

Remote Access

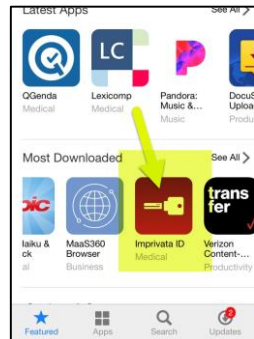
Imprivata Self Enroll and Accessing Remote Access

Remote access to Temple Health System applications will require your network logon plus a second authentication.

Imprivata is the phone application that will provide the second authentication code. Imprivata ID is a free app. This document details how to download and install the Imprivata app.

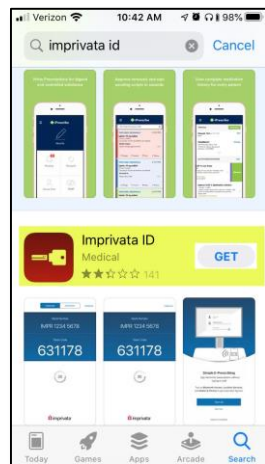
TUHS Supplied Phone

If you are installing the Imprivata ID app on a TUHS supplied phone, use the MAAS360 catalog to download the Imprivata ID app.



Personal Phone

If you are installing the Imprivata ID app on a personal phone, use the Apple App catalog for iPhone or Google Play for Android phones to download and install the Imprivata ID app.

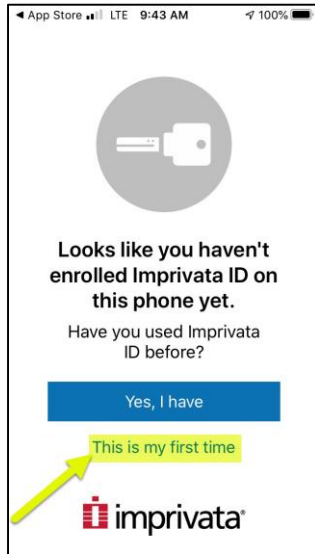


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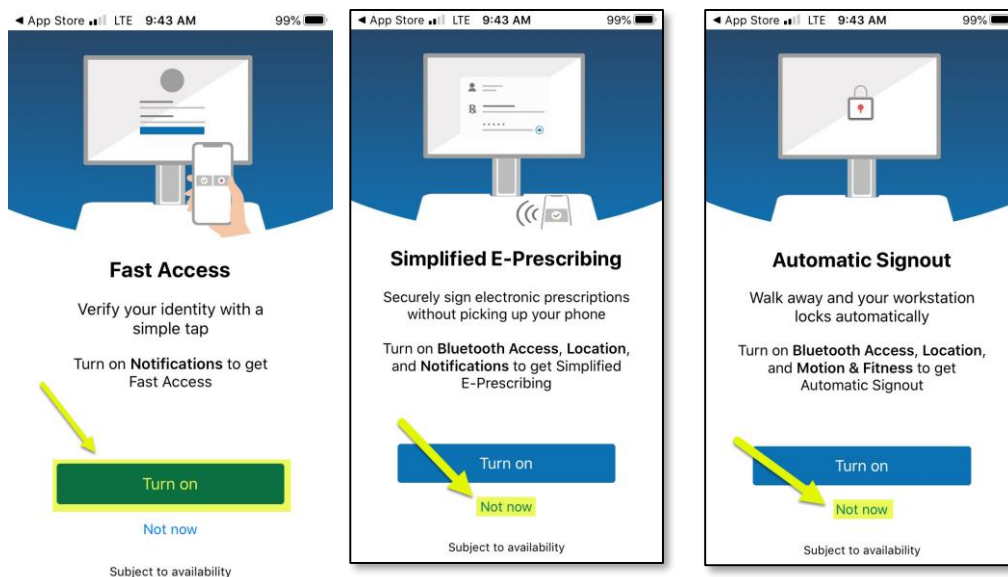
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Imprivata Set up:

1. Open the Imprivata ID app after it is installed.
2. In the first window choose the option **"This is my first time"**



3. Choose **"Turn on"** for **Fast Access** and **"Not now"** for the additional prompts as shown below.



An Imprivata icon will display on your phone desktop.

