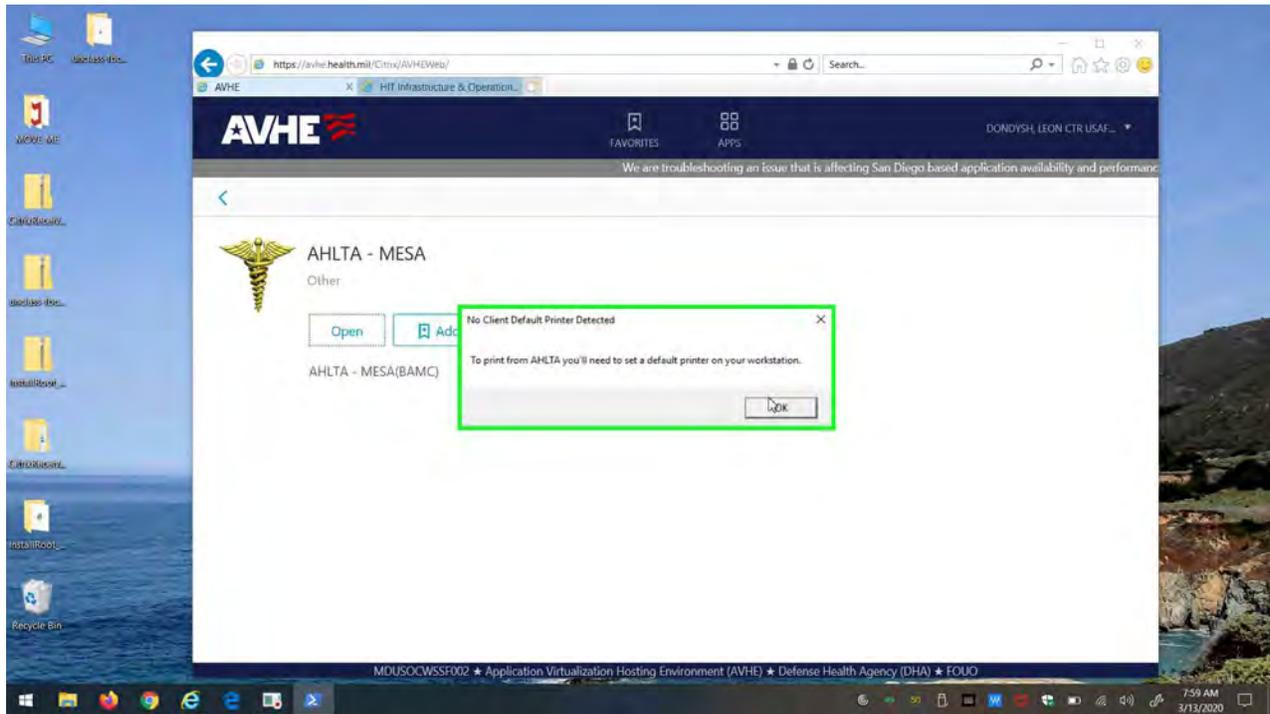
Step 32: You will see this loading screen, be patient if you don't see this launch right away



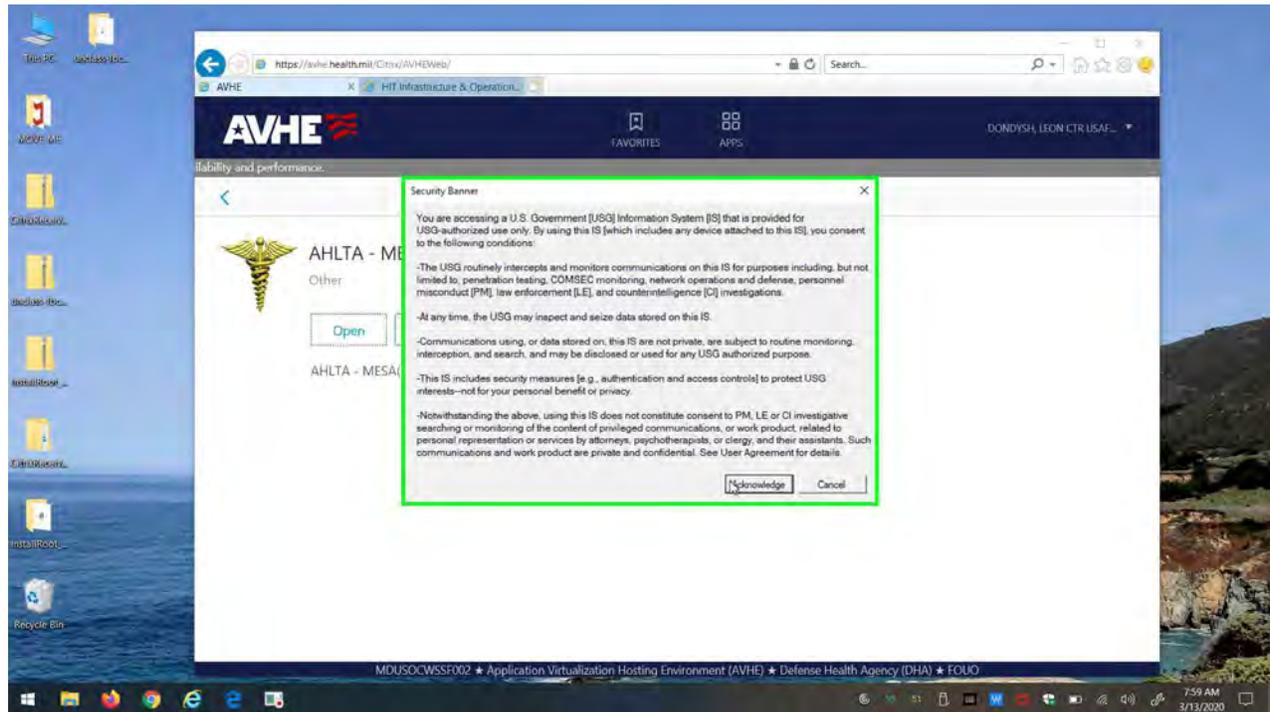
Step 33: If prompted, check the box and select Permit all access



Step 33: Click OK



Step 34: Click Acknowledge



Step 35: Enter your PIN

