Tip Sheet

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.
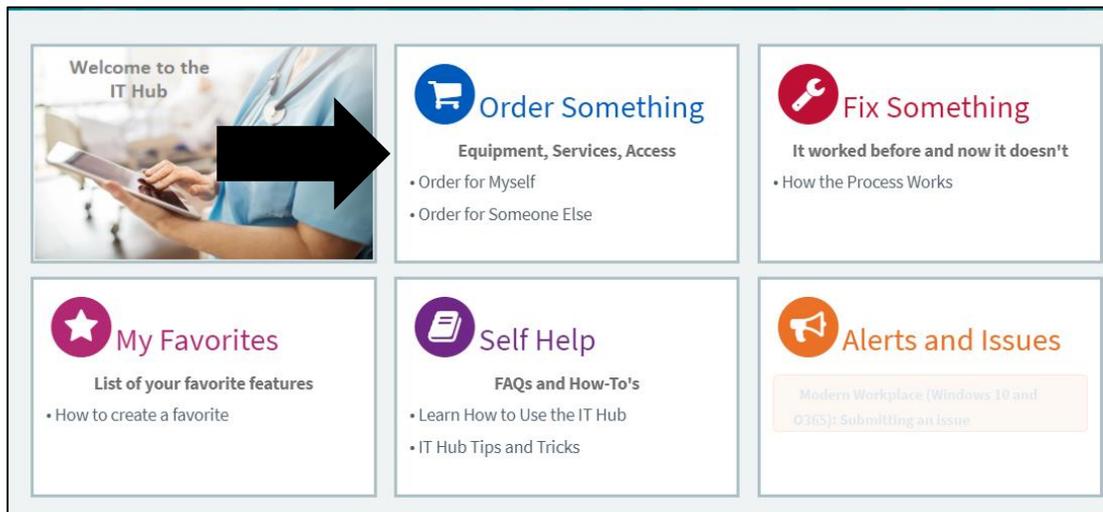
3. In the next screen, choose the **Myself** option.
4. In the search field on the Service Catalog page, enter "Remote Access Request" and press enter.
5. Choose the **Remote Access Request** option.
6. Enter the Desired Completion Date. Use today's date to indicate an expedited request.
7. Chose the 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.

Tip Sheet

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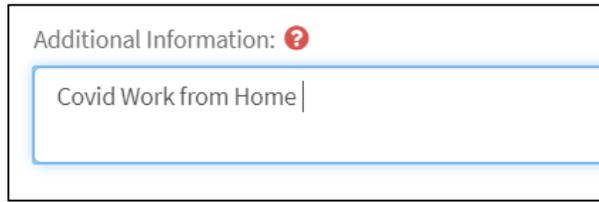
Additional Information: ?

Covid Work from Home

13. Click **Add to Cart**.

14. Select your cart.

Favorites   Shortcuts ▾   W   Cart **1**   Tours

Search   🔍
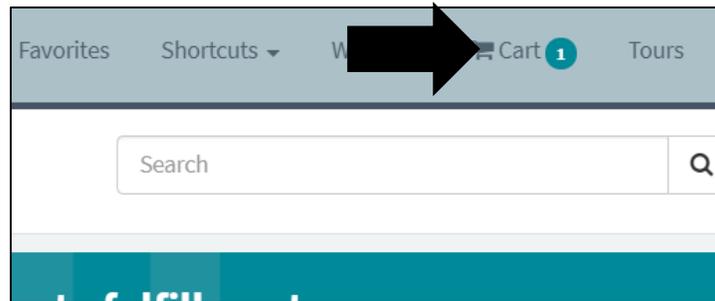
15. Click **Proceed to Checkout**.

16. In the Order Confirmation screen, choose **Checkout**.