How to Work Remotely

What Do I Need to Work Remotely?

- **A computer.** This could be a personal device or an NM device.
- **An internet connection.** This can be a wireless or wired connection. Most NM devices have wireless connectivity.
- **Any passwords** used to access personal internet connections.
- **NM ID and password.**
- **Applications** needed for your specific role. Managers will provide additional details.

**Google Authenticator** app is required to access the NM network and Citrix remotely.
- Setup **before** the Multi-Factor Authenticator app.
- Request a Mobile Device Google token by contacting the MyNM Service Center at 312-926-4357 #3 or via email at servicedesk@nm.org.

**Microsoft Authenticator** app is required to remotely access Microsoft applications on personal, mobile and NM devices.
- Setup **after** the Google Authenticator app.

**Network Access**
Access is possible for many applications using a Personal Device and a Citrix connection as well as through NM devices. Internet access and login to the network using an NM username and password is required. Managers will provide directions on the best way to connect as well as network username and password.

**Employee and Physician Login Page:**
A limited number of resources are available through the NM.org site. The Citrix logon link is available on this page.

Follow these steps to open this page:
- Go to NM.org
- Scroll to bottom right of site.
- Click Employee and Physician Login

**Note:** The Remote Log-in links launches the Citrix sign on window. You can also enter [https://access.nmh.org](https://access.nmh.org) into your browser address field.
Multi-Factor Authenticator Apps Needed for Remote Access

Multi-Factor Authentication (MFA) is a security mechanism that verifies each employees network access using two or more credentials. The credentials used at NM include:

1. **NM username and password.** This is required to access an NM device or network.

2. **Google Authenticator app.** This is required to remotely access to the NM network through access.nmh.org and applications through Citrix.

3. **Microsoft Authenticator app.** This is required to remotely access all Microsoft applications, such as Outlook and Teams on both personal, mobile and NM devices. Find more information on setting up the Outlook mobile app through this link or on the NMIS Department page on NMI.

Setting Up Google Authenticator

- Setup the **Google Authenticator app first.**
- This app requires a code generated by the Help Desk and sent by email.
  - Request a Mobile Device Google token by contacting the MyNM Service Center at 312-926-4357 #3 or via email at servicedesk@nm.org.
- Use your phone or tablet’s camera to scan the QR code in the email and complete the setup.

Once the Google Authenticator app is setup, it will be **used when accessing the NM network or Citrix applications remotely.**

To request a Mobile Device Google token by contacting the MyNM Service Center at 312-926-4357 #3 or via email at servicedesk@nm.org.
Setting Up Microsoft Authenticator

Setting up the Microsoft Authenticator app requires your NM network username and password and access to Citrix applications. Access to Citrix applications can be through NM employee and physician portal on a personal device or through a VPN connection on an NM device.

Setup Steps from an NM Site

1. Logon to an NM laptop or desktop.
2. Open NMI home page using Internet Explorer or Google Chrome.
3. Click Applications along the top menu.
4. Click Top Apps > Citrix
   a. The Citrix page appears
5. Click Apps
6. Type setup in the search field to the right.
7. Click Microsoft Sign in window appears.
8. Enter network username +@nm.org in the Email, phone, or Skype field.
9. Click Next
   Additional security verification window appears.
10. Update as appropriate.
11. Click Save when complete registration.
12. To complete setup and authorize your device, contact the Service Desk to remove the MFA block. Phone: 312-926-4357 #3 or Email: servicedesk@nm.org

Setup Steps: Remote using a Personal Laptop or PC

1. Go to https://access.nmh.org and complete login steps. Google Authenticator code is required.

   The NMI home page opens
2. Complete steps 3-12 above.

Setup Steps: Remote using an NM Laptop

1. Login to device
2. Complete VPN steps (see page 4)
3. Complete steps 2-12 above.

Reminder:
Contact the MyNM Service Center to complete the setup and remove the MFA block.
Phone: 312-926-4357 #3
Email: servicedesk@nm.org
Employee Remote Access

Using a Personal Device
When using a personal laptop or computer, employees will access the NM network through the Remote Log In link on the Employee and Physician Login page.

From the Click Employee and Physician Login. From NM.org, open the Employee and Physician Login.

After clicking, the Employees and Physician link under Remote log-in links, the Citrix login window launches.

See the Work from Home Tip Sheet - Connect to Citrix for detailed steps.

Using an NM Device
When using on an NM laptop or computer, employees will access the NM network using a Virtual Private Network (VPN) connection that provides added security and safety. Cisco AnyConnect Secure Mobility Client is application used for VPN access.

The Cisco application can be found using the Start Menu . If it doesn’t appear, type “cisco” in the bottom search field and click when it appears.

When the application window appears:

- Enter your NM network Username and Password.
- Click OK.
- Click Accept after reading the access warning.

See the Work from Home Tip Sheet - Connect to VPN for detailed steps.
Finding Applications
After completing remote access, the NM Interactive (NMI) page appears. This is the home page for NM.

NM Enterprise Platforms
There are many clinical, operational and collaboration applications used across Northwestern Medicine. Below are enterprise platforms.

- **Epic** is the Electronic Medical Records (EMR) platform used for inpatient and ambulatory patient care.
- **PeopleSoft** is platform used for finance, HR, supply chain and other business functions.
- **Microsoft** is the platform used for additional business and collaboration, including Office and Teams collaboration.

Use the top and left navigation options to navigate.

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Finding Kronos for Time Entry
Time entry may be required for different roles and departments across NM. Talk with your manager for more instructions regarding time entry.

- Find the Kronos under Applications > Top Apps.

Finding Epic Resources
Use the Epic Enterprise Training page for current materials for all Epic modules. Talk with your manager for more instructions on these resources and accessing the Epic application.

- Find Epic Enterprise Training under Applications > Education & Reference
MyNMI
MyNM Service Center is a user-friendly and task-oriented, with content specific to your role and location.

- Click in the upper right on the NM Interactive (NMI) home page to open MyNMI.
- Use the links to view desired topics.

Steps in document provide general directions. Device and application settings may prompt alternative logon screens or other steps.