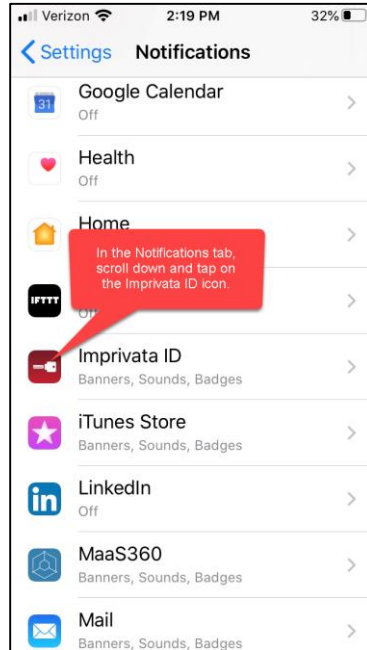
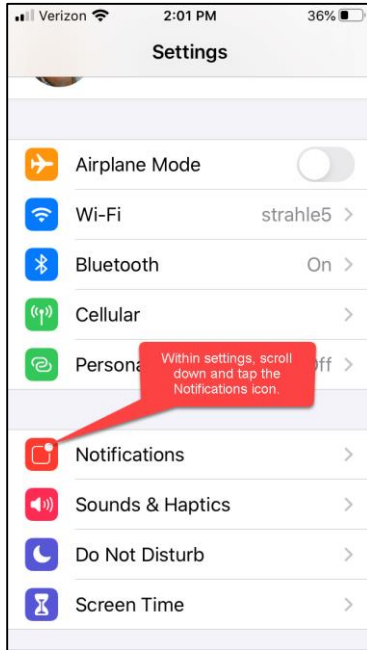
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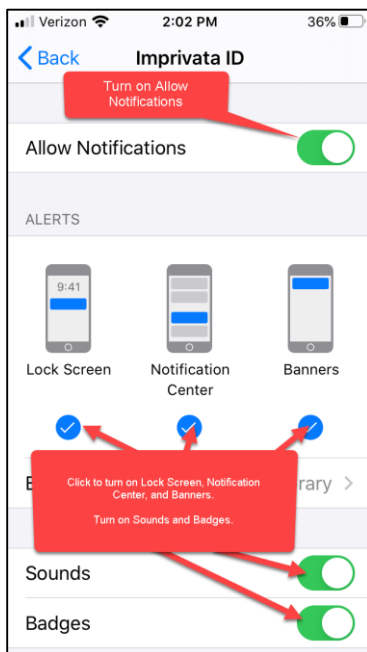
Turning on Notifications for Imprivata App (iPhone):



1. Open **Settings** on your iPhone.
2. Scroll down and tap **Notifications**, then **Imprivata**.



3. Turn on **Allow Notifications** and select **Lock Screen, Notification Center, Banners, Sounds and Badges**.



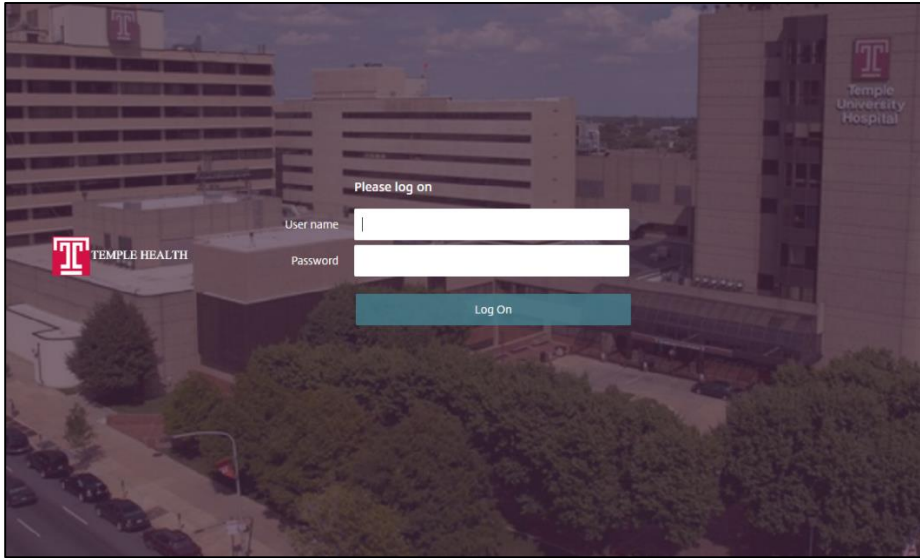
4. Exit **Settings**.

