

**Q. I need access to clinical applications remotely. How do I get setup?**

- A. Have manager request Remote Clinical Access. After IS Service Desk processes request you'll receive activation email with instructions and bar code.

**Q. What is Authenticator? Is it secure?**

- A. Authenticator generates random security codes like current RSA tokens we use at NM. Technology is very popular two-factor security solution widely adopted across IT industry. Here's more information on it: [http://en.wikipedia.org/wiki/Google\\_Authenticator](http://en.wikipedia.org/wiki/Google_Authenticator)

**Q. What type of phone do I need?**

- A. You need iPhone, Android or Windows phone. If you don't have smartphone or tablet you will have to stick with RSA key fob for now.

**Q. What can I do after I login to <https://access.nmh.org>?**

- A. You can access applications on NMI or within Clinical Desktop.

**TIP:** Clinical Desktop available under Applications on NMI looks like PC at work -- you can access files, Epic, Cerner, Webmail and Instant Messaging all within same window.

**Q. Where's Microsoft Outlook, Word and Excel?**

- A. Microsoft Office suite is not available from Clinical Desktop at this time. We did this for a couple of reasons. First, Outlook Webmail has useful features. You can access shared calendars, NM address book and instant message. Next, we found most people don't do heavy duty word processing via remote access. For these reasons we opted for Open Source solution called "LibreOffice" that allows for basic viewing and editing of documents. LibreOffice offers a lot of same functionality that Microsoft Office does and helps keep costs down. If you try it and still need full MSOffice suite remotely it might be best for you to have NM laptop to take home for remote access. Please contact IS Service Desk to make request.

**Q. LibreOffice tools are not working for me. What should I do?**

- A. If you encounter problem that requires use of Microsoft Office please contact IS Service Desk. They will assess situation and determine best solution.

**Q. What's happening to NMFF remote access solution, [GO.NMFF.ORG](https://go.nmff.org)?**

- A. [GO.NMFF.ORG](https://go.nmff.org) will continue to be available for foreseeable future while NMFF laptop users transition to new devices, so feel free to keep using it for now. However, anyone using [GO.NMFF.ORG](https://go.nmff.org) portal with NMFF Citrix from non-campus computer should begin transitioning to <https://access.nmh.org> for remote access. There are slight functionality differences but both systems allow access to Epic, PowerChart and other clinical applications.

**Q. I have NM laptop and never use <https://access.nmh.org> portal. Do I need to use it?**

- A. If you have managed NM laptop you can continue to use it and Cisco VPN tool as your primary means for connecting remotely. Your access will not be impacted. However, you may wish to get setup for Authenticator access -- it's free and allows you to connect from any computer with internet access.

**Q. What should I do with my old key fob?**

- A. Feel free to hold onto it if you like. If it is expired, dispose of it as for any electronic device.

**SAMPLE EMAIL**

Hello Brian,

You have been set up with Authenticator token to remotely access Clinical Applications (Epic, Powerchart, etc.) at Northwestern Medicine.

**Step 1: Download authenticator application for your phone and/or tablet device.**

We recommend one of following apps:

**iOS**



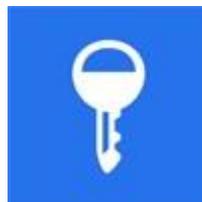
**Google  
Authenticator**

**Android**



**Google  
Authenticator**

**Windows Phone**



**Microsoft  
Authenticator**

**Step 2: Add account and scan barcode below.**

Once authenticator app has been installed on your device, [open this email on a computer](#), then add account on iOS/Android device by choosing "begin setup" or on Windows mobile devices, tap "+" and choose "scan barcode". Scan barcode below with device:



**Step 3: Use authenticator code on device to sign in.**

To gain access to clinical applications, sign in using 6 digit authenticator code currently displayed on your device. Authenticator code should be entered in third field, below your username and password on <https://access.nmh.org> site.

**Step 4: Repeat process to configure as many personal devices as you wish.**

For your convenience, follow above procedure on all devices so you can easily sign in with whatever device is nearby.

**Step 5: Delete this email.**

Once you've configured your devices, we ask that you please delete this email to keep your configuration secure. Don't worry, if you ever need your barcode again to configure new device simply contact IS Service Desk and they will resend barcode to you.

**Requirements:**

- iOS devices (iPhone, iPod Touch, iPad) must have iOS 5.0 or later
- Android devices must be version 2.1 or later
- Windows Phone devices must be version 7.5 or later

**Please contact IS Service Desk with issues configuring or using your token.**