

REMOTE ACCESS: TOKEN-LESS VPN FOR NEW USERS

This guide provides instructions for setting up and connecting to the Partners network using token-less VPN. It also includes instructions for accessing your Partners applications, H or "Home" drive and shared file areas (SFAs).

Note: This guide does not apply to Partners mobile build devices.

WHAT IS TOKEN-LESS VPN?

Token-less VPN allows you to connect to the Partners network from a remote location. Each time you connect, a unique confirmation code is sent to your registered mobile phone by text message. As an alternate method, you can connect by phone call (e.g., on a landline phone).

BEFORE YOU CONNECT

Before you connect to VPN, you must first:

- Adjust Internet Explorer Security and Privacy settings
- Register a phone to receive your unique confirmation codes

ADJUST INTERNET EXPLORER SECURITY AND PRIVACY SETTINGS

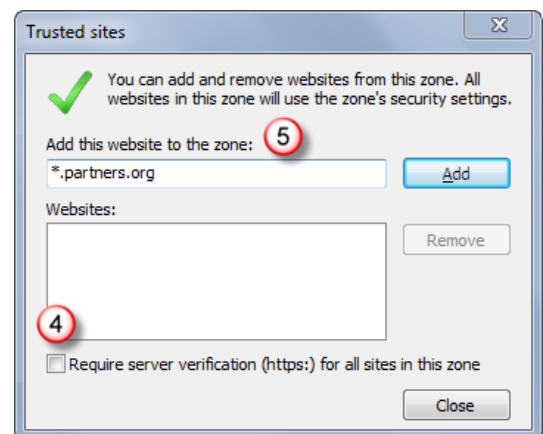
In order to successfully access Partners resources, open Internet Explorer and adjust the settings below.

Note: At this time, only Internet Explorer 8 is supported at Partners.

Add partners.org to Trusted Sites

1. Click **Tools**, and then select **Internet Options**.
2. Click the **Security** tab, and then select **Trusted Sites**.
3. Click **Sites**.
4. Uncheck "Require server verification (https:) for all sites in this zone".
5. For "Add this website to the zone", enter ***.partners.org**.
6. Click **Add**, and then click **Close**.
7. Keep Internet Options open for the next section.

Add partners.org to trusted sites:



Allow Pop-ups from partners.org

1. In Internet Options, click the **Privacy** tab.
2. Under **Pop-up Blocker**, click **Settings**.
3. For "Address of website to allow", enter ***.partners.org**.
4. Click **Add**, and then click **Close**.
5. Close Internet Options.

Add partners.org to Compatibility View Settings

1. Click **Tools**, and then select **Compatibility View Settings**.
2. For "Add this website", enter **partners.org**.
3. Click **Add**, and then click **Close**.

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REGISTER YOUR PHONE

A one-time registration is required for each phone you register (up to three phones).

1. Go to <https://myprofile.partners.org>.
2. Enter your Partners user name, and then click **Log In**.
3. Verify your Security Image and Phrase. Enter your Partners password, and then click **Log In**.
4. Under My Profile Information, click **Update my Phone Numbers**.
5. Add your phone number:

Text-enabled Mobile Phone

Your phone must be able to receive text messages.

- a. Under Phone Label, select **Mobile**.
- b. Enter your **Phone Number**.
- c. Select **Text-enabled**.
- d. Click **Add**.

Alternate Method

Choose if your mobile phone cannot receive text messages.

- a. Under Phone Label, select **Mobile or Home**.
- b. Enter your **Phone Number**.
- c. Click **Add**.

6. Repeat to add an additional phone or click **Done**.

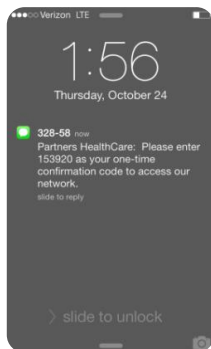
LOG IN TO VPN BY TEXT MESSAGE

Follow these steps each time you connect to VPN. If you are unable to receive text messages, follow the instructions on the next page.

1. Go to www.partners.org/vpn.

Tip! Save this site to your favorites or as a shortcut on your desktop for easy access.

2. Under Token-less, click **Connect**.
3. Enter your Partners user name and password, and then click **Login**.
4. You may be prompted to select a connection method. Choose **Text Message**, and then click **Continue**.
5. Select the phone where you wish to receive the confirmation code, and then click **Continue**.
6. You will receive a text message containing a 6-digit confirmation code from sender 328-58.
7. Enter the confirmation code, and then click **Continue**.



Receive confirmation code via text



Enter Confirmation Code
We are now sending a text message containing a confirmation code to the following phone number you selected.