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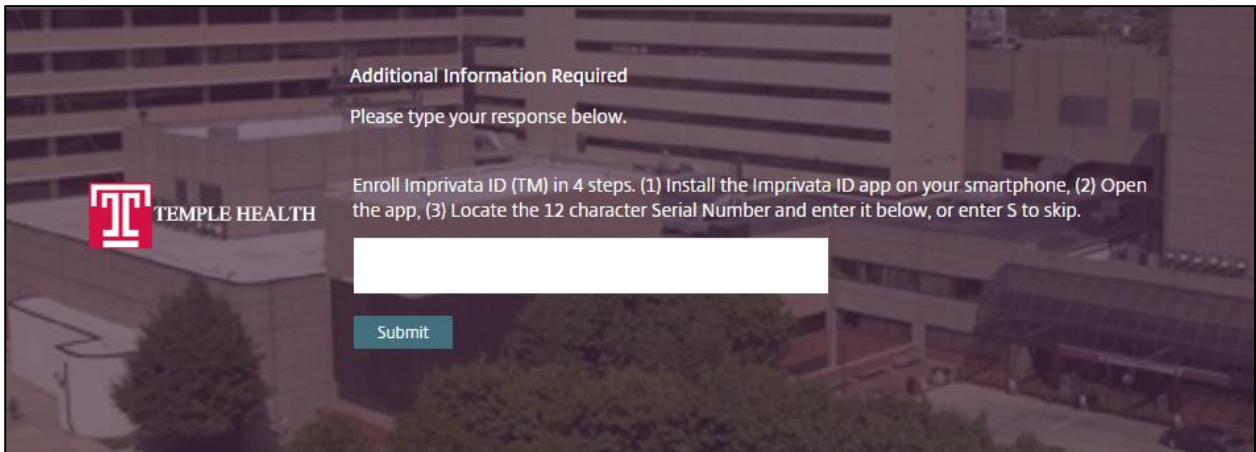
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Logging in to Remote Access:

1. From your web browser, type in <https://remoteaccess.templehealth.org>.
2. Enter in your TUHS network user ID and password and click **Log On**.



3. You will be presented the following screen:

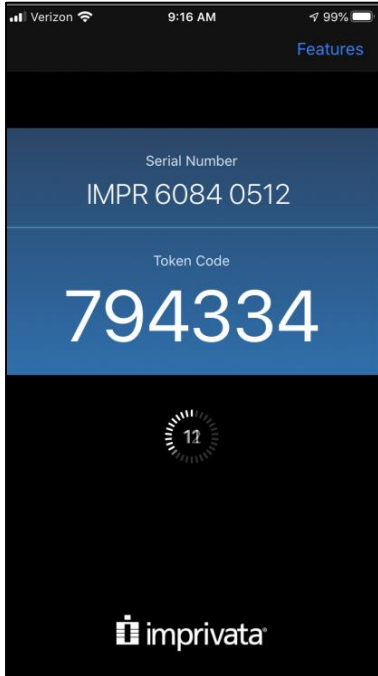


4. Follow the directions on the screen. (Per instructions above you should have downloaded the Imprivata ID app from the App Catalog onto your Phone.

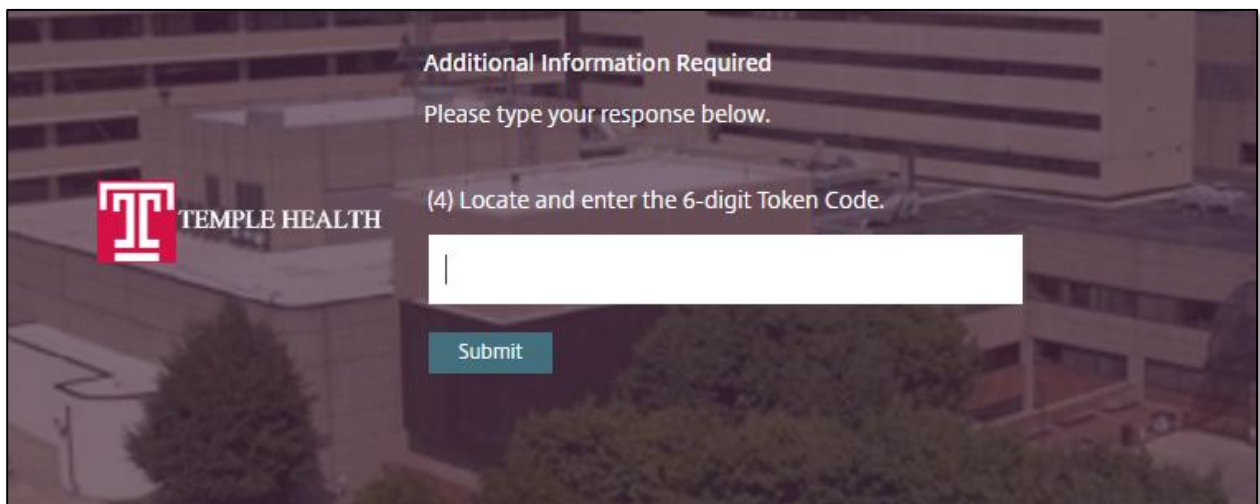
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5. Open the Imprivata ID app once it is installed on your phone. It will look something like this. You will need both the **Serial Number** and the **Token Code**.

