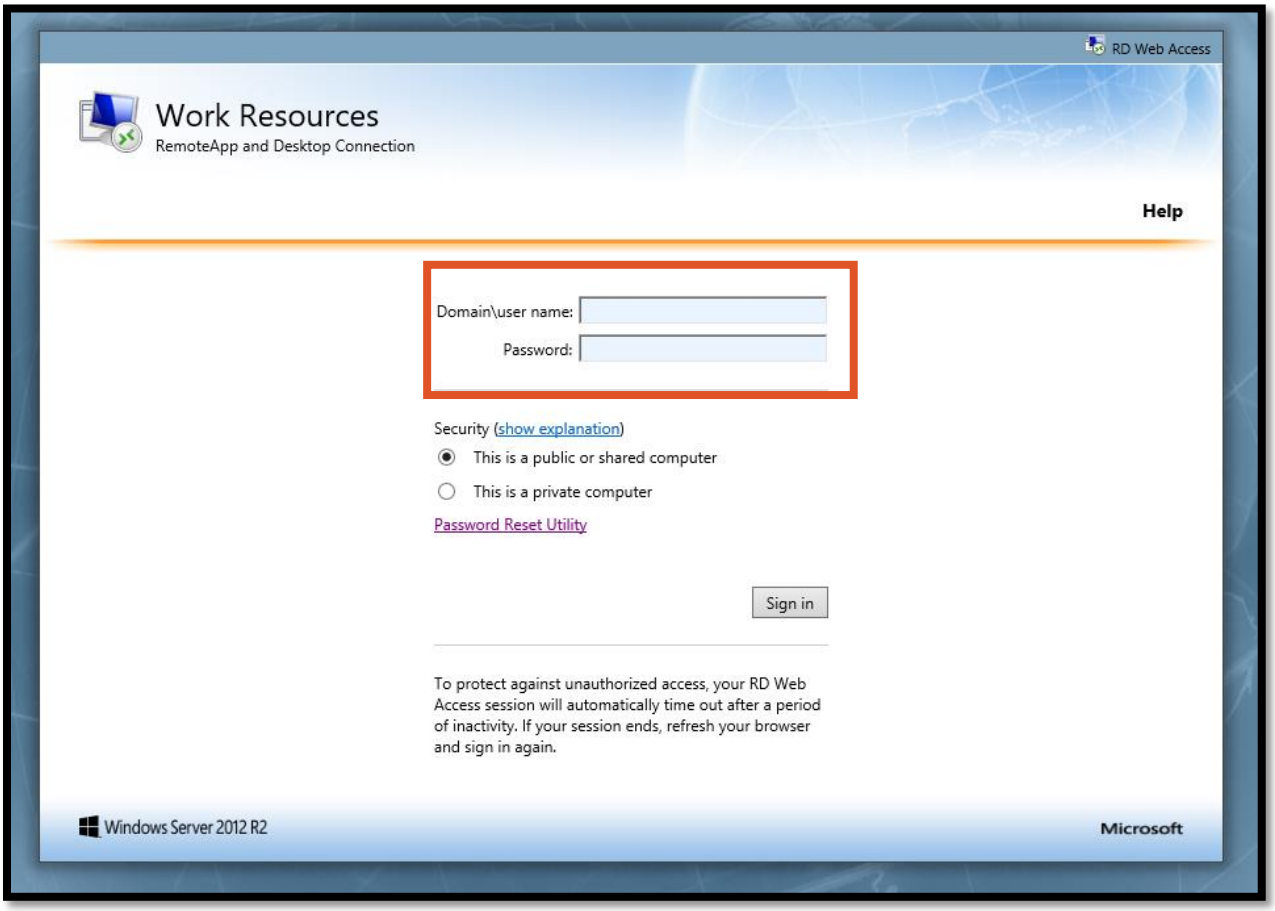
Nevada Office of HIV/AIDS
Ryan White Part B Program
Logging into CAREWare Guide

Access the Remote Desktop Access Website via the URL:

