REMOTE ACCESS TO WORK TOOLS

A note from Gigi Lipori, M.T., M.B.A., UF Health IT Services UF Health senior vice president and chief information officer:

Our IT Services teams work hard to support customers across the organization. We're here to help those approved get set up with remote access to work tools and to address other relevant technology topics. Please share these instructions with your colleagues as needed. We'll continue to respond to your IT-specific questions as they come in. Thank you for all you do, Gigi

Note: If you've opened a PDF online version of this document, the web links may not be live.

> The instructions below apply to UF Health faculty, residents and staff who rely on **UF Health IT Services**
> (All others can contact your local **UFIT** support for assistance.)

IT HELP

Please read these updated instructions first.
If your question isn't covered, you have several options:

- **By phone:** Call the UF Health IT Helpdesk.

    Gainesville at 352-265-0526 or **Jacksonville** at 904-244-7828

- **Online Self Service:** you can place a ticket online to have your question answered.

While at work	When offsite
Visit Bridge.UFHealth.org, then hover over "Employee Services" and choose the orange "IT Help" link on the right. **You can also visit the IT Self Service Portal directly at ithelp.ahc.ufl.edu**	Visit **vpn.ufhealth.org** and sign in, then click "UF Health IT Help Desk" link.

- **Departmental IT:** Please link with your department's IT partners for assistance when needed.

REMOTE ACCESS OVERVIEW

When you're away from your primary workstation computer and need to access your approved electronic work tools (emails, files, shared drive, applications, etc.), you have three access options:

OPTION 1	OPTION 2	OPTION 3
VPN Portal	**Remote Desktop**	**HSC VPN USERS**
This provides the simplest, quickest way to connect — you just go online and login with your usual UF Health (Shands or UF) userID and password. You can quickly access web-based tools and network files.	Using the Remote Desktop option is recommended for longer-term remote work access. You'll be able to view and access your usual tools on another computer or laptop as if you're looking at your primary workstation computer screen.	For those already using the Cisco HSC VPN client, please follow the instructions in **Option 3** below.

OPTION 1: VPN Portal

The Virtual Private Network Portal, or VPN Portal, is the quickest and easiest way to connect you to your approved work tools. This secure VPN portal requires you to sign in with your UF Health (Shands or UF) userID and password.

| What you can access via the VPN portal	
Links: You will find links to web-based tools including the Bridge intranet portal, PeopleSoft Self Service, Financials and Supply Chain, Kronos Timekeeping, Spok, Citrix, email and many other web-based applications.	**Network files:** You can view your network files that are stored in your home directory and your department shared drive. To manage a file this way, you will have to download the file, make any changes and then upload it back to the VPN Portal.

ACCESSING THE VPN PORTAL

Go directly to **vpn.UFHealth.org**

OR

1. From your computer, visit the **UFHealth.org** public-facing website.

2. Scroll down to the end of the homepage and click on "**UF Health VPN** " link.

3. Log in with your UF Health (Shands or UF) userID and password.
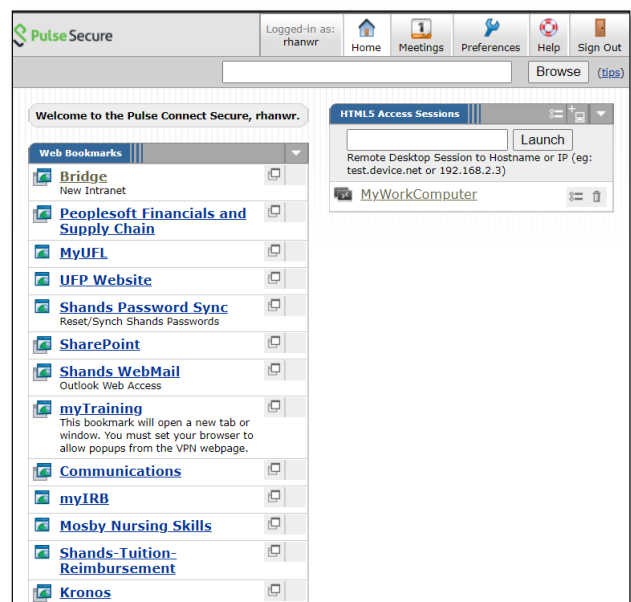
OPTION 2: REMOTE DESKTOP (for PC or Mac users)

Note: If you're already set up with remote desktop and can access what you need, keep using what you're using. For staff who need to set up remote desktop for the first time, please follow the instructions below!

