



SVMC Remote Access Setup Instructions

Welcome to the Southwestern Vermont Medical Center (SVMC) remote access setup instruction guide. This document is designed to help you through the process of enrolling your RSA authenticator and logging into the remote access system utilized at SVMC. If you encounter any problems or questions and need assistance, please contact the SVMC IS Helpdesk at helpdesk@svhealthcare.org or (802) 447-5411.

Prerequisite: Setting your Dartmouth Health Password

Before setting up your SVMC Remote Access, you will need to know your Dartmouth Health (DH) username and password, which are credentials used to log into the remote access system.

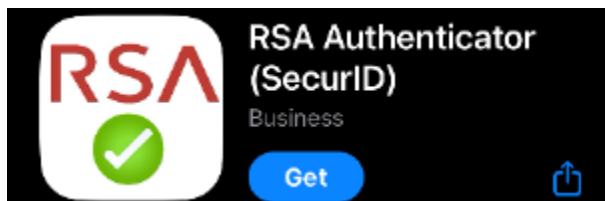
If you are an employee: This will be the same username and password you use to log into systems in the organization. If you already know your username and password, you can proceed to Step 1. Otherwise, please contact your supervisor or the SVMC IS Helpdesk for assistance.

If you are a non-employee: If this your first time setting up remote access, you should have received a second email along with these instructions with a password reset link. Click the link and follow the instructions to set your password. If you've set your password previously but forgot it, go to the SVMC Employees page (see below) and click "Password Recovery" or contact the SVMC IS Helpdesk for assistance.

Step 1: Enroll RSA Authenticator

You will need to set up RSA authenticator, which is an app on your personal phone, to verify your log in while using remote access. Follow these steps to enroll in your authenticator.

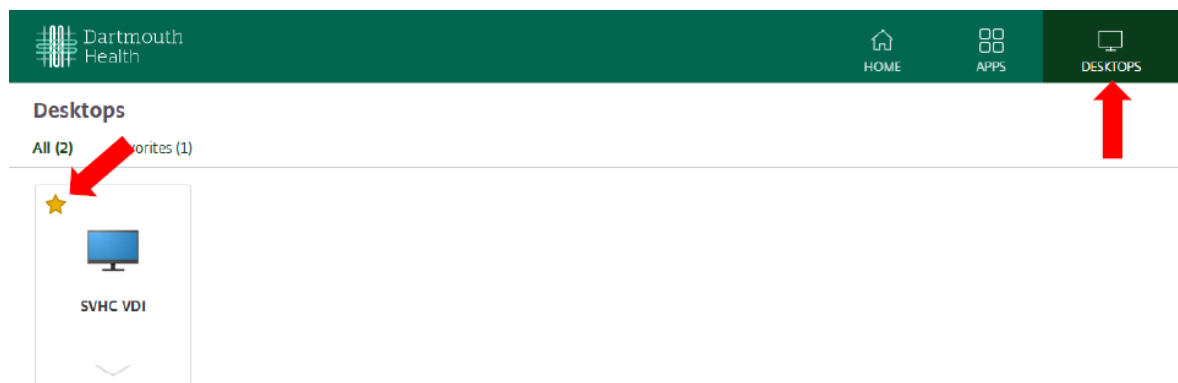
1. Visit the SVMC Employees page by visiting svmc.org, scroll to the bottom and click "Employees", then "View the Employees page".
2. Under the **Remote Access Center** section, click "Set Up RSA Authenticator".
3. Log in using your DH username and password where prompted.
Note: Your username is typically in the format Firstname M. Lastname.
4. Follow the prompted instructions to enroll your RSA authenticator. (You will need to download the RSA Authenticator app from the App Store or Google Play to complete the setup process.)



Step 2: Log Into Remote Access

Once you have enrolled in RSA Authenticator, you are now ready to log into the remote access system. Follow these steps to log in:

1. Visit the SVMC Employees page by visiting svmc.org, scroll to the bottom and click “Employees”, then “View the Employees page”.
2. Under the **Remote Access Center** section, click “Sign Into Remote Access”.
3. Where prompted, enter your DH username and password and click “Log On”.
4. You should see an RSA prompt with a two-digit code appear on your computer screen. Enter this code into your RSA app when the pop-up appears to verify your login.
5. On the next screen, if prompted, choose “Skip Check”, then “Detect Citrix Workspace”.
6. You will now be logged into the new DH remote access portal. If this is your first time logging in, start by clicking on the “Desktops” tab at the top. You should see an option called “SVHC VDI”. Click the star at the top to mark it as a favorite to access it quicker next time.



7. Click on the blue monitor labeled “SVHC VDI”. If set up correctly, it should then launch Citrix Workspace on your computer, and begin logging you into the remote access system.

Note: Your username and password for SVMC’s EMR will remain the same as before.

Note: You will need Citrix Workspace installed on your machine in order for Remote Access to work correctly. If you do not have Citrix Workspace installed, you can either:

- A. Download the latest version of Citrix Workspace. The links to access the download page is available on the SVMC Employees page.
- B. Use the Remote Access system through your web browser. While logged in, click the gear icon at the top right of the screen, and choose “Account Settings”. Then, click “Change Citrix Workspace app” and choose “Use light version”. **Please note, printing is not available when using the light version.**

