

## Remote Access (VPN) for Employees to Work Offsite UF Health Jacksonville Guidelines

### Important Message

All requests must be approved by the department's vice president/chair, who will send a list of names and usernames (what you login to your computer with every day) to [iam@jax.ufl.edu](mailto:iam@jax.ufl.edu). These requests will be treated as high priority and completed as quickly as possible.

Confirmation will be sent to the requesting vice president/department chair and instructions will be sent to the individuals once access has been granted.

**Only requests submitted by the vice president/chair will be processed.**

### General Questions

#### How do I reach IT Services with general questions?

Please read these FAQs first. If your question isn't covered, you have several options:

- **Online Self Service:** you can place a ticket online to have your question answered.
  - **While at work**, visit the [UF Health Bridge intranet portal \(Bridge.UFHealth.org\)](https://bridge.ufhealth.org), hover over "Employee Services" and you'll see the orange "IT Help" link on the right. You can also visit the IT Self Service Portal directly at [ithelp.ahc.ufl.edu](https://ithelp.ahc.ufl.edu)
  - **When offsite**, visit <https://myvpn.ufhealthjax.org> and login, then click "UF Health IT Help Desk" link.
- **Over the phone:** Call the UF Health IT at 904-244-7828.

### Remote Access

**Note:** Faculty and staff are asked to follow employer work rules and guidelines regarding remote work, aka telecommuting. If you have an essential role during an emergency response situation, or you're otherwise approved by your management team to work remotely, please work with IT Services to identify the best way to support your secure access to UF Health resources. If you think you/your team will need to access Outlook, applications and work tools remotely, please prepare in advance.

### **What options do I have for Remote Access?**

Depending on your specific job duties, you may need access to only EPIC Hyperspace and Email, or your full work desktop. For Hyperspace and email, you can use those services by clicking on the links below. **VPN access is not required for EPIC and email.**

- EPIC: <https://mycitrix.shands.org>
- Email: <https://mail.ufandshandsjax.org>

*If you need access to your full work desktop, please get with your VP/Dept. Chair to request VPN permissions from IT. Your VP/Dept. Chair will need your windows login/username to request access. They should send that information to [iam@jax.ufl.edu](mailto:iam@jax.ufl.edu).*

### **How can I access my tools via the VPN portal?**

The Virtual Private Network, or VPN, portal, is the quickest way to connect users to their approved work tools, applications and network files. This secure VPN portal requires log-on with your UF Health user ID and password.

#### **What you can access via the VPN portal:**

- **Links:** You will find links to web-based tools including the Bridge intranet portal, PeopleSoft Self Service, Financials and Supply Chain, and many other web-based applications.

#### **How to access the VPN portal:**

Go directly to <https://myvpn.ufhealthjax.org>

### **How can I install the GlobalProtect VPN client on my home computer for Remote Desktop access?**

See the section titled “Installing the GlobalProtect VPN Client.”

### **How do I connect to my work PC using Remote Desktop on Windows?**

Follow instructions for installing the GlobalProtect VPN client, then see the section titled “Connect to a work PC using Remote Desktop (Windows.)”

### **How can I get set up with “Remote Desktop” access?**

*The instructions below apply all Jacksonville based faculty, residents, and staff who rely on UF Health IT support. All others can contact their local IT support for assistance.*

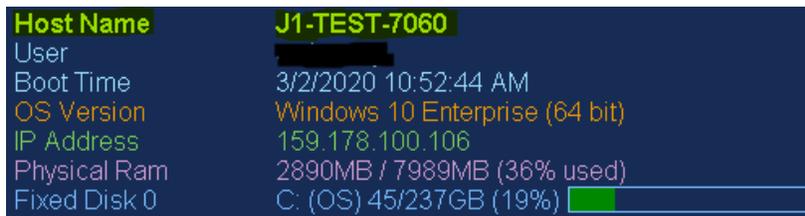
IT Services can help you establish a Remote Desktop connection to your primary work desktop, using your work-issued or personal computer. This is helpful as you can access your primary tools like Outlook, applications, and network files as if you were sitting at your desk.