Here's how you establish a Remote Desktop connection to your primary workstation computer, using a work-issued or personal computer or laptop, for the first time. You'll be able to view and access your usual tools *as if you're looking at your primary workstation screen.*

However, access to Remote Desktop first requires separate set up from your onsite computer (see below) and it works best over a strong internet connection.

STEP ONE: SET UP YOUR PRIMARY WORKSTATION COMPUTER

You must first set up your onsite Windows based workstation/desktop to enable Remote Desktop access so that you can connect to it from another computer. There is an option in **Portal Manager** to help you do this.

1. From your computer here at work, open **Portal Manager**:
   a. Click the **Start** or Windows button (lower left of your screen).
   b. Start typing "Portal Manager" and select it when it appears.

2. From Portal Manager, find and click the checkbox next to **"Covid19 – Enable Remote Access":**

3. **Note:** If you don't see it, try clicking the **Refresh** button near the top of the screen.

4. One it's selected, click the "**Launch**" button at the top (left) of the window.
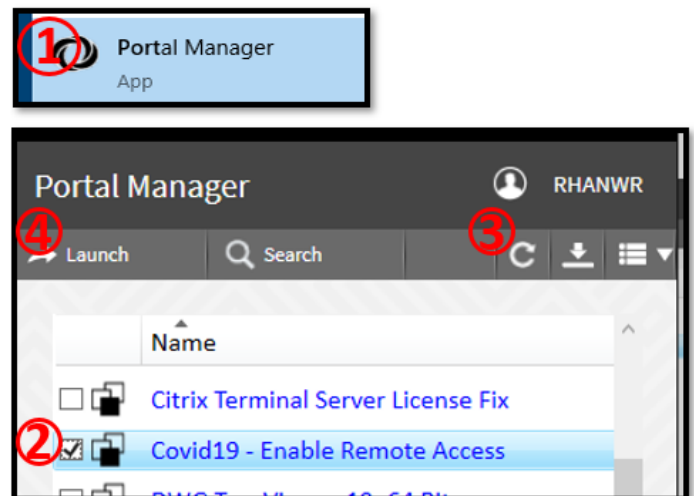
It will take a moment to install. Follow any prompts to complete the setup, including rebooting your computer if prompted. (For some users, it will automatically download, and you may not receive a prompt.)

- You need to know your primary computer workstation's IT-issued name or "pc name".
  o *Shands example: SA01-H101-W1*
  o *UF example: FMSB-M101-W1*
- To be able to use Remote Desktop, your primary computer workstation must stay on (and locked for security). You will connect from your home computer via the MyDesktop portal (as shown in Step Two).

Note: There is an additional step for Mac Users
Please see the below **Additional Step for Mac Users** section if you are using a Mac computer at home.

STEP TWO: SETUP YOUR CONNECTION USING MYDESKTOP

These instructions are for **MyDesktop.shands.org**. This Remote Desktop Proxy allows you to connect to your primary workstation/desktop computer.

Note: You will need to know your primary computer workstation's IT-issued name or "pc name".
- *Shands example: SA01-H101-W1*
- *UF example: FMSB-M101-W1*

1. Connect to https://MyDesktop.shands.org
   a. Change the drop-down to your appropriate account domain (**Shands/UFAD/UMC**)
   b. Enter your userID and password and select **Log On**

2. Select the **Add** button

This will open a screen to **Add a Bookmark**.

3. Enter the following information into the **Add a Bookmark** screen:
   a. **Name:** This field is a friendly name for the connection you are creating.
      Example: Work Desktop
   b. **Address:** Enter your IT-issued primary workstation computer name or "pc name"
   c. **Description:** This field is optional.

   Note: Make sure to check the **RDP Link** checkbox.

4. Select **Add**

5. **Refresh your browser** window by either pressing: Control-R (Windows) or Cmd-R (OS X).

