

# 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](http://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](http://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”
- For the email address use your: [Firstname.Lastname@svhealthcare.org](mailto: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 upper-right 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.

A screenshot of a mobile app setup screen. The text reads "How do you want to use the mobile app?". There are two radio button options: "Receive notifications for verification" (which is selected and has a red box around it) and "Use verification code".

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

- 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 [www.svhealthcare.org](http://www.svhealthcare.org)
- 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.

If you need assistance, please contact the help desk at 802-447-5411 (ext. 5411) or [helpdesk@svhealthcare.org](mailto:helpdesk@svhealthcare.org)