



Southwestern Vermont Health Care

Remote Access Use Instructions

Comprehensive instructions on configuring your system, setting up Microsoft Authenticator, and signing into the SVHC Remote Access system (Clinical Workstation). These instructions are designed for use by both current employees and remote users.



Introduction

About SVHC Remote Access

The SVHC Remote Access System is a Citrix-based desktop which allows you to access our “Clinical Workstation” environment from an off-campus device. With remote access, you can access Meditech and all other hospital resources you have permissions to access. In order to use the system, you will need to have your device configured correctly, have a working password, and set up Microsoft Authenticator correctly. These instructions will guide you through the entire process.

Note: You must have prior approval from your director or office manager, and have the appropriate agreements signed and on-file with the SVHC Information Systems Helpdesk in order to access this system. If you need to complete documentation, please visit our “Forms & Documentation” page available on the SVHC website (www.svhealthcare.org) under “Employees”.

Prerequisites

Software Requirements

In order to access the remote access system, you must have the following software installed on your device(s):

- **Citrix Workspace:** Install the latest version of Citrix Workspace on your personal PC, or ensure that your corporate PC has Citrix Workspace installed before proceeding. Citrix Workspace is available for both Windows and Mac devices, and the direct link to install the latest version is available on our employees page under “Downloads and Resources”.
- **Microsoft Authenticator:** Install the Microsoft Authenticator app on your personal smartphone device from the app store (for iPhones, in the App Store, and for Android devices, in the Google Play store). **Do not open the application yet.**

Prerequisites

Create a Password

If you are a **remote user (non-employee)**, you will need to create your domain password, which is used to sign into the remote access system (if you are a current employee and already have a password, you can skip this step).

Visit www.svhealthcare.org and click “Employees” at the bottom of the page. On our SVHC Portal Access page, click the **Reset Password** button under the “Sign Into Remote Access” system. Enter your email in the format firstname.lastname@svhealthcare.org (ex. if your name is John Doe, use john.doe@svhealthcare.org) and the characters shown, then choose **Next**. Choose to reset your password, then follow the prompts to create your domain password.

Setting Up Microsoft Authenticator

Microsoft Authenticator (MFA) is an authenticator app which is required to be set up on your device in order to sign into the remote access system. It is used as an additional verification step to ensure you have proper access to sign into the system. To set up your Microsoft Authenticator app, please follow the instructions below.

- Visit www.svhealthcare.org on your PC and click **Employees** at the bottom of the page.
- Under the “Sign Into Remote Access” section, click **Set Up Microsoft Authenticator**.
- You should see a Microsoft page prompting you to sign in. Enter your email address in the format firstname.lastname@svhealthcare.org (ex. if your name is John Doe, use john.doe@svhealthcare.org). Click “Next”.
 - Note: If you are already signed into a different account, please click that email at the top-right corner of the screen, and choose to Sign Out. Then, continue following the steps).
- You will be re-directed to our organizational page. Here, enter your domain password and click **Sign in**.
 - Note: For employees, this is the password you use to sign into the computer, your email, Clinical Workstation, and so on. For remote users, this is the password you created in the previous page (or were provided).
- You should see a page that says “More Information Required”. Click **Next**.
- On the “Additional security verification” page, under “How should we contact you?” select **Mobile App**. Underneath, select **Receive notifications for additional verification**, then click **Setup**. A QR code will appear on your computer screen.
- Open the Microsoft Authenticator app on your phone. If you see a “Skip” button at the top right of the screen, press this. Then choose **Add account > Work or school account > Scan QR code**, then scan the QR code that is on your computer screen.
 - Note: If you already have an existing account in your Microsoft Authenticator app, tap the + symbol at the top right, and choose **Work or school account > Scan QR code**, then scan the QR code that is on your computer screen.
- In the Microsoft Authenticator app, you should see your @svhealthcare.org email appear. When you see this in the app, tap **Next** then **Next** again on your computer.
- You will receive a notification in your phone’s Microsoft Authenticator app asking you if you want to approve the sign in request. Tap **Approve**.
- Your computer screen should automatically update. On the next screen, enter your personal cell phone number, then choose **Done**. You can then close the page.

Your Microsoft Authenticator app is now set up and ready to be used.

Signing In

Signing Into Remote Access

Once you have Microsoft Authenticator configured on your mobile device, you are ready to sign into remote access. To sign into the remote access system, please follow the instructions below.

- Visit www.svhealthcare.org on your PC and click **Employees** at the bottom of the page.
- Under the “Sign Into Remote Access” section, click **Sign In Using Microsoft Authenticator**.
- You should see a Microsoft page prompting you to sign in. Enter your email address in the format firstname.lastname@svhealthcare.org (ex. if your name is John Doe, use john.doe@svhealthcare.org). Click “Next”.
 - Note: If you are already signed into a different account, please click that email at the top-right corner of the screen, and choose to Sign Out. Then, continue following the steps).
- You will be re-directed to our organizational page. Here, enter your domain password and click **Sign in**.
 - Note: For employees, this is the password you use to sign into the computer, your email, Clinical Workstation, and so on. For remote users, this is the password you created in the on page 2 (or were provided).
- Check your phone’s Microsoft Authenticator app and follow the instructions to approve your sign in (this is either tapping the **Approve** button or entering the 2-digit number into the phone’s Microsoft Authenticator app that is shown on your computer).
- You will be re-directed to Citrix Workspace. Click the blue monitor labeled “XD-CW”. A download will pop-up in your browser; click the download to open it.

You will now be signed into the remote access system. These steps must be repeated each time you need to sign into the remote access system.

Need Help?

For questions or support, please contact the SVHC Information Systems Helpdesk via phone at (802)-447-5411 or via email at helpdesk@svhealthcare.org.