6. Select the newly created icon on the screen under RDP Connections as shown in *Figure 1*

7. A file download with a name similar to App_xxxxxxxx.rdp will appear.
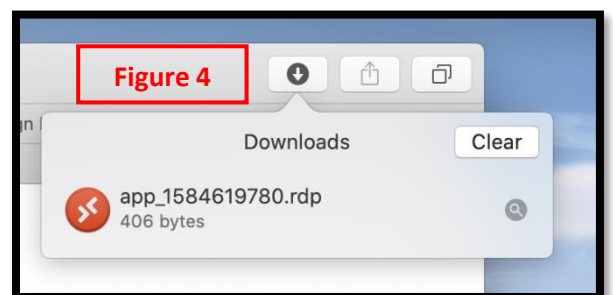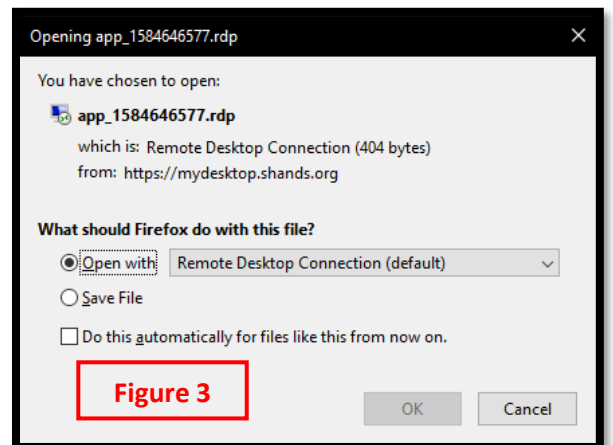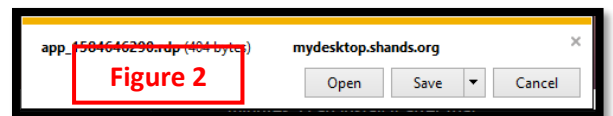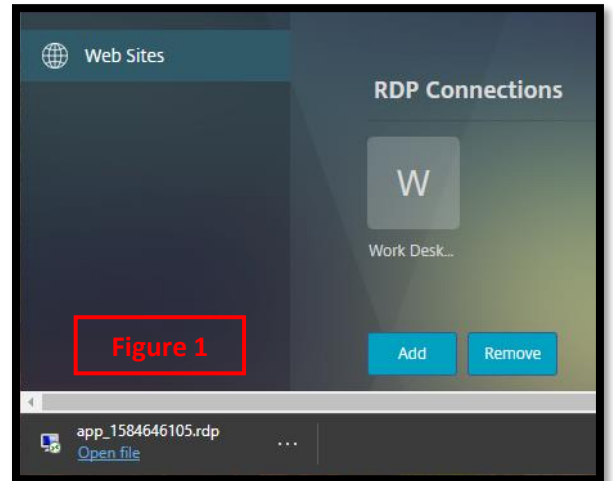
8. **Open** that downloaded file.

   Figure 1 — Chrome Browser example

   Figure 1 — Internet Explorer (IE11) example

   Figure 2 – Firefox example
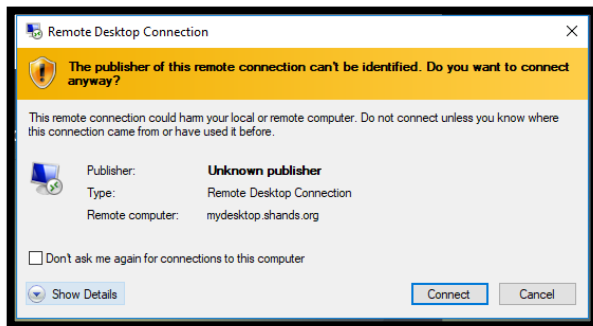
   Figure 4 – Safari example

This will launch Remote Desktop Connection window.

