Remote Work Setup and Troubleshooting Guide

This is effective 3/20/2020. Updated versions may be created as additional information becomes available.
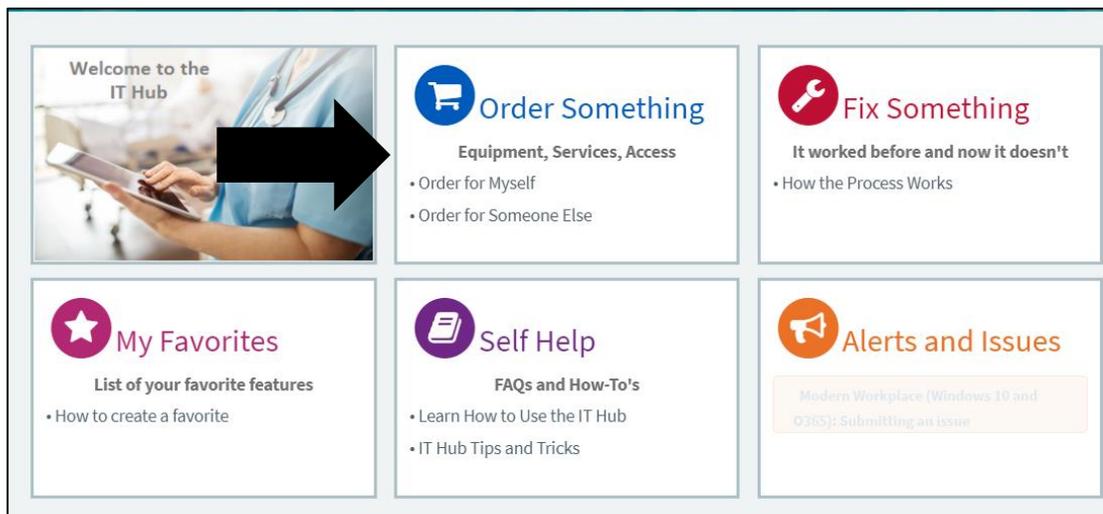
Accessing the M Health Fairview Network

Requesting Remote Access

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

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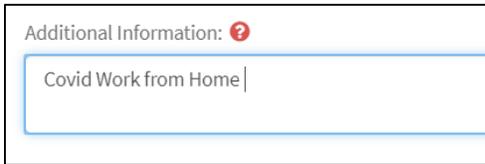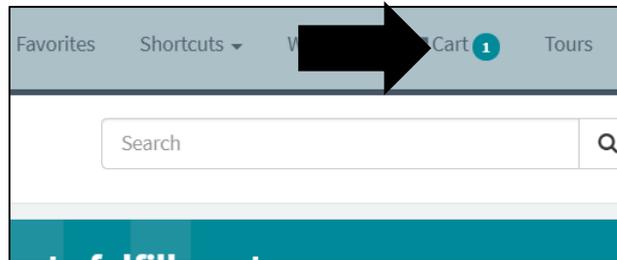
Additional Information:
Covid Work from Home

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**.

Multi-Factor Authentication

You will need to set up Multi-Factor Authentication to use Secure Gateway or VPN. Directions to set this up are here: Multi-Factor Authentication Guide. (download or print this document while onsite first).

Log in with VPN

1. To use VPN, first submit a ServiceNow request for "Checkpoint VPN", if you do not have this set up yet.
2. Once you have access, open the Application Catalog. Select the application and click Install. Once you are signed in, you will have access to all your applications and files that are saved on the server   . The icons you see will depend on your security and will display in the "Portal" folder.
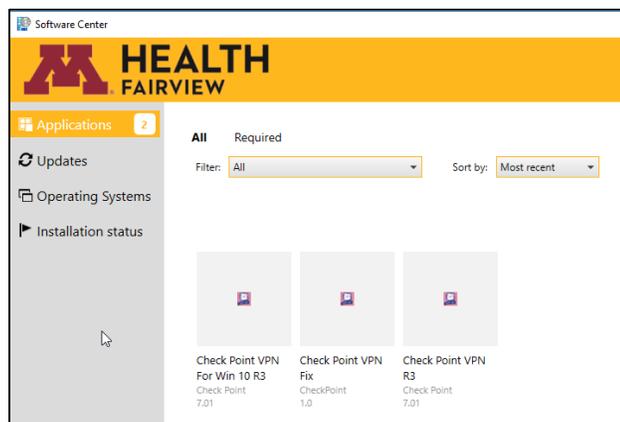
3. Once it is installed, open it from the Business Applications folder.
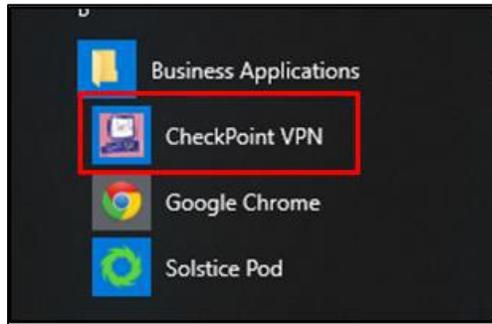
Log into Fairview Secure Gateway

Secure Gateway is a portal which houses applications that you typically use while on-site. All Fairview Users should have access to the Secure Gateway.

