

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



### **REMOTE ACCESS: TOKEN-LESS VPN FOR NEW USERS - PHS MOBILE BUILDS**

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 only applies 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 Compatibility View Settings settings
- Register a phone to receive your unique confirmation codes

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

#### ADD PARTNERS.ORG TO COMPATIBILITY VIEW SETTINGS

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

#### **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**.

### **CONNECT TO VPN**

#### FIRST-TIME CONNECTION ONLY

- 1. Click Start, and then select All Programs.
- 2. Right-click Internet Explorer, and then select Run as Administrator.

#### 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 <u>www.partners.org/vpn</u>.

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* 

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Enter Con	firmation Cod	e		
We are now se	ding a text message	containing a confirmation code to	the following phone number you selected.	
Selected Ph	one Number:			
Mobile: Enter the co continue. If you didn't r	+1 - XXXX firmation code be eceive the text with	X5371 ow. After entering the confirma n 60 seconds, or had other pr	ation code, you will be authorized to oblems, <u>Click here,</u>	
Confirmat	on Code:			

#### Enter confirmation code

#### ALTERNATE METHOD: LOG IN TO VPN BY PHONE

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

1. Go to <u>www.partners.org/vpn</u>.

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 #).

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Identity Verification We are now calling the phone number you selected. When prompted, enter the confirmation code below into your phone.	Panasonic
Selected Phone:	
mobile 3:         +1 - X000006873           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, <u>Click here.</u>	
Confirmation Code: 537549	
Cancel	

*Receive 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:

CISCO AllyCol	nect Secure Mobility Client
S WebLaunch	Connection Established
✓ Platform Detection	The Cisco AnyConnect Secure Mobility Client has successfully connected.
J - ActiveX	The connection can be controlled from the tray icon, circled in the image below:
<ul> <li>Java Detection</li> <li>Java</li> </ul>	
<ul> <li>Download</li> <li>Connected</li> </ul>	Help Download

#### CISCO NAC AGENT INSTALL

After installing the VPN software, install Cisco NAC Agent.

- 1. Click Start, and then select All Programs.
- 2. *Right-click* Internet Explorer, and then select Run as Administrator.
- 3. Click Launch Cisco NAC Window Agent.
- 4. The Cisco NAC Agent window will display, and a system check will begin.
- 5. Once the system check is complete, click **Continue**.
- 6. You are now connected to the Partners network.
- 7. 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.

#### 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 <u>www.partners.org/vpn</u> to reconnect with a new confirmation code.

Cisco NAC Agent System Check Complete:

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 <u>http://portal.partners.org/vpn</u>.

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.

#### PORTAL PAGE OVERVIEW

	Partners Remote Access User: TRAINING, TRAINING USERIN STRUCTOR		
Partners Applications	Items found under the	15720 FT, 12-151 M	
Clinical References	standard Partners		
Utilities	Applications menu		
Partners E-Mail	Opens Outlook		
Partners Phone Directory	Access the PPD		
Updates			
Help	Help Desk Website		
Drive Mapping	H Drive & SFA Access		

#### 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