SVMC Remote Access (MFA) Setup

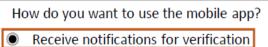
Download and install the Microsoft Authenticator App on your phone (DON'T OPEN)



 On your personal computer install Citrix Workspace. The direct link can be found on our website: www.svhealthcare.org, select Employees (near the bottom of the page), and click the link Download Citrix Workspace for either Windows or MAC depending on your personal computer.

Setting up your MFA Account on your personal computer

- Go to www.svhealthcare.org
- Select Employees (near the bottom of the page)
- Click the link Multi-Factor Authentication (MFA) Setup
 - If you are currently logged into another account you will see your email address in the upper-right hand corner of the screen. Click your email address and select Sign-Out.
- If prompted select "Add Account"
- o For the email address use your: Firstname.Lastname@svhealthcare.org
- Enter the Domain Password that you created
- Click Next on the More Information Required Page.
- Additional Security Verification Page
 - Click the Drop-Down box and select Mobile App
 - Select Receive Notifications For Verification
 - Click Setup
- A barcode will then pop-up on your screen.
- Open the Microsoft Authenticator App on your phone
- When prompted Allow Notifications
- Allow access to your camera
- Add SVMC Account to your App
 - If you currently see an account listed in your MFA App, select the + icon in the upperright hand corner to add your SVMC Account
 - If you see a blue screen, select SKIP until you are prompted to select an account type
 - Choose Work or School Account
 - Your camera will appear on your phone, take a picture of the barcode currently on your computer screen.



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- o If the barcode fails to register, click cancel, add Work or School account, and scan barcode again.
- Select Got It.
- On your computer screen you'll see Configure Mobile App
- Select Next
- Checking Activation Status will appear
- Click Next when it's available
- Check your phone, you'll see an Approve/Deny notification, be sure to select Approve
- On your computer you should be at Additional Security Verification – Step 3
- Enter your Country/Region
- Enter your cell phone number (with no spaces)
- Select Done.
- You can close the window now.



How to log into our Remote Access Portal

- Go to <u>www.svhealthcare.org</u>
- Select Employees (near the bottom of the page)
- Click the Microsoft Authenticator App Icon
- Login with your Domain Username (without @svhealthcare.org) and Domain Password
- Check your phone, you'll see an Approve/Deny notification, be sure to select Approve.
- You will now be connected to your Citrix StoreFront where you'll be able to launch your CW
 application.