**What you need to know:**

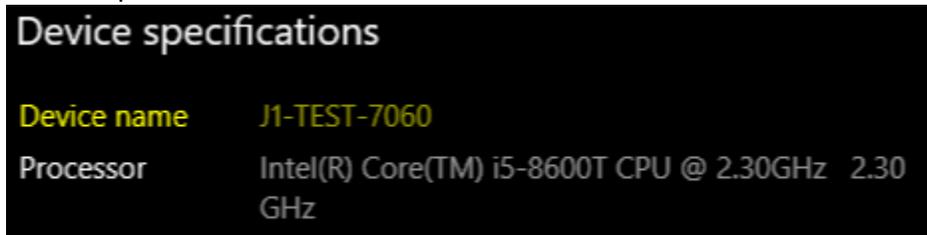
- All VPN/Remote Desktop access must come to IT from your VP or Dept. Chair.
- You will need to know the name of your work computer. **(See question “How do I find the name of my work computer?” below)**
- Your primary computer workstation must stay on (and locked). You will connect from your other device via the VPN and select your primary workstation. Please be sure you know your primary computer workstation’s IT-issued name.

**How do I find the name of my work computer?**

Most UF Health Jax machines will have this information in the top right corner. The computer name is listed under **Host Name**.



If these details are not available, you can also use **Windows Search** and type “**About your PC.**” The computer name will be listed under **Device Name**.



## Telehealth

**How is UF Health adapting telehealth?**

Telehealth is the use of electronic communications to offer or receive health care services.

- UF Health IT Services supports online technologies to certain UF Health providers who offer patients convenient, remote access to care.
- We are working with the College of Medicine – Jacksonville, UF Health Jacksonville Physicians and UF Health Jacksonville to identify ways to expand these services now and in the future. This will help us extend care during prolonged challenges like the COVID-19 situation we’re responding to now.

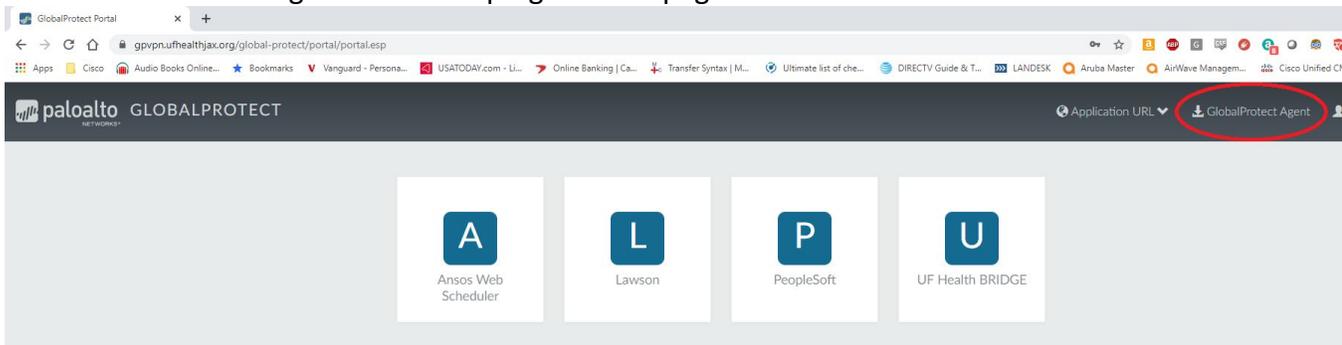
## Installing the GlobalProtect VPN Client

To install the GlobalProtect VPN Client on your home computer:

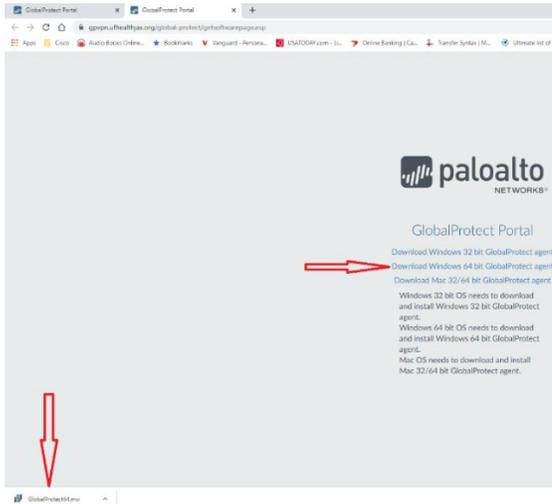
1. Open up a web browser and go to <https://myvpn.ufhealthjax.org/>
2. At the login screen, enter your Windows username and password



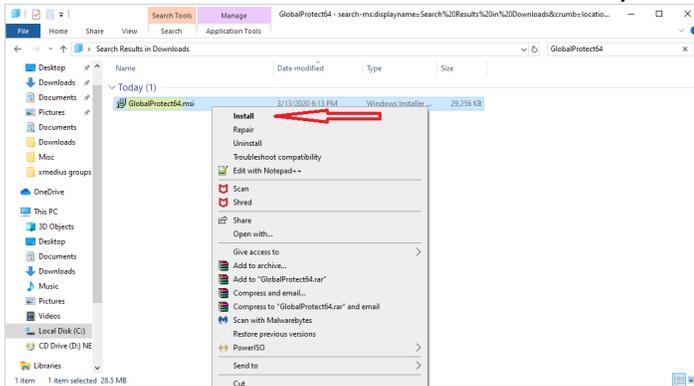
3. Click “GlobalProtect Agent” on the top right of the page to download the VPN Client



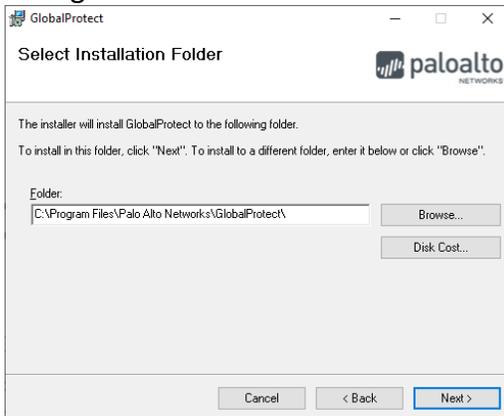
4. At this screen choose the appropriate install file for your computer (most modern PCs are 64 bit)



5. Run the file from the browser or find the file in your computer and run it



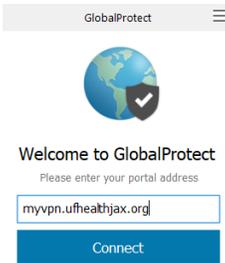
6. Change the installation folder if needed but most users should be fine with the default



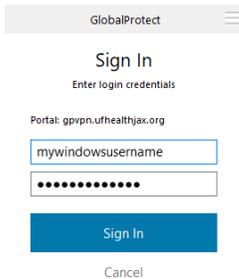
7. After installation, the client should automatically show up in the system tray on the bottom right of your desktop. You may need to hit the ^ near the time to show all icons. Click the grey globe in the tray.



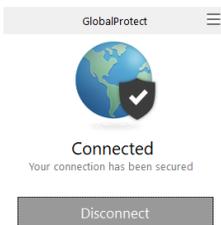
8. In the “portal address” field type myvpn.ufhealthjax.org and hit “Connect”. This points the client to our firewall.