Selected Phone Number: +1 - XXXXX5371

Enter the confirmation code below. After entering the confirmation code, you will be authorized to continue.
If you didn't receive the text within 60 seconds, or had other problems, [Click here](#).

Confirmation Code:

Enter confirmation code

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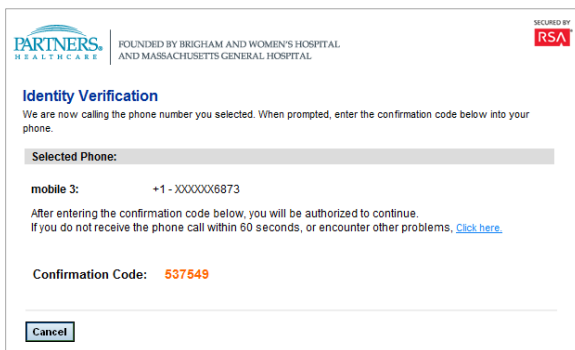
ALTERNATE METHOD: LOG IN TO VPN BY PHONE

Follow the instructions below if you are unable to receive text messages.

1. Go to www.partners.org/vpn.

Tip! Save this site to your favorites or as a shortcut on your desktop for easy access.

2. Under Token-less, click **Connect**.
3. Enter your Partners user name and password, and then click **Login**.
4. You may be prompted to select a connection method. Choose **Phone Call**, and then click **Continue**.
5. Select the phone where you can be reached to enter the confirmation code, and then click **Continue**.
6. A 6-digit confirmation code will display.
7. You will receive a phone call on your registered phone in less than one minute.
8. Enter the confirmation code into your phone (do **not** press #).



IDENTITY VERIFICATION

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL AND MASSACHUSETTS GENERAL HOSPITAL

SECURED BY RSA

We are now calling the phone number you selected. When prompted, enter the confirmation code below into your phone.

Selected Phone: _____

mobile 3: +1-XXXXXX6873

After entering the confirmation code below, you will be authorized to continue. If you do not receive the phone call within 60 seconds, or encounter other problems, [click here](#).

Confirmation Code: 537549

Cancel

Receive confirmation code



Enter confirmation code

INSTALL VPN SOFTWARE

The first time you log in to VPN, you will be required to install two items:

- Cisco AnyConnect Secure Mobility Client (VPN software)
- Cisco NAC Agent (security scan software)

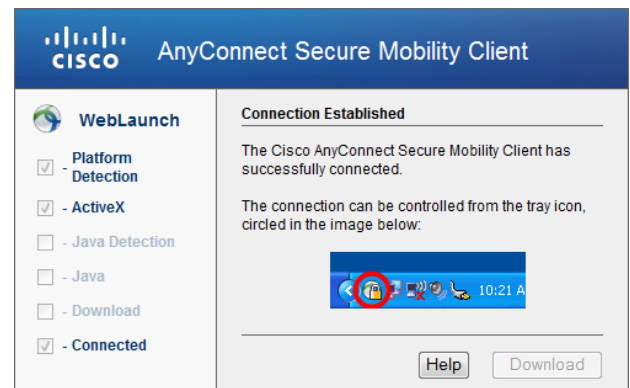
CISCO ANYCONNECT SECURE MOBILITY INSTALL

After you enter the unique confirmation code, the Cisco AnyConnect Secure Mobility Client will install.

Note: Depending on your PC configuration, you may need to confirm installation or allow certain security settings. If prompted, choose the appropriate option to continue with installation.

After successfully connecting to the network, you may close the page.

Successful connection to VPN:



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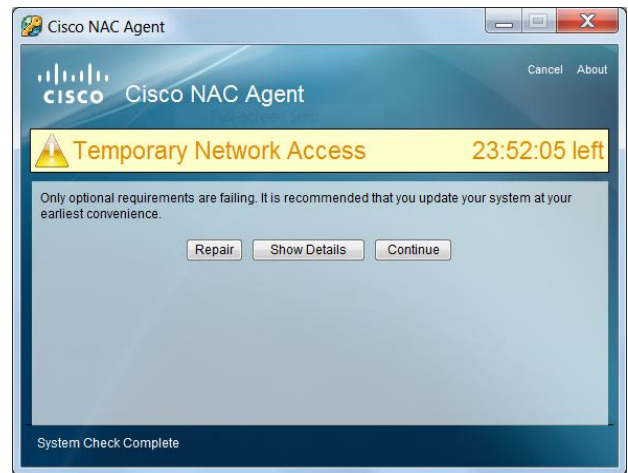
CISCO NAC AGENT INSTALL

After installing the VPN software, open a new Internet Explorer window. You will automatically be redirected to the Partners Cisco Clean Access Install page.

