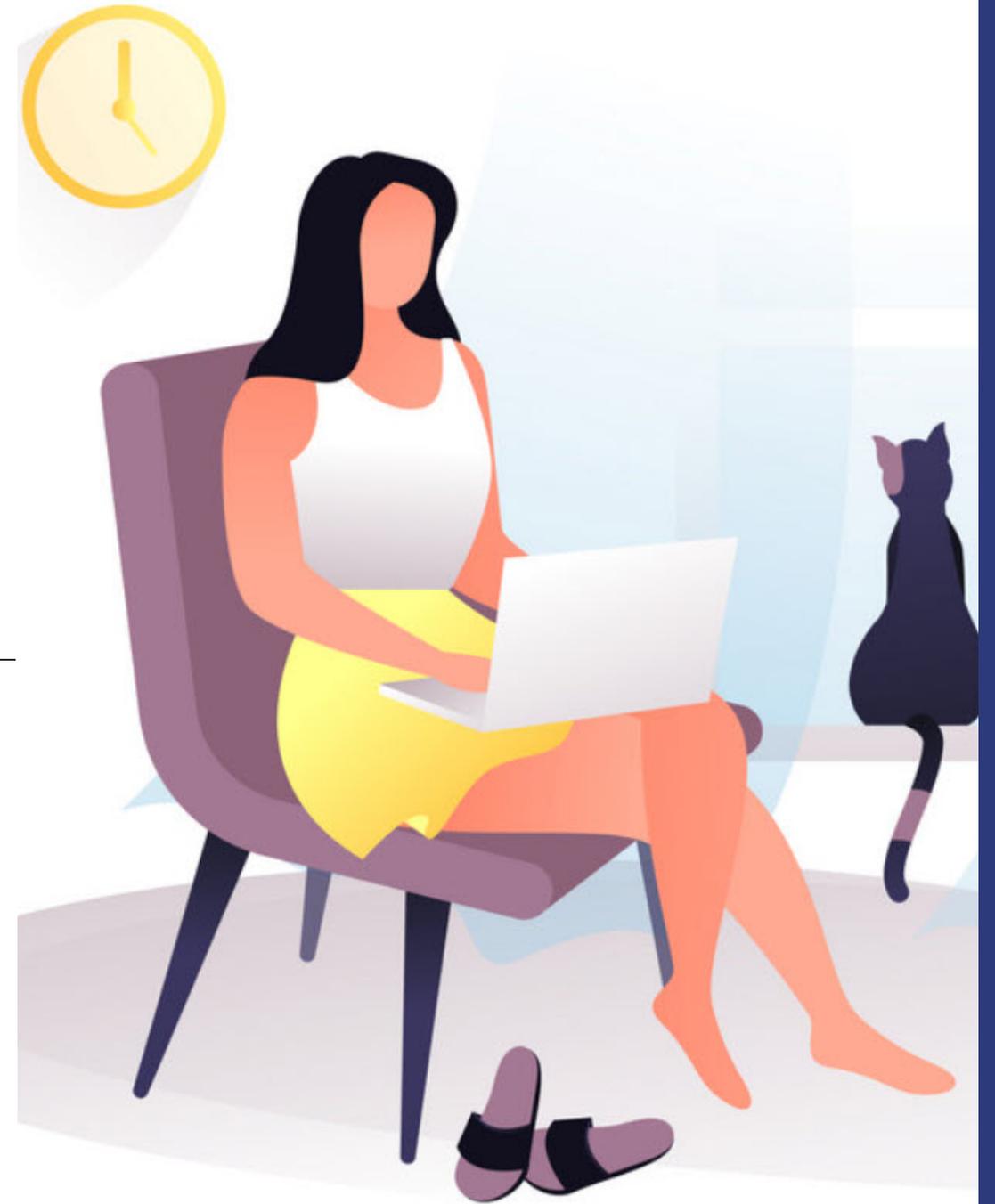




How to Work Remotely

5 things to know about [Citrix Remote Access](#)



1

UNDERSTAND YOUR HEALTH ORGANIZATION POLICY & REMOTE ACCESS



Talk to your manager/director about:

- What you need to work from home, including whether you need remote access.
- The relevant health organization guidelines for working from home

[PHSA](#)

[VCH](#)

[PHC](#)

- How to ensure you're complying with your health organization's practices and policies while working from home.

If you have determined with your manager/director that you need Citrix Remote Access to certain online applications, Microsoft Office Desktop, home drive, etc.:

Submit your request through the IMITS Self-service Portal:

- **Working on-site?** Please submit the [Modify Existing User Account](#) form.
- **Already working off-site?** Please contact the Service Desk (contact info available on last page).