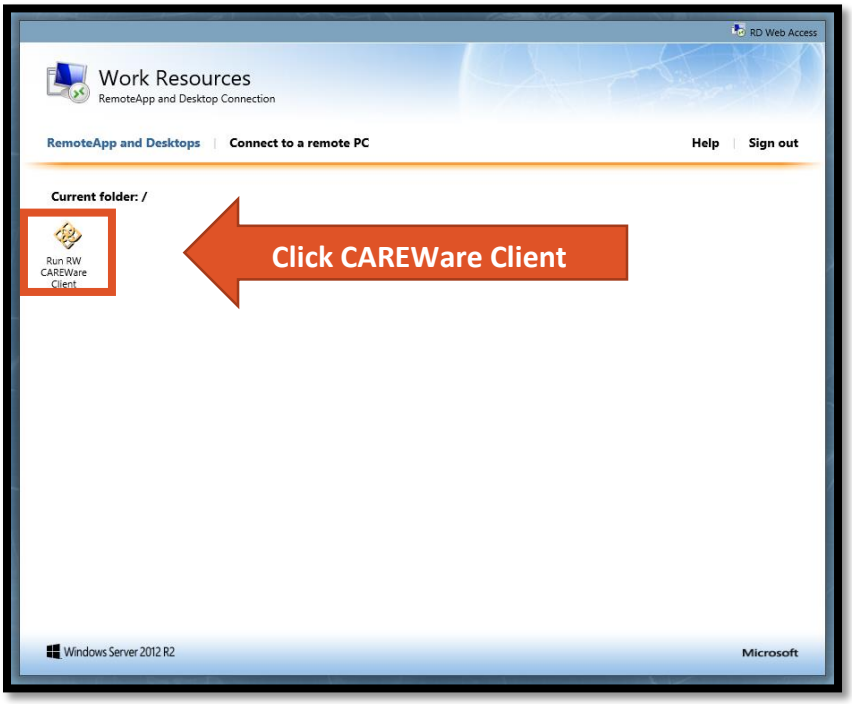
https://careware-nv.ixn.com

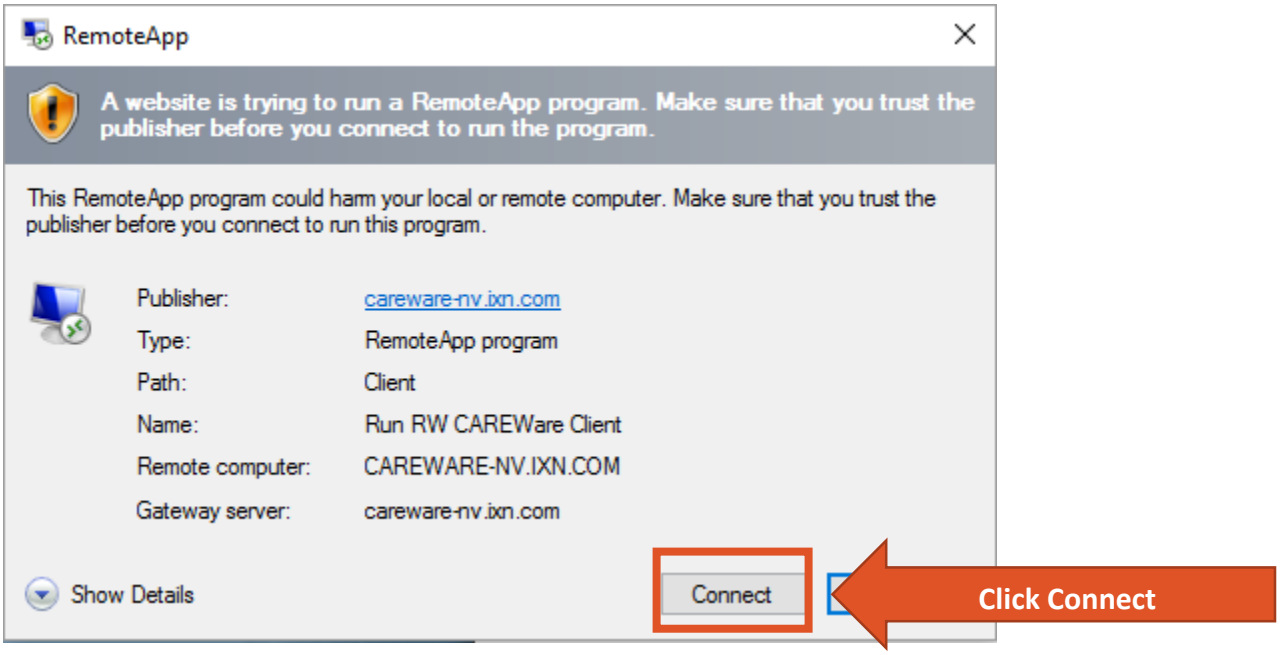
There will be multiple log-in screens, the first of which looks like this:



