

Requesting Remote Access (Secure Gateway)

This tipsheet outlines how to request remote access.

Requesting Remote Access

If you have not worked remotely before, you will need to request remote access.

1. From the Fairview Intranet, click the IT Hub link.



2. Select the Order Something link.

Welcome to the IT Hub	Equipment, Services, Access • Order for Myself • Order for Someone Else	Fix Something It worked before and now it doesn't How the Process Works
My Favorites List of your favorite features • How to create a favorite	Self Help FAQs and How-To's • Learn How to Use the IT Hub • IT Hub Tips and Tricks	Alerts and Issues Modern Workplace (Windows 10 and 0365): Submitting an issue

- 3. In the next screen, choose the Myself option.
- 4. In the search field on the Service Catalog page, enter "Remote Access Request" and press enter.
- 5. Choose the Remote Access Request option.
- 6. Enter the Desired Completion Date. Use today's date to indicate an expedited request.
- 7. Chose the appropriate environment you are requesting access for.
- 8. In the Request type field, chose New/Modify.
- 9. In the Type of Connection field, select choice 2 or 3 as appropriate option for your needs.
- 10. For the question-Are you requesting SecureGateway or VPN, choose SecureGateway.
- 11. Select the applications you need access to.

Users Impacted: All Staff Needing Remote Access



12. In the Additional Information field, indicate that this request is due to "Covid Work From Home".



- 13. Click Add to Cart.
- 14. Select your cart.



15. Click Proceed to Checkout.

16. In the Order Confirmation screen, choose Checkout.

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