Figure 1

Figure 2

Figure 3

Figure 4

STEP THREE: USING REMOTE DESKTOP

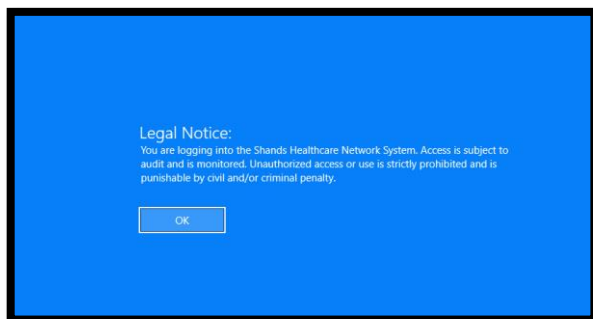| From Windows	From MacOS
If you are using Windows you will already have the Remote Desktop Connection app on your computer. **Note:** Opening the .RDP file that you downloaded from MyDesktop in Step Two will open the Remote Desktop Connection app From a Windows desktop, you will see dialog similar to the figure below. Select **Connect.**	If you are using MacOS you will need to get the app first. Instructions for this are in the **Additional Step for Mac Users** section. **Note:** Opening the .RDP file that you downloaded from MyDesktop in Step Two will open the Remote Desktop Connection app. From a Mac OS X system you will receive a dialog to enter your password. Enter your userID and Password then select **Continue.**

A new window will open with your Remote Desktop. Select **OK** to accept the legal notice.
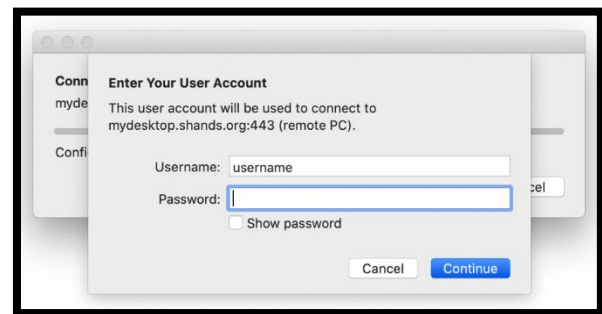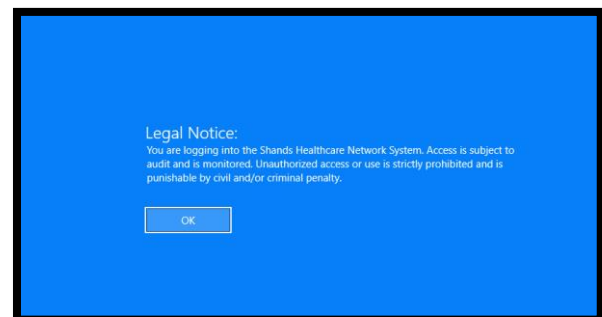
A new window will open with your Remote Desktop. Select OK to accept the legal notice.

Once you click **OK** you will be presented with your Remote Desktop view and can proceed to work as normal.

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ADDITIONAL STEP FOR MAC USERS

For Remote Desktop to work on your Mac, you will first need to Install Microsoft Remote Desktop Client.

**Note:** If you already have the app and have used it before then you can skip this section.
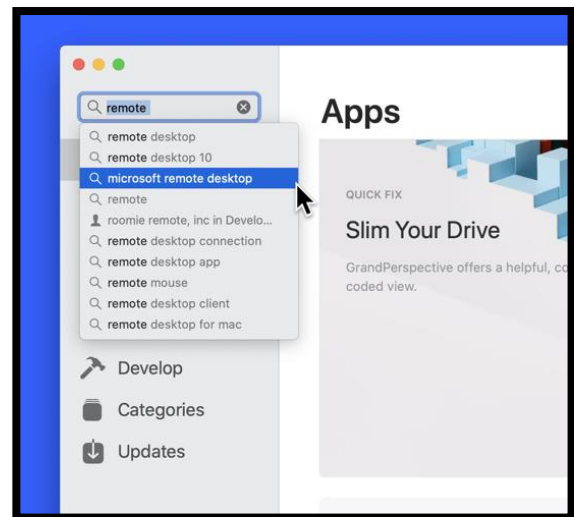
If you are connecting from an Apple computer with MacOS, you will need to download a copy of the Microsoft Remote Desktop application from the App Store.