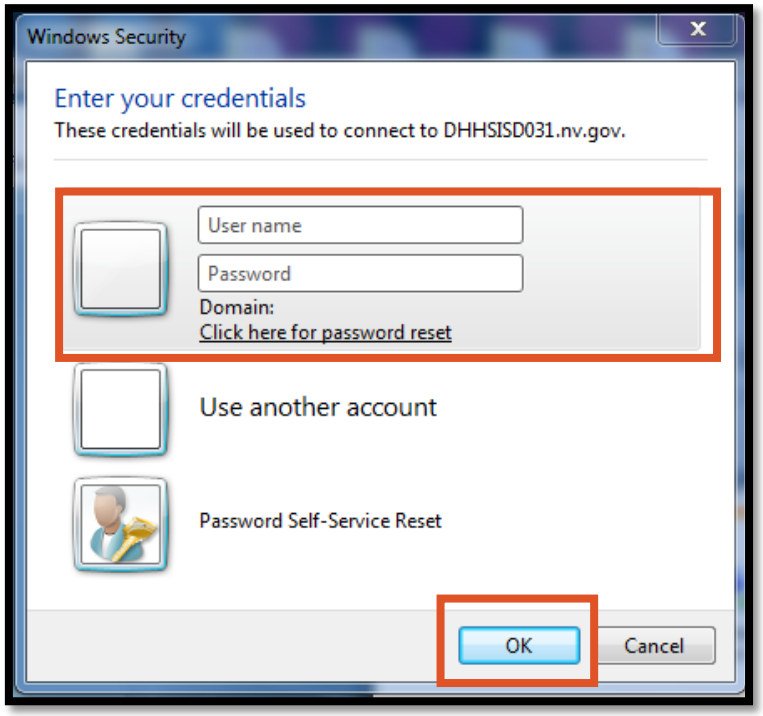
The **Domain** for this log-in is **ixn**. Your username for the Remote Desktop Access Website uses the first **letter of your first name** then your **full last name**. As an example for user John Cook, the entry in the first box would be **ixn\jcook**. The **password** for the Remote Access Desktop Website is obtained from the Nevada Office of HIV/AIDS. If you need a Remote Desktop Access Website password reset please contact A.J. Boggs & Company at support@ixn.com or (877) 496-4496 and ask for a Remote Desktop Website (RDWeb) Access password reset.

Once you log in to the Remote Desktop Access Website you will have to navigate through various screens – see below.





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.



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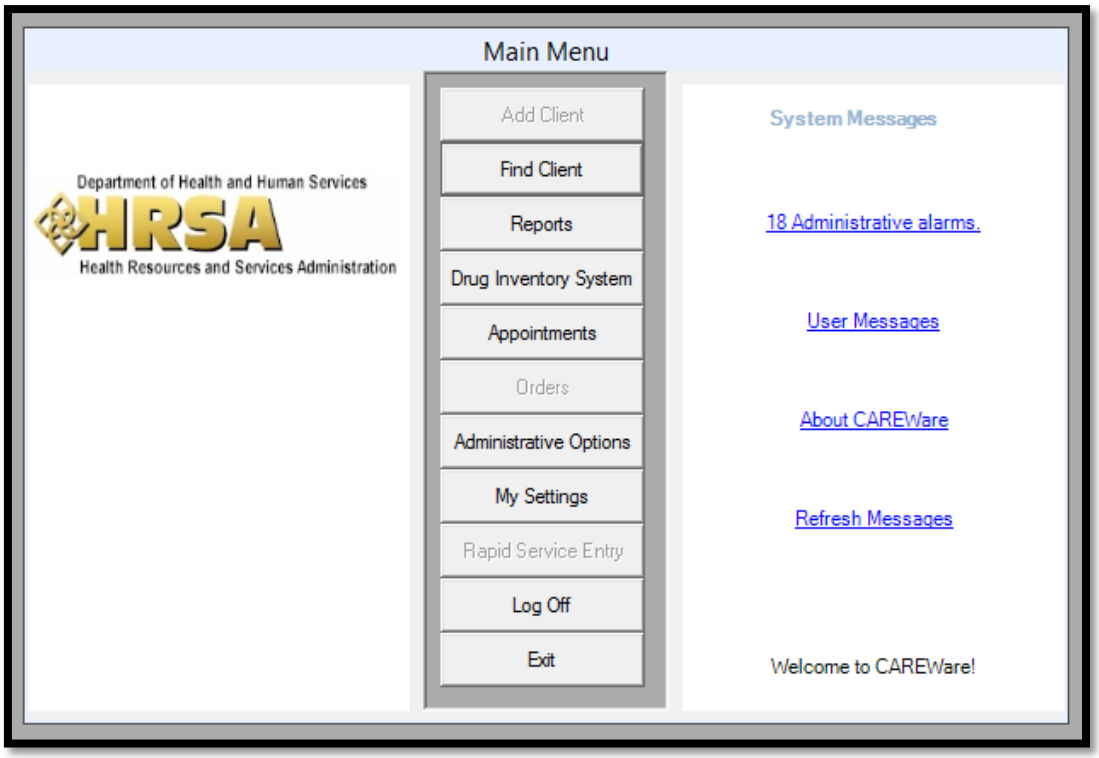
Finally, you will get to the HRSA- CAREWARE Log-in Window. The **username and password** will be given to you by the Office of HIV/AIDS upon initial access. When you log-in you will be taken directly to your agency's CAREWare home page. If you need a password reset for this window, please email CAREWAREHelp@health.nv.gov.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