Welcome to Virtual Epic Training

You are scheduled to attend **Epic Training**

Location: **Virtual Session held via Microsoft Teams:**

You will need to access multiple platforms to train virtually - **Microsoft Teams** and **Citrix**. You will also need to use **Microsoft Authenticator MFA** once signed into Citrix to confirm your identity in the system.
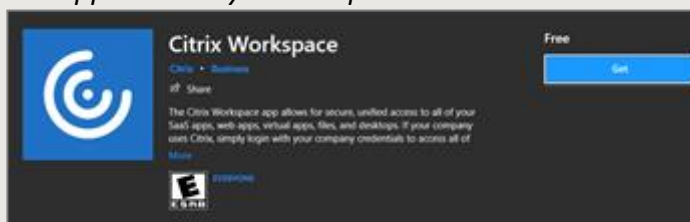
If you are a Community Connect Client, please contact your Manager/Supervisor for log in instructions.

On the day of your training, be sure to log in 30 minutes before your scheduled session. You will not be able to attend training if you are more than 15 minutes late. You will be required to reschedule, and this will delay access to Epic and the FMOLHS network.

Please download Citrix within 24 hours of receiving this invitation to confirm access and connectivity.

Download Citrix
- Click this link Citrix Download or type https://portal.fmolhs.org into an internet browser. *Please Note: Depending on the type of PC, you may have to download the latest version of Citrix Workspace through the app store on your computer*.
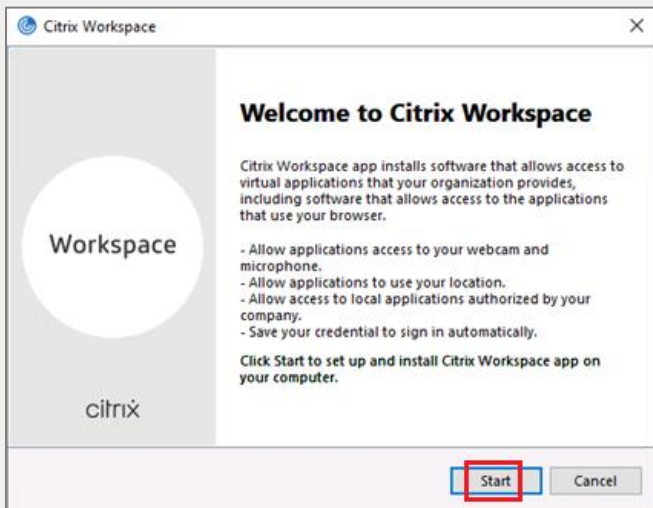
- From the Citrix Gateway log on page, click the <u>here</u> hyperlink.

Citrix Gateway

Please log on

User name

Password

Log On

If you need assistance, please contact the <u>IS Support Center</u> at 1-866-532-4772.

For remote access please install the Citrix Receiver client by clicking <u>here</u>

This system is property of Franciscan Missionaries of Our Lady Health System, Inc. or its affiliates. Only authorized access is allowed. All access is monitored and logged for administrative and security purposes and these logs made available to Law Enforcement as necessary.Use signifies consent to such monitoring and agreement to preserve the confidentiality, integrity, and availability of the resources accessed. Unauthorized access is prohibited and subject to prosecution.

- Now, click <u>Download for Windows</u>. *Note: If you need help, click <u>Get Started</u> in the How to Install section*.

citrix

Download Citrix Workspace app

Everything you need — your apps, files and desktops — at your fingertips.

Citrix Workspace app is the easy-to-install client software that provides seamless, secure access to everything you need to get work done. With this free download, you easily and securely get instant access to all applications, desktops and data from any device, including smartphones, tablets, PCs and Macs.

Download for Windows

- Click <u>Download the Citrix app for Windows</u>.

Citrix Workspace app 2108 for Windows

Release Date: Aug 30, 2021

Compatible with
Windows 10, 8.1, Thin PC as well as Windows Server 2019, 2016, 2012, and 2012R2.