Either search within the App Store for "**Microsoft remote Desktop**"

OR

Click on this link from your Mac:
https://apps.apple.com/us/app/microsoft-remote-desktop-10/id1295203466?mt=12
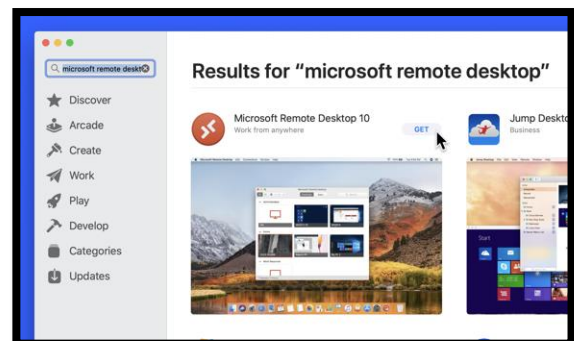
Once you download the Microsoft Remote Desktop application, run it once to clear the alerts that are displayed after the application is first installed.

1. Click **Not Now**

2. Click **Continue**

3. Click **Ok** to allow access to your camera

4. Click **Ok** to allow access to your microphone
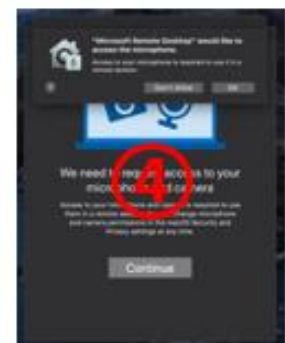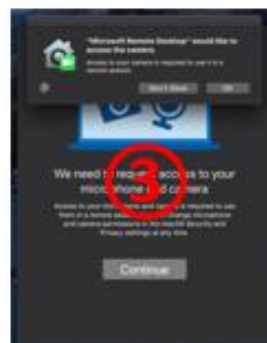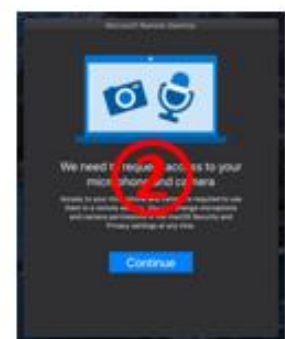
OPTION 3: HSC VPN USERS

Note: vpn.health.ufl.edu will be removed from service on May 4, 2020.

Due to recent changes, you can now connect to the UF Health network using vpn.ufl.edu (Gatorlink VPN) by entering your username in the following format: username@ufl.edu/health.
Detailed instructions are below.

If you are currently using the HSC VPN at **vpn.health.ufl.edu** to connect remotely, please follow these instructions:

1. Start the Cisco AnyConnect VPN Client.

2. On the main AnyConnect screen, use the pulldown menu and check if you have a "Gatorlink VPN" option.
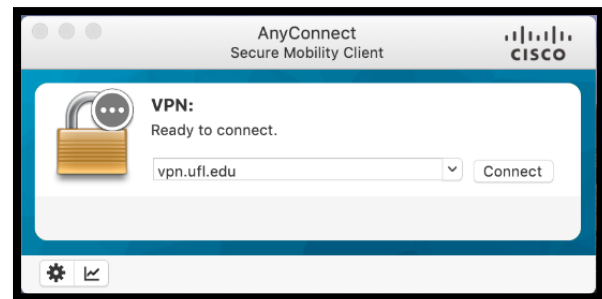
   If you do, select it and choose **Connect**

3. If not, place the mouse cursor into the pulldown menu, click and type **vpn.ufl.edu** and then click **Connect**

   The next time you login, you will have the "Gatorlink VPN" option appear.

   You may use that in the future to connect.

4. At the login screen, type: username@ufl.edu/health where username is your Gatorlink username. The "**username@ufl.edu/health**" portion is important, as it provides you access to protected UFHealth resources that the normal Gatorlink VPN connection does not have.

5. Enter your password as usual. If your Gatorlink account has been onboarded to Duo MFA, you will get a Duo push. If not, the connection should proceed as normal.

   Important Note: If your Gatorlink account has Duo enabled, the first time you connect to the Gatorlink VPN, the timeout for MFA will be very short (~10 seconds). It's important that you have your second factor available and ready to acknowledge quickly. Once the first authentication has been successfully completed, a new policy will be pushed to the client which extends the timeout to comfortably support the Duo push.

6. Once you're connected, use the VPN as usual.

If you have any problems, we first recommend you update to the latest available Cisco AnyConnect VPN client. They can be found here: https://net-services.ufl.edu/provided-services/vpn/clients/