

VPN: PHONE-BASED ACCESS FOR NEW USERS (WINDOWS)

This guide provides instructions for setting up and connecting to the Partners network with VPN using phone-based access. It also includes instructions for accessing your Partners applications, H or "Home" drive, and shared file areas (SFAs). These instructions apply to Windows 7 devices only.

WHAT IS VPN & PHONE-BASED ACCESS?

VPN allows you to connect to the Partners network from home or a remote location. With phone-based access, 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).

FREQUENTLY ASKED QUESTIONS

What if I do not receive a text message?

Wait 60 seconds. Log in again to request a new code. You may need to confirm or update your phone number.

Will I be charged for the text message I receive?

Text message rates may apply. Check your plan for details.

Can I receive texts and phone calls outside of the U.S.?

Yes, if your plan allows this service while traveling internationally, the text will be delivered to your phone.

BEFORE YOU CONNECT

Before you connect to VPN, you must first:

- Register a phone to receive your unique confirmation codes
- Adjust internet explorer security and privacy settings

REGISTER YOUR PHONE

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

Tip! We recommend that you register your phone while connected to the Partners network. If you register from a remote location (not on the Partners network), you will be prompted to answer a series of questions to prove your identity. These questions are similar to what you may have experienced with online banking setup.

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

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

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ADJUST INTERNET EXPLORER SECURITY AND PRIVACY SETTINGS

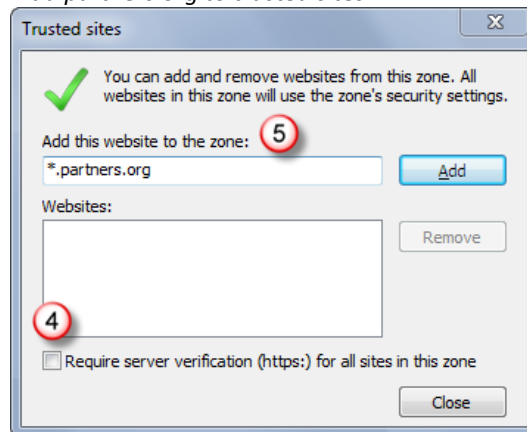
In order to successfully access Partners resources, open Internet Explorer and adjust the settings below.

Note: If you are using a Partners mobile build device (has Partners Applications menu), you may not need to adjust Trusted Sites and Pop-up settings.

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**.

FIRST-TIME CONNECTION ONLY

The first time you connect to VPN, you must open Internet Explorer as an administrator.



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

LOG IN TO VPN

Each time you connect to VPN, you will need to request a new confirmation code.

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 Phone-based, click **Connect**.
3. Enter your Partners user name and password, and then click **Login**.

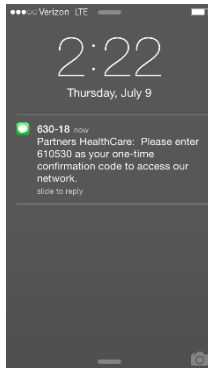
Continue with the instructions for your connection method on the next page.

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CONNECT BY TEXT MESSAGE

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

1. You may be prompted to select a connection method. Choose **Text Message**, and then click **Continue**.
2. Select the phone where you wish to receive the confirmation code, and then click **Continue**.
3. You will receive a text message containing a 6-digit confirmation code from sender 328-58.
4. Enter the confirmation code, and then click **Continue**. You will now be connected to the network.



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:

Mobile: +1 - XXXXXX5371

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

ALTERNATE METHOD: CONNECT BY PHONE

Follow the instructions below if you are **not able** to receive text messages.

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

Identity Verification
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

Receive confirmation code



Enter confirmation code

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INSTALL VPN SOFTWARE

The first time you log in to VPN, you will be required to install the Cisco AnyConnect Secure Mobility Client VPN software.