Download Citrix Workspace app for Windows

(145 MB-.exe)

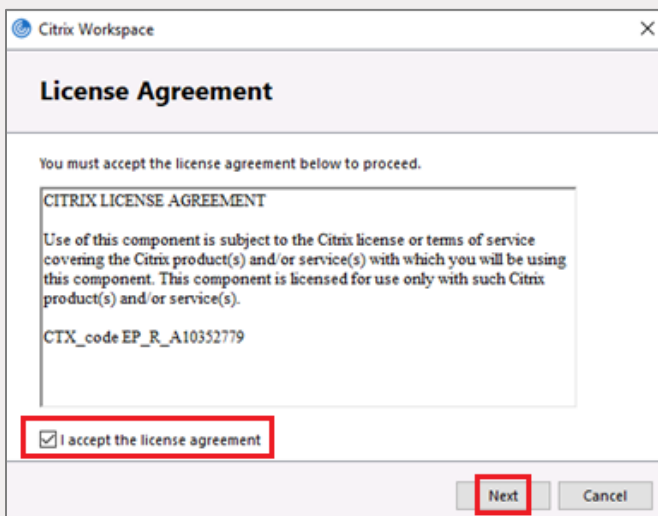Version: 21.8.0.4026 (2108)

- Click <u>Start</u> on the Welcome to Citrix Workspace window.
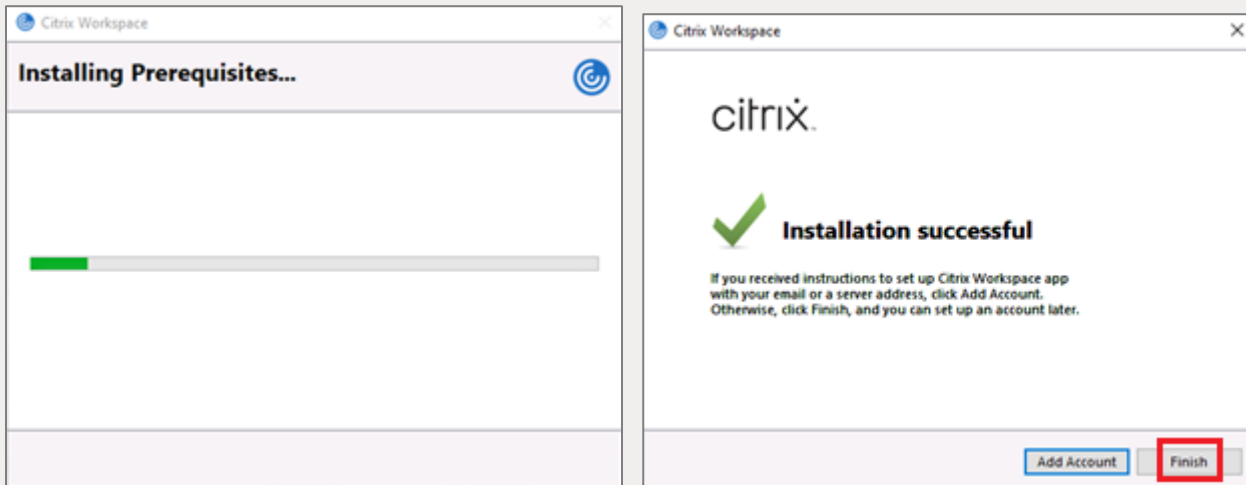

- Make sure to check the <u>Enable the app protection</u> box, then click <u>Install</u>.
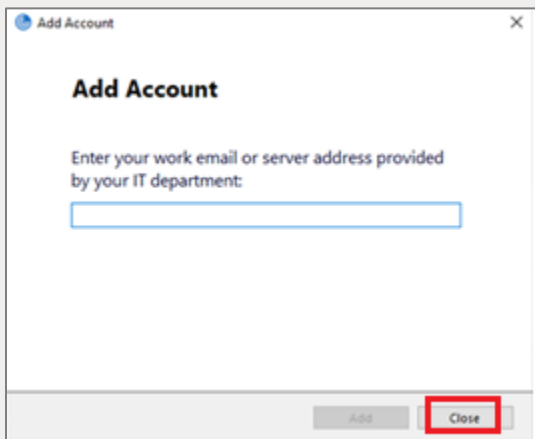

- Check the <u>I accept the license agreement</u> box, then click <u>Next</u>.

- If the download does not start, or the Installation Successful box does not appear, open from your pc's download folder and then click <u>Finish</u>.

