FMC REMOTE ACCESS INSTRUCTIONS

2018

INFORMATION NEEDED FOR SETUP:
1. Your FMC network username and password
2. The password that allows you to download apps on your smart device

THERE ARE TWO STEPS IN THE CITRIX INSTALLATION PROCESS:
1. Installing the Imprivata ID on your apple or android device. There is not a desktop client available.
2. Installing the Citrix Receiver

SETTING UP IMPRIVATA ID ON YOUR SMART DEVICE
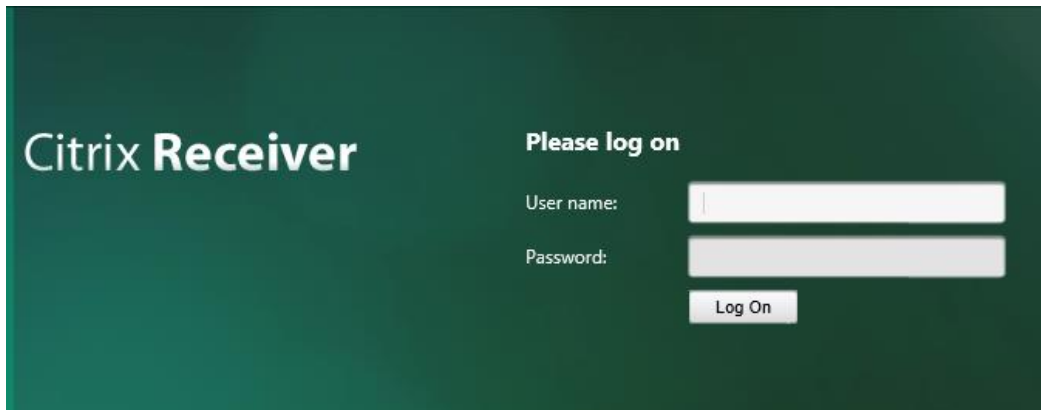1. Download the Imprivata ID app on your smart device

    Compatible with Apple (App Store) and Android (Google Play Store)

    Search for Imprivata ID, Download the app, ALLOW ALL PROMPTS for Notifications, Location, Bluetooth

2. Enroll the Smart Device upon first login

    Once you have downloaded the Imprivata App on your smart device, you will need to register the app with FMC as a second form of identification.

    Click or browse to the following link to access the FMC Remote Access portal login page. **You will log in using your FMC network username and password and click Log On.   Https://myfmc.fmchealth.org/**

Click Enroll Imprivata ID

Imprivata ID™

To protect your account, we are introducing **Imprivata ID**, a smartphone application.

Imprivata ID allows you to verify your identity by simply approving a notification on your smartphone.

Setup time:
2 minutes

What you need:
This computer and your smartphone

[Enroll Imprivata ID]

Enroll another method

Log out

i imprivata

Enter the Serial Number and Token Code and Click Submit

Imprivata ID™

1. Install and open the **Imprivata ID** app on your smartphone.

2. Allow **Notifications**, **Location Services**, and **Bluetooth Access** in the app.

3. Locate the enroll codes and enter below.

[   ]

[Token Code (e.g. 123456)   ]

[Submit]

Back

Log out

i imprivata

This part is complete

✅ Imprivata ID is enrolled

The next time you access your network...

Enter your usual credentials

[Got it]

Log out

i imprivata

Optional: You can enroll a SMS code as a backup. Click Enroll and follow the prompt.

Establish a backup method

Even though the Imprivata ID app is the preferred login method, we recommend setting up **SMS code** as a backup.

SMS code allows you to verify your identity by entering a one-time code delivered to your mobile phone via a text message (SMS).

🕐 **Setup time:**
1 minute

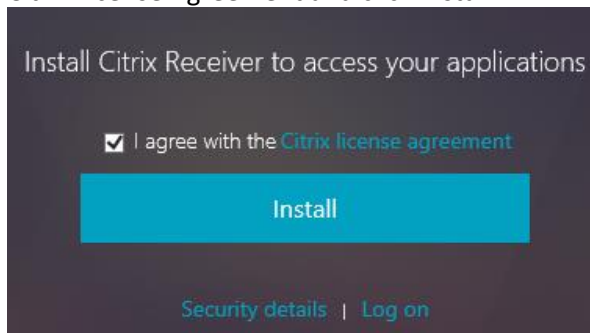💻 **What you need:**
This computer and your mobile phone