Logging In

1. From an Internet Explorer browser, enter the secure gateway URL: https://securegateway.fairview.org.
2. Enter your Fairview user name and password.

3. You will receive a verification request on your cell phone. Click **Approve**.
4. Once you are signed in, you will have access to all your applications and files that are saved on the server. The icons you see will depend on your security.

Application Access

1. Once you are signed in, you will have access to all your applications and files that are saved on the server. The icons you see will depend on your security and will display in the "Portal" folder.
2. There are other folders you might need to use, such as Clinical Applications.
3. To access additional folders, first click on **Categories** and then the correct folder.

Logging Out

1. Exit out of all applications.

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2. Click Log Off on top right hand corner of Secure Gateway page.
3. Close your internet browser.

Log into HealthEast Secure Gateway

Set Up Security Questions

1. Go to https://secauth1.healtheast.org to register your security questons. This is required before you can log into the site. Click here for additional assistance.

Logging In

1. From an Internet Explorer browser, enter the website: https://remote.healtheast.org
2. Log in with your network login and password.

Application Access

1. You will see icons for the applications you typically use and have security for.

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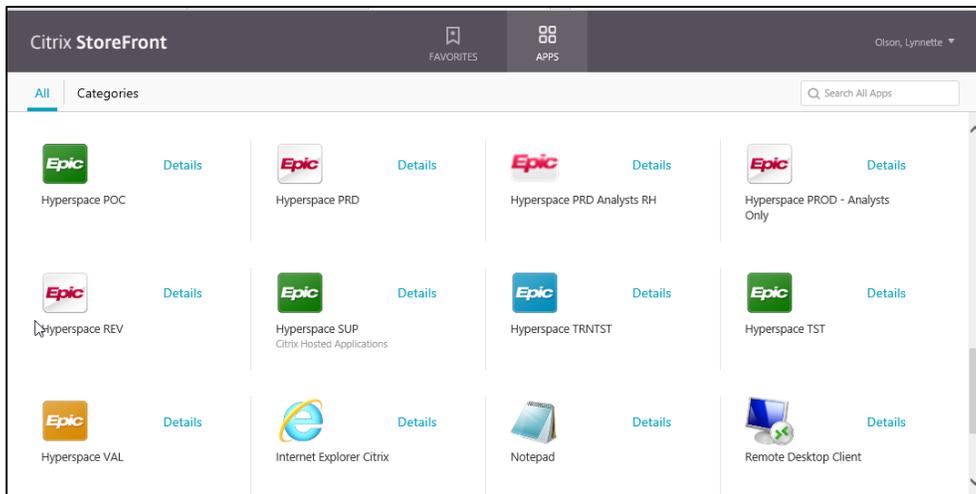
Preserving Network Bandwidth

Applications to Use Without Network Access

Work offline whenever possible. Are you able to do some of your work in a web-based tool? You can preserve our network bandwidth by using these online tools:

Email: Fairview - http://mobile.fairview.org/

HealthEast - https://infonet.healtheast.org/imail

UMP - http://login.microsoftonline.com/

Cloud-based - If you've received notice that your email inbox has been moved to the cloud, access your email here: http://outlook.office.com

Teams: https://teams.microsoft.com

- Utilize the Teams Chat feature to communicate with your team.
- Save documents (Word, Excel, etc.) to your Teams channel and work on them through Teams.
- The Teams desktop client can also be used without needing to be on the network.

Skype: Your regular Skype application can be used while not connected to the network.

Meetings: Please do not use video with your online meetings. Keep them to voice only.

Externally Hosted Applications: Whenever possible when working with an externally hosted application, use the appropriate link to that application.

Applications that Use Network Access

Do you know when you are using M Health Fairview network resources while working from home?   Here are a few applications that require you to be on the Fairview network to use.

Epic

Any application accessed while connect through VPN or SecureGateway.

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Microsoft Teams

Four Tips About Teams

You Can Manage Members in Your Team

1. As a Team owner, you can add and remove people from your Team. You can make people either members of the team, or owners along with yourself.
2. The three dots next to your Team name in the left-hand menu are a quick way to get to the Manage Team view.
3. It's good practice to keep two owners on a Team, just in case.
4. The members and owners from your previous Intranet group have all been moved to your new Team automatically.

Your Files are in the Files Tab

1. The files from your previous Intranet group are in the 'Files' tab in the 'General' channel for your Team. You can upload new files right away. Editing existing Word and Excel files is slightly different—once you hit 'Edit' and start typing, your changes will be saved right away.
2. If you have a lot of files, try sorting them on name, date or author ("Modified by").