- If the Add Account screen appears, ***DO NOT*** enter any information. Click <u>Close</u>.

MICROSOFT AUTHENTICATOR MULTI-FACTOR AUTHENTICATION (MFA):

By enrolling in Microsoft Authenticator MFA, you will be able to utilize Self Service Password Reset (SSPR). This tool will allow you to reset your password without having to call the IS Support Center/Help Desk.

SAFEGUARDING OUR MINISTRY

- Never share your password, with anyone!
- Never approve an MFA prompt if you didn't initiate it (An attacker could be trying to use your login).
- Never post sensitive information on social media. This includes pictures where screens are visible in the background.

Keep all assets safe by:
- Never leaving devices unattended such as laptops, in a car unattended.
- Being sure that information accessed at home is not viewed by family or friends.
- Use the *Report Phishing* button to report an email you think is suspicious – Never click links in emails where you aren't familiar with the sender.

STEP 1 – ON PHONE

Download and install the Microsoft Authenticator App on your phone. You may already have the application installed if you are using it for another organization (i.e. school or bank).
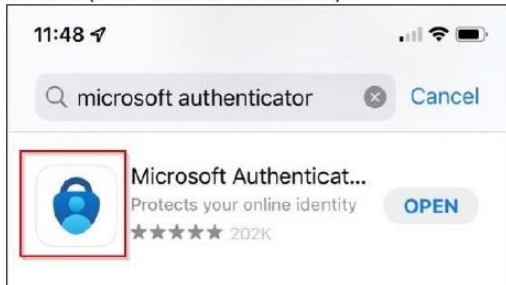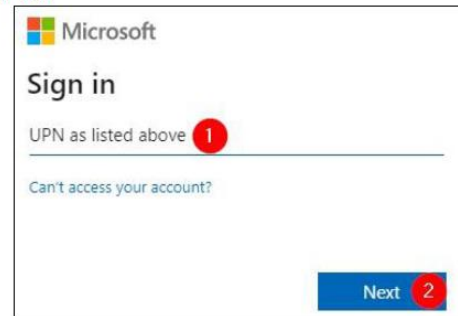

Do not download the Authenticator App. It will ask you for to pay for a subscription. This is not the right application.

STEP 2 – ON COMPUTER

On your computer, go to *https://mysignins.microsoft.com/security-info* and Login with your username/password. If you are already on the FMOLHS network, it will automatically sign you in.


ENROLL 2 METHODS

You will need to Register 2 methods for MFA. You'll need to register the Microsoft Authenticator Application on your phone and choose one from the choices provided.

After selecting your first method, you will have to click "+ Add sign-in method" again to add the second method. - We require two methods, but you can add more if needed.
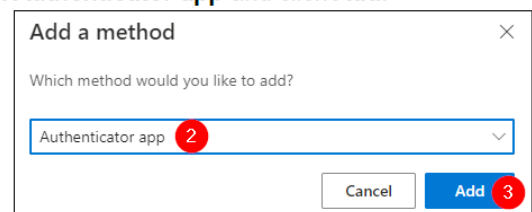
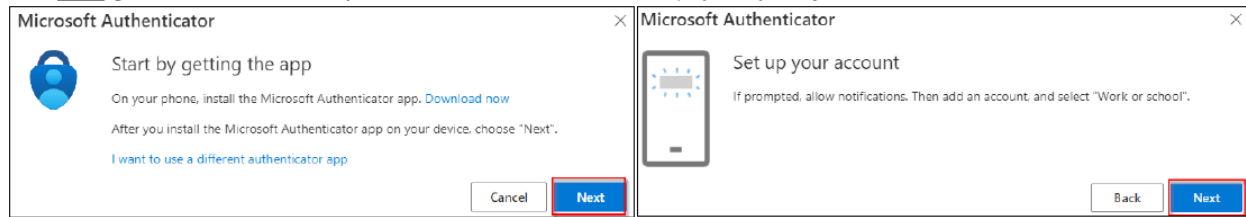## STEP 3 – ON COMPUTER

Click **+Add Sign-in method**
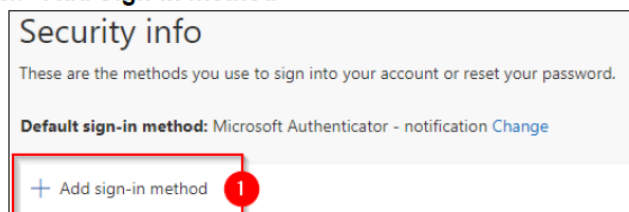
STEP 4 – ON COMPUTER

Select **Authenticator app** and click **Add**.

