

NMI Transition to Microsoft SharePoint Online Frequently Asked Questions

What is the easiest way to get to the new NM Interactive?

- Enter nmi.nm.org in your internet browser. Avoid using Internet Explorer, as the site works best in modern browsers, such as Microsoft Edge, Google Chrome or Safari.
- If off campus, you will need to dual authenticate using the Microsoft Authenticator app.

I work at Palos; how do I access the information I need?

- You can access the Palos Integration page directly from the shortcut on your desktop or by going to palosintegration.nm.org.
- You can access NMI by clicking the shortcut on your desktop, and entering your Palos credentials. You can also reach NMI on any device by navigating to nmi.nm.org.

Why isn't the new NMI rendering correctly in Internet Explorer?

- The new NMI does not have optimal performance on IE. Avoid using Internet Explorer to access NMI, and instead use a modern internet browser, such as Microsoft Edge, Google Chrome or Safari.

Why does the home page look different on my device?

- The new site features a responsive design that adjusts automatically based on a device's screen size. View a [guide to navigate the NMI home page in different display sizes](#) to understand how this may affect your view on smaller windows, tablets and mobile devices, such as smartphones.

How do I launch applications (for example, Vocera)?

- Launch the application you need from the App Launcher, also known as the waffle menu, in top left corner of NMI.

I can't find my item in the App Launcher. Where did my link go?

- Most links that moved from the Applications dropdown, and are not now in the App Launcher, are in the new Resources dropdown.
- Use the [NMI Crosswalk](#) to find a mapping of the location of all links on the NMI home page

How do I access Epic?

- Launch Epic via Citrix Apps within the App Launcher.

Why is my application or resource loading slowly?

- You may experience a brief pause when you initially launch an application/resource as your access is authenticated.

How is remote access affected?

- Going to remote.nm.org is no longer required, but it is still available.
- You can access the new NMI from any off-network device via your username and password and two-factor authentication via the Microsoft Authenticator app.
- Citrix applications can be launched from off-network devices via the Citrix Workspace app.

Will tap-and-go be affected by this change?

- Tap-and-go will remain functionally unchanged.
- The biggest difference a user may notice is that when you click on NMI you will be automatically signed in with a personalized App Launcher.
- Users can pin the apps that they use most often. View a [tip sheet on app personalization](#).