1. Click **Launch Cisco NAC Window Agent**.
2. The Cisco NAC Agent window will display, and a system check will begin.
3. Once the system check is complete, click **Continue**.
4. You are now connected to the Partners network.
5. Close the Partners Cisco Clean Access Install window.

Tip! Each time you log in to VPN, the Cisco NAC Agent window will display. Always choose **Continue** to finalize your connection to the Partners network.

Cisco NAC Agent System Check Complete:

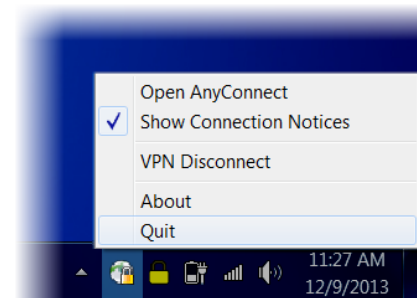


LOG OFF VPN

Right-click the VPN icon in your task bar notification area, and then select **Quit**.

Note: If you need to log in again, return to www.partners.org/vpn to reconnect with a new confirmation code.

Log off VPN:



PARTNERS PORTAL PAGE

The Partners portal page provides access to your Partners Applications, H or “Home” drive, and shared file areas (SFAs).

1. Go to <http://portal.partners.org/vpn>.

Tip! Save this site to your favorites or as a shortcut on your desktop for easy access.

2. Enter your Partners user name and password, and then click **OK**.

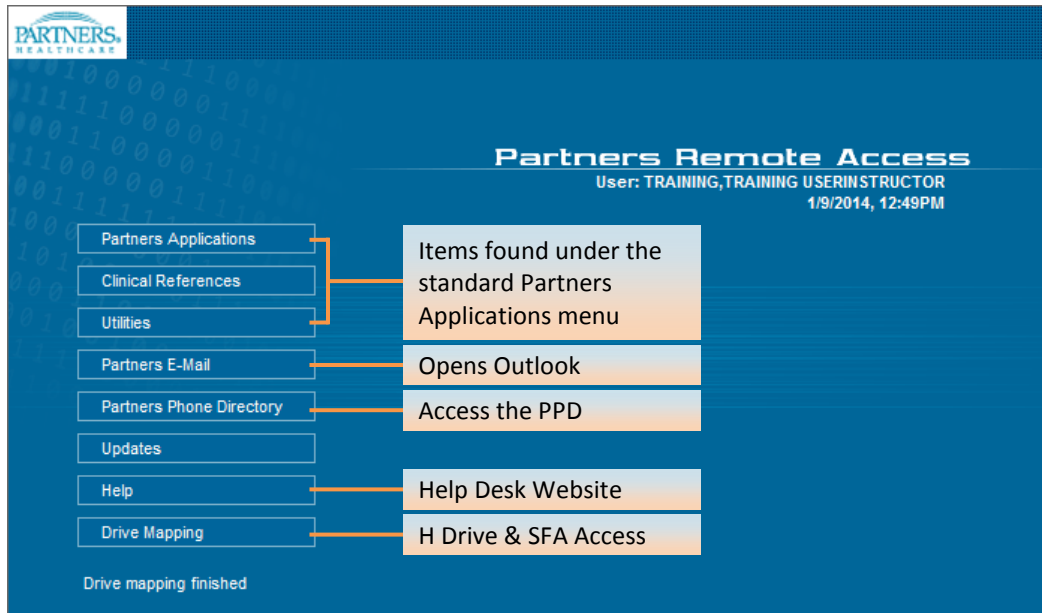
FIRST-TIME ACCESS

The first time you access the Partners portal page, you will be required to install Citrix Receiver. This application is required for some Partners Applications to run, such as BICS, CAS and Patcom.

1. Open the Partners portal page.
2. The Citrix Receiver Client Installation window will display. Click **Install Citrix Receiver**.
3. The file download window will display. Click **Run**.
4. An Internet Explorer security warning will display. Click **Run**.
5. Citrix Receiver Setup will display. Click **Install**.
6. Close the Citrix Receiver Client Installation window.

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PORTAL PAGE OVERVIEW



H DRIVE & SFA ACCESS (DRIVE MAPPING)

Drive mapping should begin automatically once the portal opens. This connects your H or "Home" drive and SFAs. You will see "Drive mapping finished" when they are ready to access. Once connected, you may access them in **My Computer/Windows Explorer**.

HELP DESK

BWH 617-732-5927

LCC 857-307-4150

NSMC 978-354-2014

PHS 617-726-5085

BWH-RICS 617-525-0848

MCL 781-416-8940

NWH 617-243-6001

SRH 617-573-2550

DFCI 617-632-3399

MGH 617-726-5085

PCHI 781-433-3757

FALK 617-983-7454

NHP 617-643-2020

PHH 617-726-0790