3

REGISTER YOUR MICROSOFT AUTHENTICATOR APP



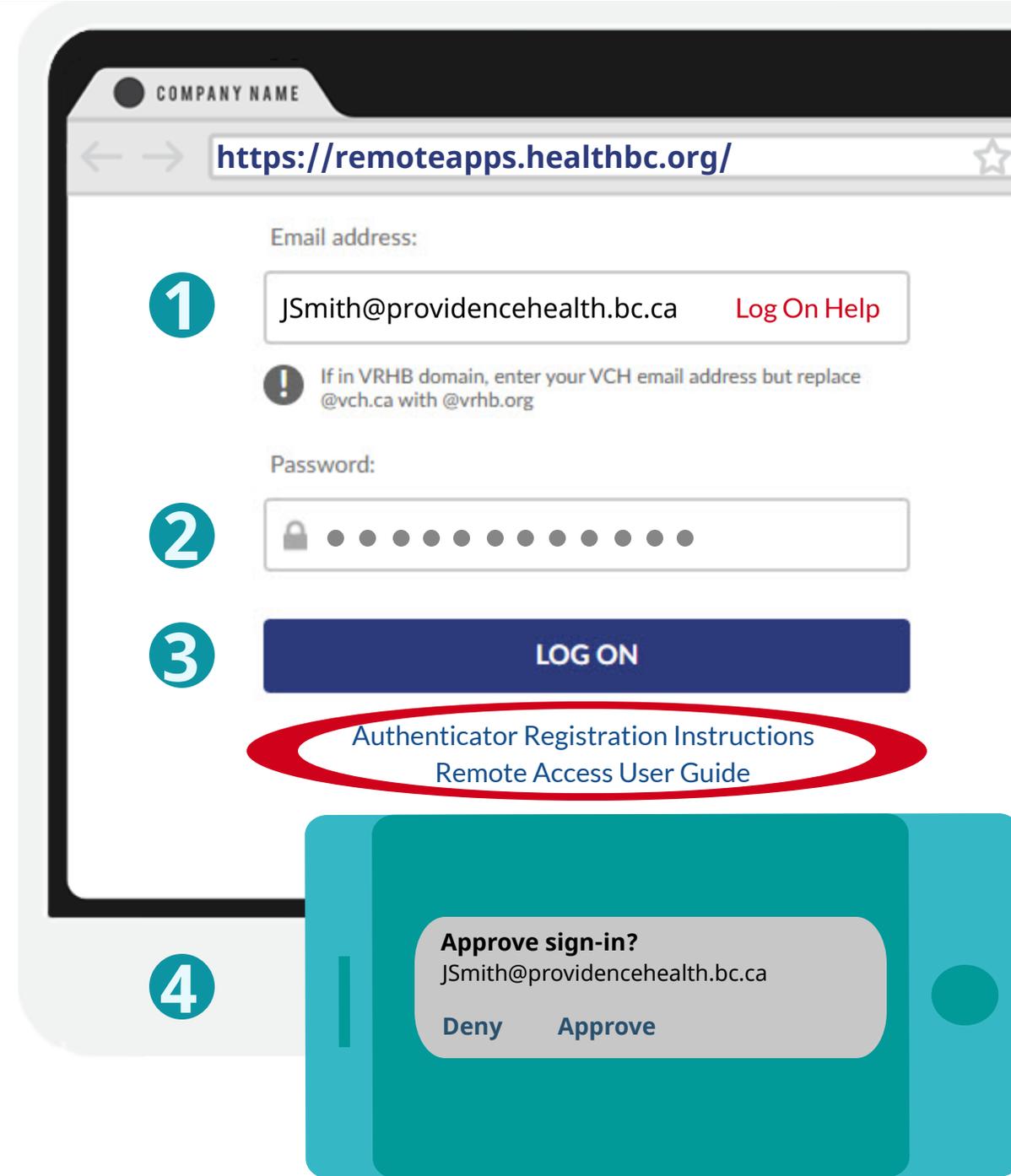
- Once your remote access is approved, you can expect a response to your health organization email address.
- You will need **(1)** your health organization email address and **(2)** your current network password and **(3)** the Microsoft Authenticator app to log in.
- To register the app, follow the [Microsoft Authenticator App Registration Instructions](#).

Note: to learn more about the Microsoft Authenticator app, visit the **IMITS Infocentre** (this link is only available on the network).

Note: have your mobile device handy with **Authenticator** app open before logging on.