STEP 5 – ON COMPUTER

You <u>may</u> get asked these two questions. Click **Next** on both. (If prompted you will need to allow notifications form this app.)
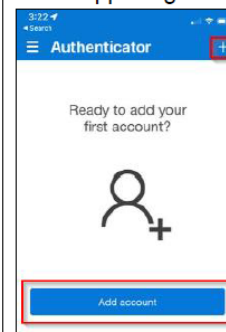

STEP 6 – ON COMPUTER

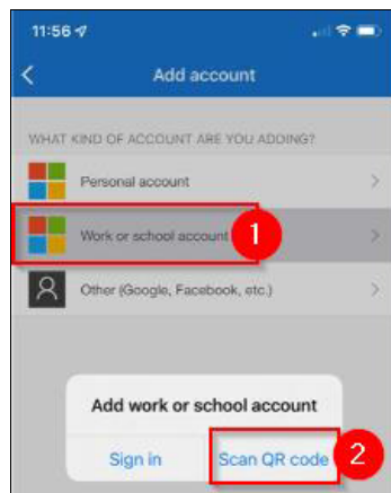On your computer, the QR code will display.

STEP 7 – ON PHONE

Open the app on your phone and click **Add Account** or the **+** in the upper right-hand corner.
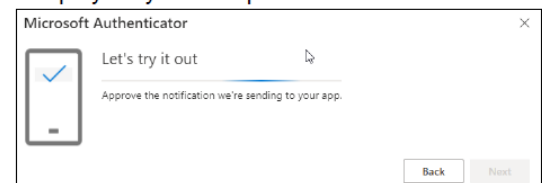

STEP 8 – ON PHONE

1. Click **Work or school Account**
2. Click **Scan QR code.**
3. Scan the QR code displayed on your computer using your camera on your phone and click **Next** on your screen.
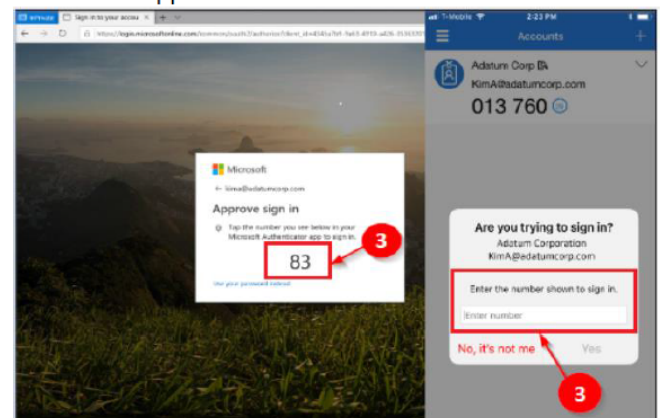

STEP 9 – ON PHONE & COMPUTER

Click **Approve** to accept the approval notification.

This will display on your computer:

A unique number will display on your computer. Type the unique number displayed on your computer into Microsoft Authenticator app.
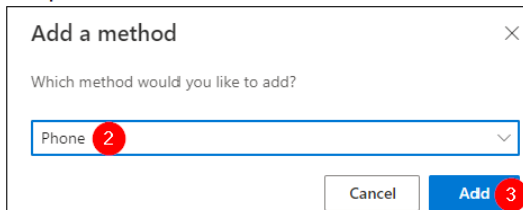
STEP 10 – ON COMPUTER

On your computer, Enroll **2nd Sign-in Method**:
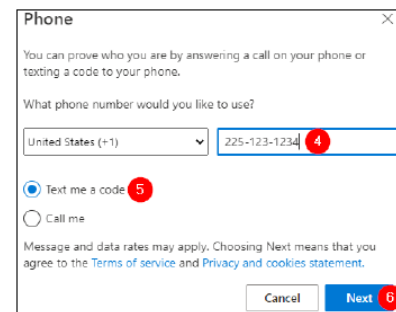On Main screen, click **+Add sign-in method**.
In this example, we are choosing Phone. You can choose any second authentication method.