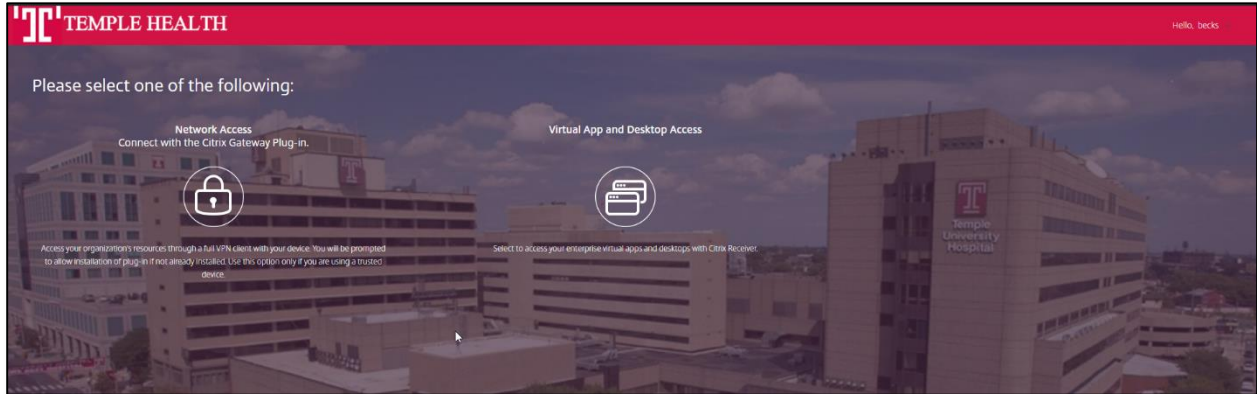


6. Enter the 12-character Serial number displayed in the Imprivata ID app, including the letters **IMPR** and click **Submit**.
7. Enter the **Token Code** displayed on the Imprivata ID app and click **Submit**.

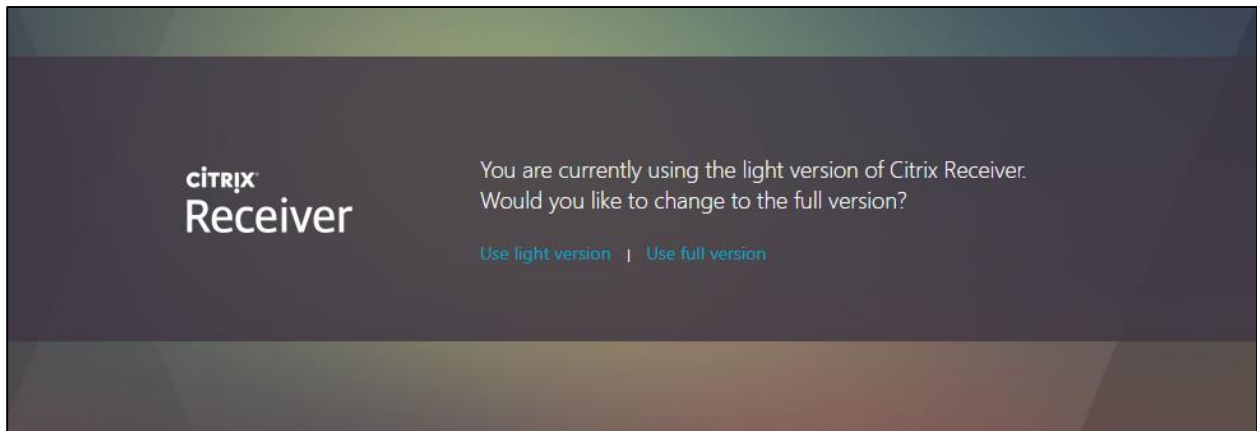


Once you have logged into the Access Gateway

1. If you have permissions to launch the Split Tunnel VPN you will see the following choices page:

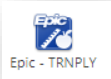


2. The **Network Access** button will launch the Citrix VPN client while the **Virtual App and Desktop Access** button will take you to the Citrix Storefront where you can launch all the published applications you have permission to launch.
3. If you connected via a non-Internet Explorer browser, you may see the following page before the Storefront loads:



4. If you see this screen and you have the Citrix Receiver installed on your computer, click **Use full version** option.
5. If you do not have the Citrix receiver installed on your computer, you can click the **Use light version** option and apps will launch in a separate browser window.

Accessing Epic TRNPLY Environment

1. Once logged in to Citrix, navigate to the **Epic** folder  and select the **Epic –TRNPLY** icon. 

2. This is a copy of the training environment and the data is refreshed nightly.
3. Use class logins given to you during training or your network user ID and password.