



## Nevada Ryan White Part B CAREWare Guidance Documents Logging into CAREWare Guide

Access the Remote Desktop Access Website via the URL:

<https://careware-nv.ixn.com>

There will be multiple log-in screens, the first of which looks like this:

RD Web Access

Work Resources  
RemoteApp and Desktop Connection

Help

Domain\user name:

Password:

Security ([show explanation](#))

This is a public or shared computer

This is a private computer

[Password Reset Utility](#)

Sign in

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2012 R2 Microsoft

The **Domain** for this log-in is **ixn\**. Your username for the Remote Desktop Access Website uses the first **letter of your first name** then your **full last name**. As an example for user John Cook, the entry in the first box would be **ixn\jcook**.



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The **password** for the Remote Access Desktop Website is obtained by clicking on [Password Reset System](#).

RD Web Access

Work Resources  
RemoteApp and Desktop Connection

Help

Domain\user name:

Password:

Security  
[Password Reset System](#)  
Warning: By logging in to this web page, you confirm that this computer complies with your organization's security policy.

Sign in

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

Windows Server 2012 R2 Microsoft

You will be taken to the following screen:

**IXN**  
Dedicated.

### Request Password Reset

Email:

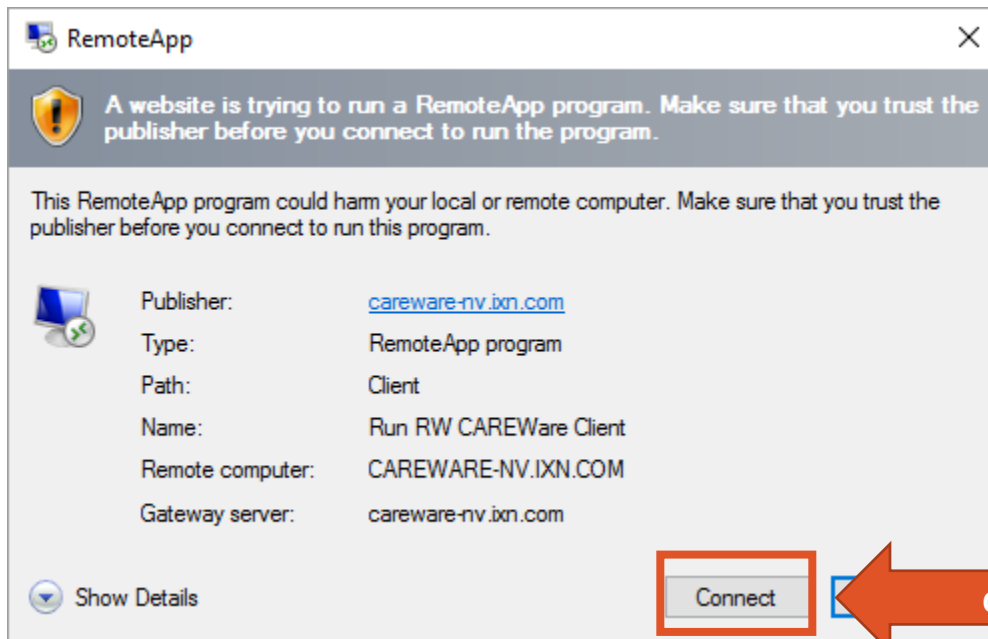
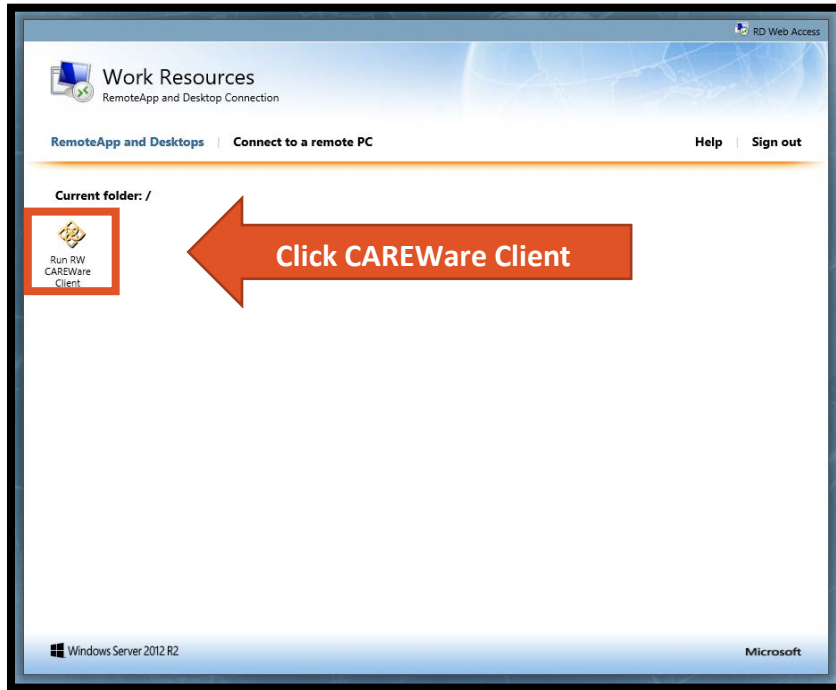
Send

