FMOLHS Remote Access Information

MULTI-FACTOR AUTHENTICATION (MFA)

Team members logging into FMOLHS systems remotely for the first time will need to follow these instructions to enroll in Imprivata MFA for access
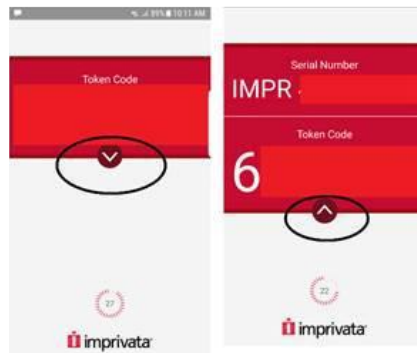
MFA ENROLLMENT

1. Go to http://access.fmolhs.org/
2. Login with your FMOLHS username and password.
3. Enroll your device
   a. **Smart phones/devices:** Select "Enroll Imprivata ID" to register your mobile device via the "Imprivata ID" app available from the App store (download required).
   b. **Cellular devices:** Click "Enroll another method" to enroll a cell number for texting without using a smart phone/device.
4. Open the Imprivata ID app on your device and press the "down" arrow to see your "IMPR" Serial number and Token code to enter on the device enrollment screen on your workstation.
5. You will then be prompted from your workstation to enter your mobile phone number to activate text notifications.
6. You will now be prompted to approve your login from your smartphone anytime you log into the company access portal.
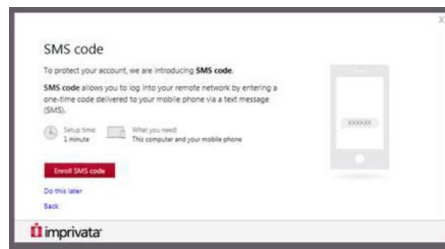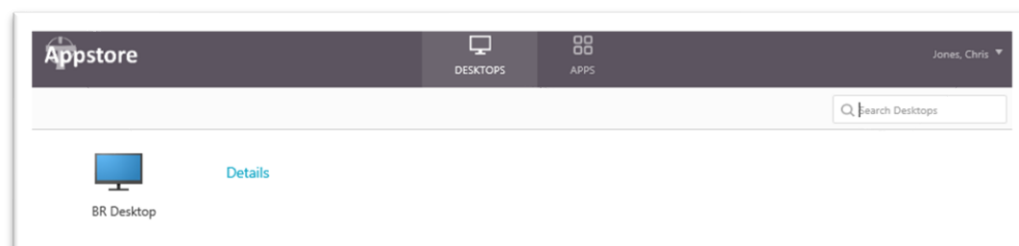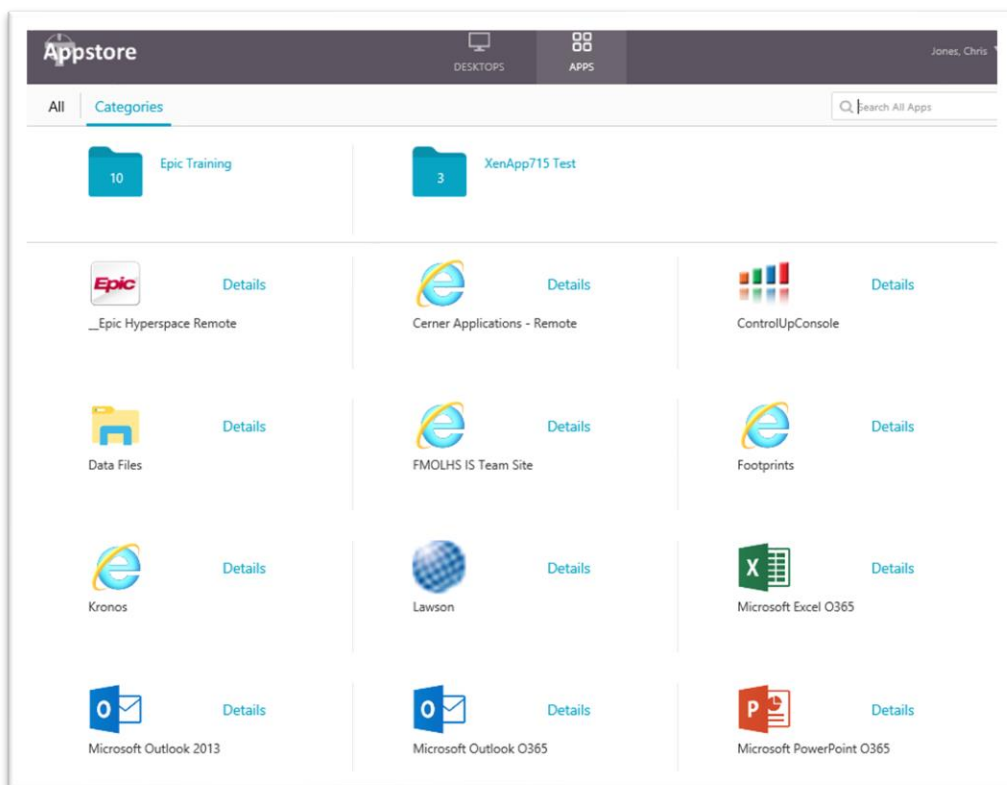

Login screen for http://access.fmolhs.org

Device Enrollment

Imprivata ID phone app

Phone Number Enrollment

SAFEGUARDING OUR MINISTRY

Maintaining hardware and data security

Safeguarding our Ministry is the responsibility of all FMOLHS team members. It is critical that we each do our part to ensure the security of company data and hardware. As we move out of the office and into our homes for our daily work, here are some important tips to remember:

Sensitive Information

Be sure to use these best practices to ensure patient information remains secure:
- Turn your screen away from public view when accessing or updating patient information. *This does include working in your home office environment.*
- Lock your workstation before you walk away.
- Shred all sensitive materials.

Keep all assets safe by:
- Never leaving devices unattended.
- Keeping all equipment and documents at FMOLHS facilities, unless required by your job to take it with you.
- Being sure that information accessed at home is not viewed by family or friends.
- Never leaving work devices, such as laptops, in a car unattended.

Examples of PHI Include:
- Diagnosis
- Medical record number
- Name of a relative
- Health plan number
- Fingerprint

Examples of PII include:
- Name
- Driver's license number
- Social security information

REMOTE ACCESS

Virtual Desktop and Applications (aka. Level 3)

The remote access portal will allow for the access of many FMOLHS applications when logging in. Applications that are available will be listed on the apps screen pictured to the right when logging in.

1. Open http://access.fmolhs.org and login using your network username and password.
2. Using your smartphone, approve your login using the Imprivata ID app installed when you completed your MFA enrollment by clicking "Approve".
3. Select the application that you wish to launch.
4. You will need to have Citrix Receiver installed for your application to launch. If you need to install the Citrix Receiver, there is a link to install it on the login screen at http://access.fmolhs.org
5. You can also select the "DESKTOPS" icon at the top of the screen to be given a list of available Virtual Desktops. Logging into one of these will give you a virtual machine that will function almost exactly like your workstation that is used at the office.
6. If using a Virtual Desktop, Outlook will need to populate your mailbox and Calendar the first time you log in. This can take a significant amount of time depending on the file size of your mailbox.

The IS Support Center can be reached 24 hours a day, 7 days a week, by phone at (866) 532-4772 or online at http://issc.