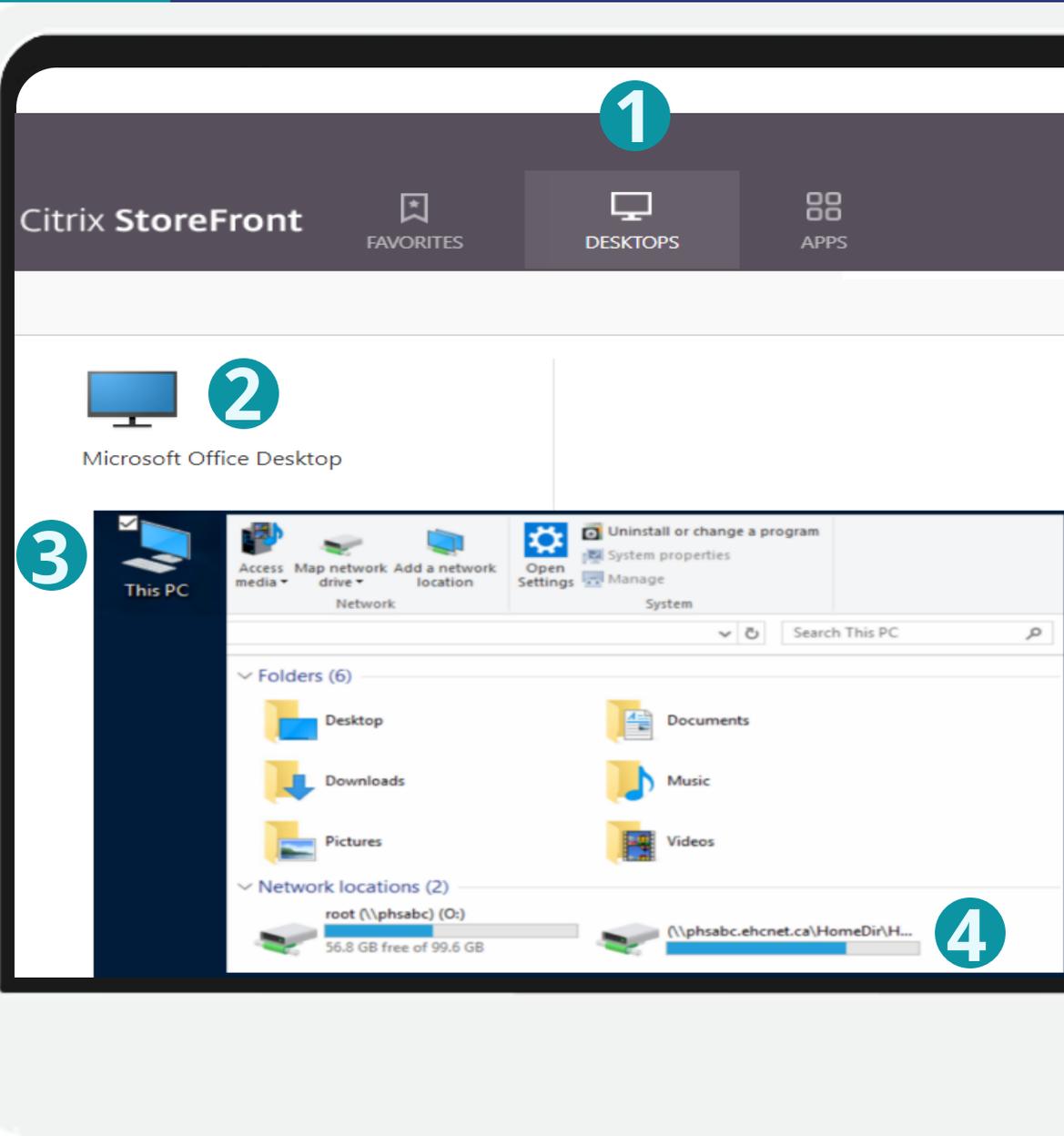
- 1 Enter your **work email address**.
- 2 Enter your **current network password**.
- 3 Click **Log On**.
- 4 On your mobile device, tap the **Approve** option that pops up.

Note: to learn more about remote access, open **Remote Access User Guide** below the *Log On* button.



5

ACCESSING YOUR PERSONAL FILES



1 Select the **Desktops** option.

2 Double click on a **Microsoft Office Desktop (MOD)** icon.

Note: MOD 2016 is recommended (if available).

3 Once the MOD opens, click the **This PC** icon for MOD.

4 Double click on your personal drive to access your files.

Note: you will not have access to shared network drives or shortcuts on your work desktop. **Click here** to learn how to map your shared network drives (this link is only available on the network).



For urgent requests, please call the Service Desk.

VCH 604-875-4334
PHC 604-806-9333
PHSA 604-675-4299

For non-urgent requests, please email the Service Desk.

VCH servicedesk@vch.ca
PHC servicedesk@vch.ca
PHSA servicedesk@phsa.ca