Please type in the email address associated with your new account and click Send. You will receive an email to create your own password shortly (remember to also check your Spam and Junk folders). The email contains a link that expires after **15 minutes**. If it expires you will need to request another email following the same process. Please follow this process if you ever need to reset your Remote Access password.



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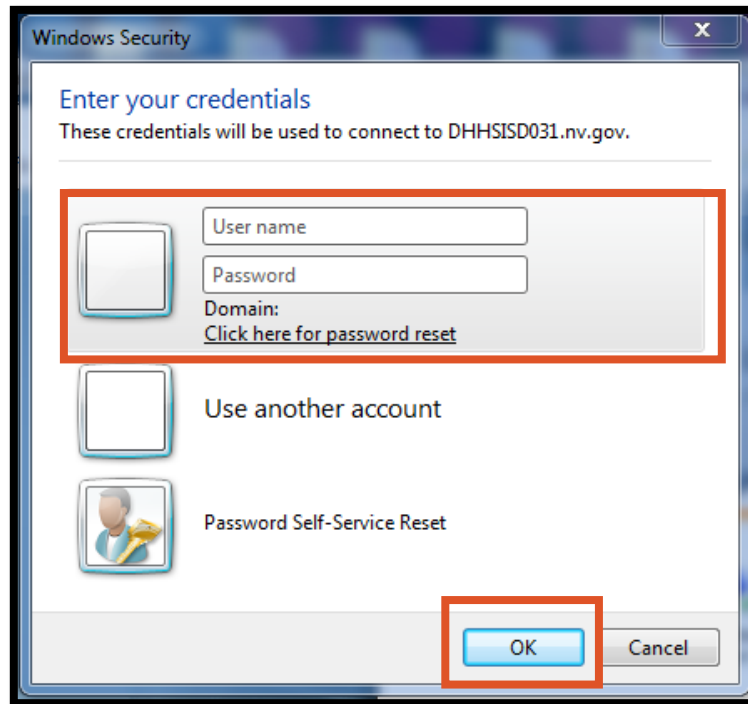
Once you create a password you can proceed to log in. After you log in to the Remote Desktop Access Website you will have to navigate through various screens – see below.





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Windows Security will issue a pop-up asking you to enter your credentials. This is the build-in defense that Microsoft Windows computers have for any connections to Remote Desktop Website Access. The credentials will be the same ones just used from Page 1 of this guide.



The **Domain** for this log-in is **ixn\**. Your username for the Remote Desktop Access Website uses the first **letter of your first name** then your **full last name**. As an example for user John Cook, the entry in the first box would be **ixn\jcook**. The **password** for the Remote Access Desktop Website is obtained from the Nevada Office of HIV/AIDS. If you need a Remote Desktop Access Website password reset please contact [CAREWareHelp@health.nv.gov](mailto:CAREWareHelp@health.nv.gov).



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RW CAREWare Login

Department of Health and Human Services  
**HRSA**  
Health Resources and Services Administration

**RW CAREWare**

Version 5.0  
*Build 827*

User Name:

Password:

Login Cancel Options>>

2.0.50727.8009

Finally, you will get to the HRSA- CAREWARE Log-in Window. The **username and password** will be given to you by the Office of HIV/AIDS upon initial access. When you log-in you will be taken directly to your agency's CAREWare home page. If you need a password reset for this window, please email [CAREWAREHelp@health.nv.gov](mailto:CAREWAREHelp@health.nv.gov). You will successfully be in CAREWare if you are brought to this Main Menu. Please contact our office via [CAREWAREHelp@health.nv.gov](mailto:CAREWAREHelp@health.nv.gov) if you run into any questions.

Main Menu

Department of Health and Human Services  
**HRSA**  
Health Resources and Services Administration

Add Client

Find Client

Reports

Drug Inventory System

Appointments

Orders

Administrative Options

My Settings

Rapid Service Entry

Log Off

Exit

System Messages

[18 Administrative alarms.](#)

[User Messages](#)

[About CAREWare](#)

[Refresh Messages](#)

Welcome to CAREWare!