You Can Create Channels and Tabs

1. Your team will start with a 'General' channel, but you can make more. This is best way to organize your files and conversations into categories. Each channel has its own set of conversations and files. A good number of channels is from three to about ten.
2. Within a channel, you can add tabs. Use the plus sign to the right of the tabs in the channel ("Conversations", "Files", etc.). One nice feature is that you can use a single Excel spreadsheet as a tab, to highlight it and make it easy to find.

You Can Make Pages of Links Using a "Wiki" Tab

1. If you want to host pages with lists of links to other web pages, or even just paragraphs of text, your best bet is to make a 'Wiki' tab. You'll start with a blank page that's easy to edit and add links to from the top menu.

Additional Resources

https://mnfhs.sharepoint.com/sites/TeamsInfoandHelp

Teams Features Tour

Microsoft Teams

Quick Start Guide

New to Microsoft Teams? Use this guide to learn the basics.

Every team has channels
Click one to see the files and conversations about that topic, department, or project.

Start a new chat
Launch a one-on-one or small group conversation.

Add tabs
Highlight apps, services, and files at the top of a channel.

Use the command box
Search for specific items or people, take quick actions, and launch apps.

Manage profile settings
Change app settings, change your pic, or download the mobile app.

Move around Teams
Use these buttons to switch between Activity Feed, Chat, your Teams, Meetings & Files.

View and organize teams
Click to see your teams. In the teams list, drag a team name to reorder it.

Find personal apps
Click to find and manage your personal apps.

Manage your team
Add or remove members, create a new channel, or get a link to the team.

Add files
Let people view a file or work on it together.

Reply
Your message is attached to a specific conversation.

Compose a message
Type and format it here. Add a file, emoji, GIF, or sticker to liven it up!

Join a team
Find the team you're looking for, join with a code.

Add apps
Launch the Store to browse or search apps you can add to Teams.

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I-Pad Information

I-Pad Dialing Instructions

1. iPad passcode is 7 2 6 8 0 5
2. Note the green tag number on the back of the target iPad (the iPad you want to call).
3. Assure both iPads are unlocked and the Polycom RealPresence HD application is open.
4. From your iPad, touch Place a Call.
5. A dial-pad appears, and above the number 1 find the keyboard icon.
6. Dial 22 plus the target iPad green tag number plus @video.fairview.org. Example: 221234567@video.fairview.org
7. The target iPad will ring and offer icons to answer or decline the call.
8. While in the call you may mute the microphone or camera and adjust the volume.
9. Touch the red phone icon to hang up.
10. IF you encounter issues, call the TSC and ask that the ticket go to the Video Engineering Team.
11. The most common failure cause is poor wireless signal.

I-Pad Expectations

1. Upon video connection, the provider will say the patient's first name and ask if it is indeed that patient.
2. If the patient does not hear their correct name, the patient should hang up – it was a misdialed call and further discussion would only degrade patient privacy.
3. If the patient does hear their correct name, appropriate questioning should continue to assure both the patient and provider are satisfactorily identified.
4. Repeated sessions might be fully authenticated via only visual recognition.
5. If there are repeated 'wrong number' calls, report the information to the Video Engineering team.

Working From Home Best Practices

Patient Confidentiality

1. Logging in with Secure Gateway, VPN or the HE Citrix Storefront portals provides a secure, encrypted connection.
2. The portal requires a user ID and password. Do not share your password with anyone, or store your password in an insecure location.
3. The portal provides access to confidential patient information. You are responsible and accountable for the security of this information.
4. Do not leave your workstation unattended. To protect confidential information from being viewed at an inactive workstation, and to meet HIPAA requirements, the portal and linked systems will timeout after a period of inactivity. To re-enter the portal, you must close/re-open your browser and login again.
5. When you are finished with the portal, be sure to logoff. This removes any information from your screen and disconnects you from any systems you accessed.
6. Please be sure to properly dispose of printed materials.

Communication

It is very easy when working remotely to feel distanced from co-workers and your manager. Work with your team to find ways to practice good communication. Below are a few ideas:

- Schedule a regular weekly team meeting time. Document clear meeting notes and post them.
- Schedule 1:1 time with your manager. Even a 5-minute check-in can go a long way.
- Use the Teams Posts feature to facilitate a discussion.
- Start a Skype conversation with a colleague- Ask a question, talk about a new idea or solution to an issue.

Meetings

- Have and keep an agenda. Post the agenda prior to the meeting.
- Have everyone introduce themselves.
- During the meeting, pay attention and not working on other tasks.
- Be in a quiet area away from distractions during the meeting.
- Turn off notifications and make sure your cell phone is on silent.
- People want to be heard- find ways to engage all members of the meeting.
- Clearly define and document follow-up tasks and the person responsible

Staying Engaged and Accountable

Here are some tips and tricks to keep up the great work!

- Set short-term and long-term goals. Use lists.
- Keep your team and manager updated on what you are working on.
- Show off your results at the next team meeting.

Taking Care of Yourself

You are a valuable and necessary part of our organization. Please take care of yourself while working remotely.

- Incorporate some movement into your day. Go for a walk, stretch, etc.
- Put away work at the end of the day.
- Create a routine.
- Create a good working space free from distractions.

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