Use the drop-down menu and choose **Phone**.

Add a method

Which method would you like to add?

Phone ②

Cancel   Add ③

STEP 11 – ON COMPUTER

Enter your phone number with area code and Click **Text me a code**.

Phone   ✕

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

United States (+1)   225-123-1234 ④

⦿ Text me a code ⑤
◯ Call me

Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
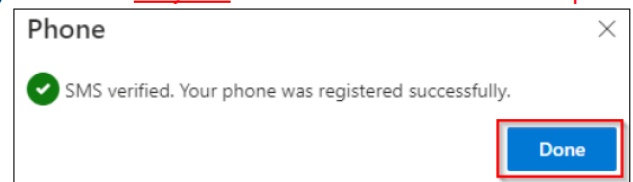
Cancel   Next ⑥

STEP 12 – ON PHONE

On your phone, a code was texted to you. Use the code that is texted to you and put it in the box on your computer.

12:38

87892

Text Message
Today 12:38 PM
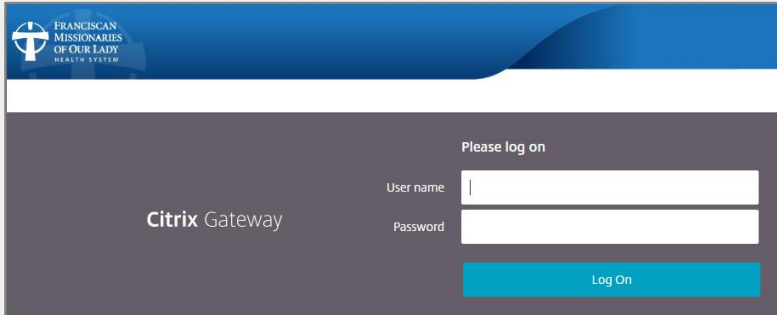
Use verification code _____
for Microsoft authentication.
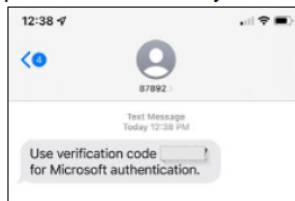
STEP 13 – ON COMPUTER

On your computer, Click **Done**. You can register more methods if you choose. Only two authentication methods are required.
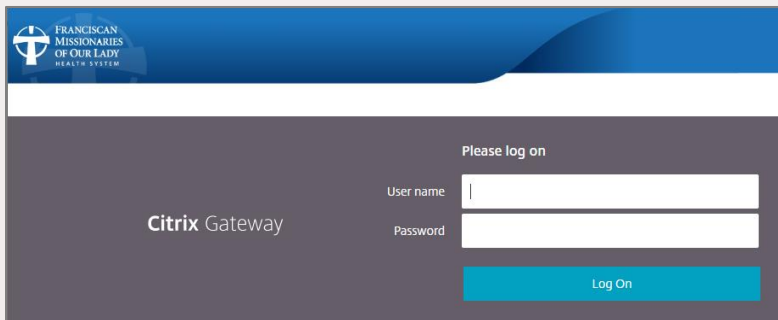
Phone   ✕

✓ SMS verified. Your phone was registered successfully.

Done

- After downloading Citrix on your pc and Microsoft Authenticator MFA on your mobile device, return to https://portal.fmolhs.org.

- Enter your login info:
    - Contact your Medical Staff Office or Academic Affairs Representative
    - You may also contact the ISCC for if you require further assistance at 1 (866) 532-4772.

- Once your code is successfully entered, log in again.

Access Your Virtual Training Through Microsoft Teams

- Downloading Microsoft Teams is not required but will provide a better learning experience.
- Please click the *Click here to join the meeting* link below if you do not have Teams downloaded.
- Computer Requirements:
    - Microphone: If you do not have a built-in microphone on your computer, please dial in using the telephone.
    - Speakers: If you do not have speakers, please dial in using the telephone or use headphones to hear the lecture.
    - Webcams are not required.
- Training material is provided within this invitation. If you cannot access the training material, please call the IS Support Center at (225) 765-4357 or toll free at (866) 532-4772.