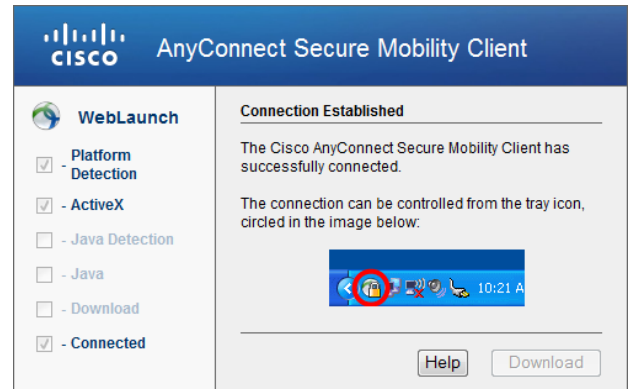
CISCO ANYCONNECT SECURE MOBILITY INSTALL

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:

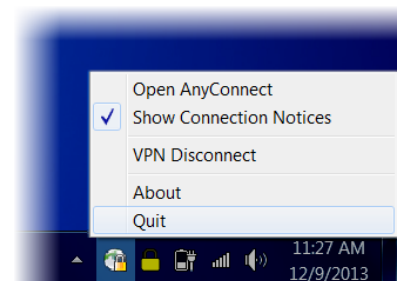


LOG OFF VPN

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 and reconnect with a new confirmation code.

Log off VPN:



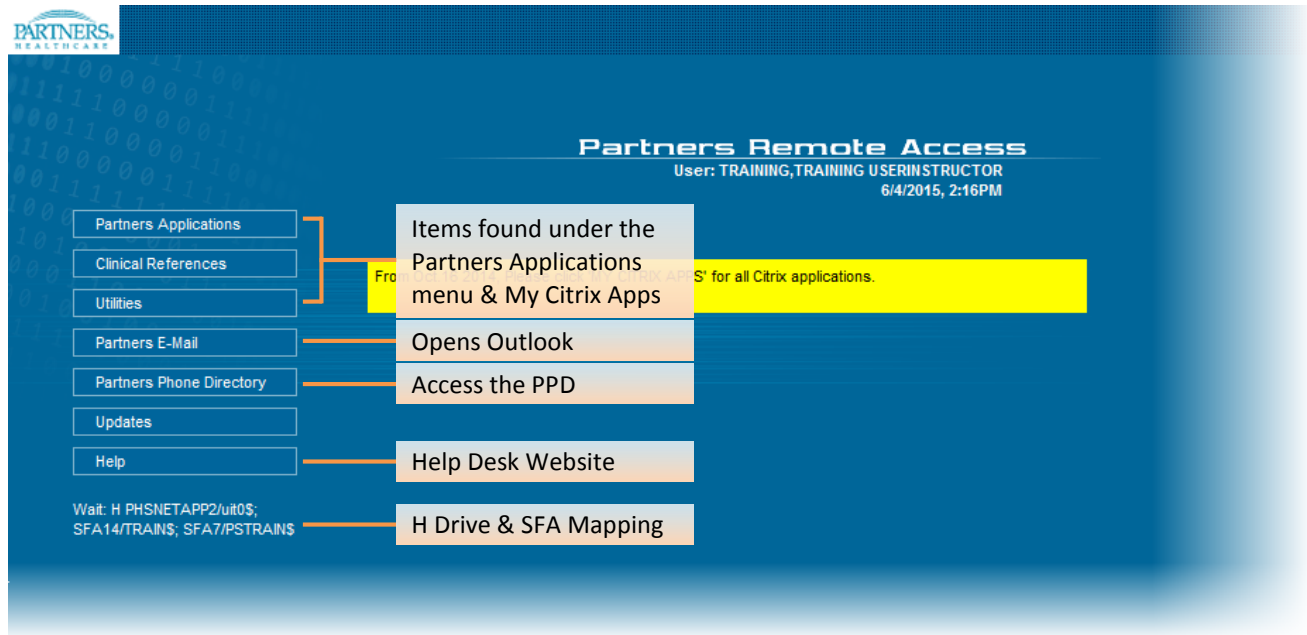
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PARTNERS PORTAL

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

1. Go to <http://portal.partners.org/vpn>.
2. Enter your Partners user name and password, and then click **OK**.

PORTAL PAGE OVERVIEW



MY CITRIX APPS

Go to Partners Applications > My Citrix Apps to access other applications that may not be listed in your Partners Applications menu. You may also go to <http://myapps.partners.org>.

H DRIVE & SFA ACCESS (DRIVE MAPPING)

Drive mapping begins automatically once the portal opens. This connects your “H” or home drive and SFAs.

IS SERVICE DESK

BWH 617-732-5927	BWH-RICS 617-525-0848	DICI 617-632-3399	FALK 617-983-7454
LCC 857-307-4150	MCL 781-416-8940	MGH 617-726-5085	NHP 617-643-2020
NSMC 978-354-2014	NWH 617-243-6001	PCPO 781-433-3757	PHH 617-726-0790
PHS 617-726-5085	SRH 617-952-5555		