9. From here you will type in your windows username and password and click “Sign In”. This authenticates you to the UF Health network



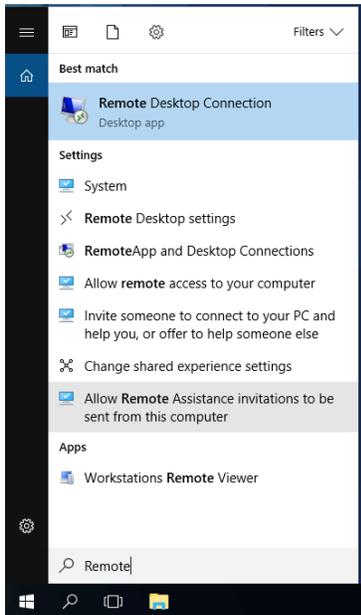
10. If all goes well, you should see this screen which indicates your computer is authenticated and connected to the UF Health Jacksonville network. You should be able to access all resources as if you were at the office.



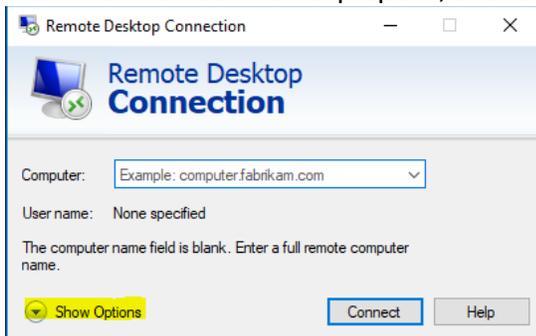
## Connect to a work PC using Remote Desktop (Windows)

- **You must be connected via the GlobalProtect VPN client.**

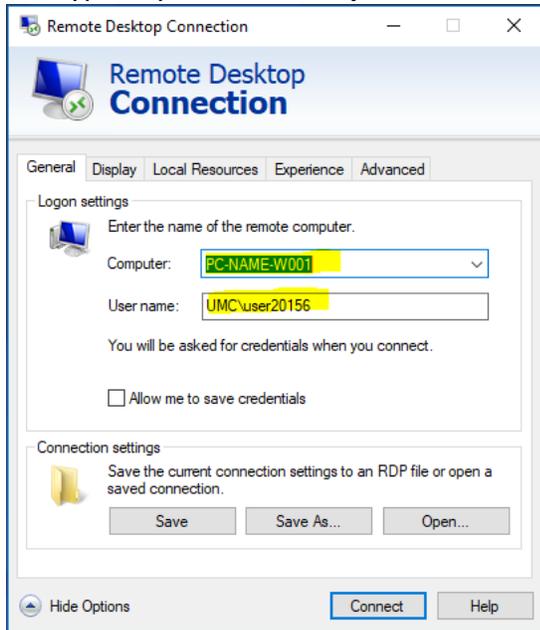
1. Start the Remote Desktop client by opening Search and typing in “Remote.”



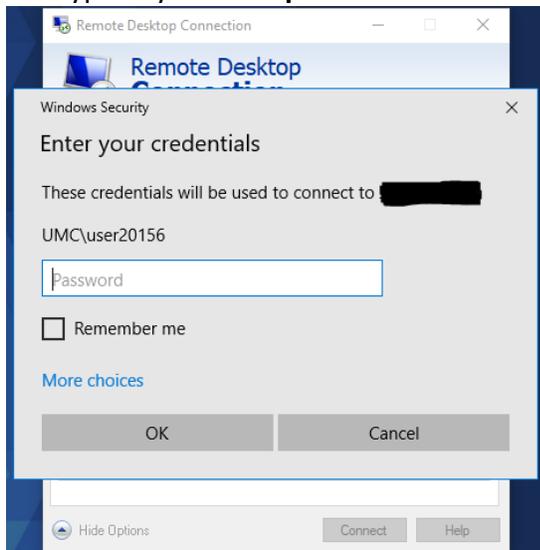
2. When Remote Desktop opens, client on **Show Options**.



3. Type in your work **computer** and **umc\username**, then click **connect**.



4. Type in your **umc password**.



5. You may receive this message while connecting. Confirm the **Remote Computer** name is correct. Then click **Connect**.



6. You may receive this message while connecting. Confirm the **Remote Computer** name is correct. Then click **Yes**. You may also check "Don't ask me again for connections to this computer."



7. Remote Desktop will now connect to your work PC.