Enroll SMS code
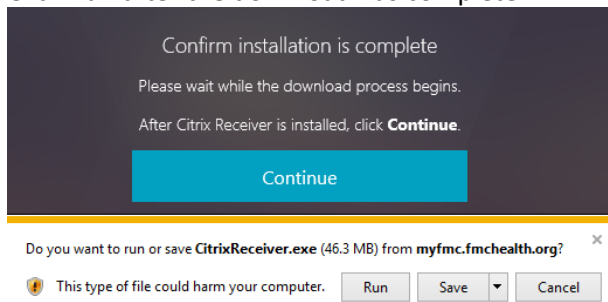
Do this later

Log out

ṁ imprivata·

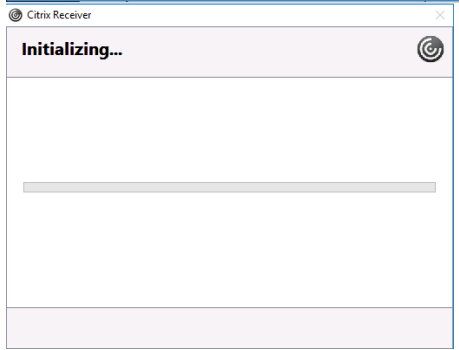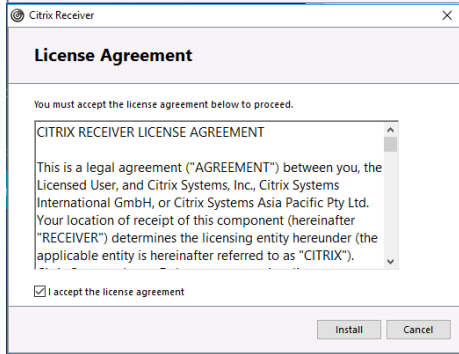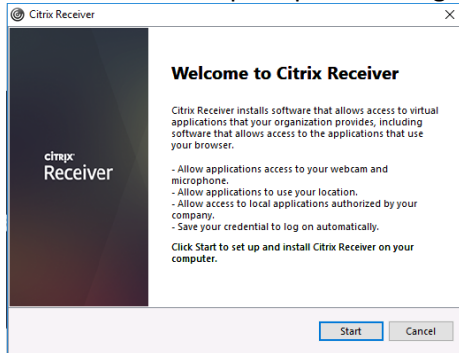## INSTALLING THE CITRIX RECEIVER FOR THE FIRST TIME

After you finish logging in, you will be prompted to install the Citrix Receiver. Check the box to agree with the Citrix License Agreement and click Install.
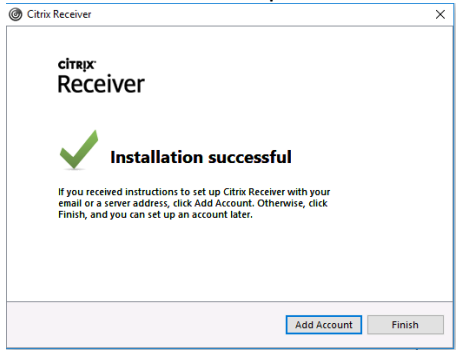
Install Citrix Receiver to access your applications

☑ I agree with the Citrix license agreement

Install

Security details | Log on

Click Run after the download has complete

Confirm installation is complete

Please wait while the download process begins.

After Citrix Receiver is installed, click **Continue**.

Continue

Do you want to run or save **CitrixReceiver.exe** (46.3 MB) from **myfmc.fmchealth.org**?

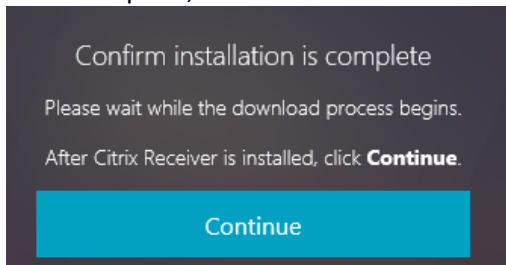⚠ This type of file could harm your computer.   Run   Save ▼   Cancel

Follow the default prompts to during the installation process

Click Finish when complete

Once complete, click the **Continue** Button to access the applications
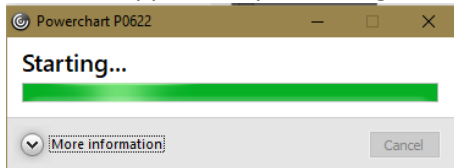
LAUNCHING APPLICATIONS

Under the Apps Tab at the top of the screen, Click on the application you wish to launch by clicking on the icon, or on details link and then the open button.
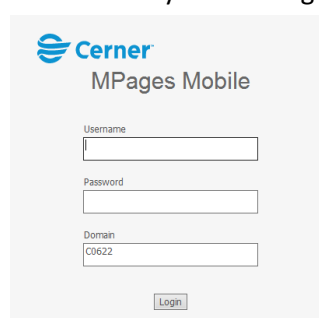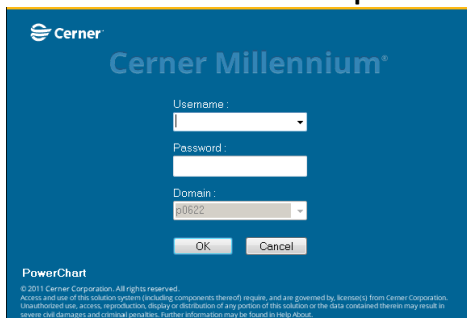

***You can **Add To Favorites** for quicker access upon login.

Once the app starts, you will login, unless your account is set up for Single Sign on.

Use the same **username** and **password** that you used to initially used to login.

After launching an application, you may see the follow pop up. Click **Permit Use**

If you need assistance, please contact the FMC Help Desk at 740-687-8070