

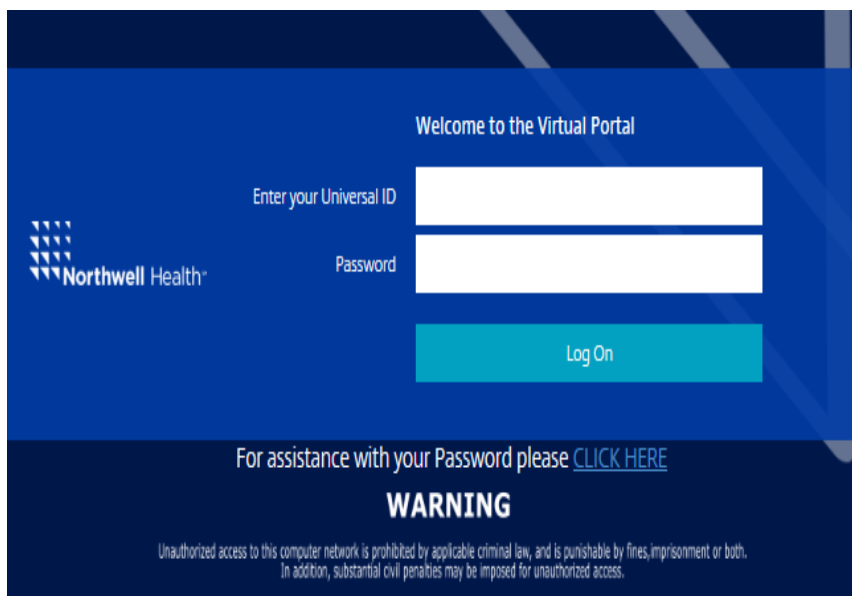


myRemoteAccess Logging In (web-based)

NOTE: myRemoteAccess will not work on the Northwell Health secure network

Before using myRemoteAccess for the first time, please ensure you have set up your One Time Password preferences.

- 1) Ensure you are **NOT** on the Northwell Health secure network
- 2) Type the following URL into the browser:
<https://vportal.northwell.edu/>
 Log-in with your Universal ID and Password. If prompted, enter your One Time Password (OTP).
- 3) You will pass directly to the Northwell [myWebLinks/myApps](#) page (see page 2)



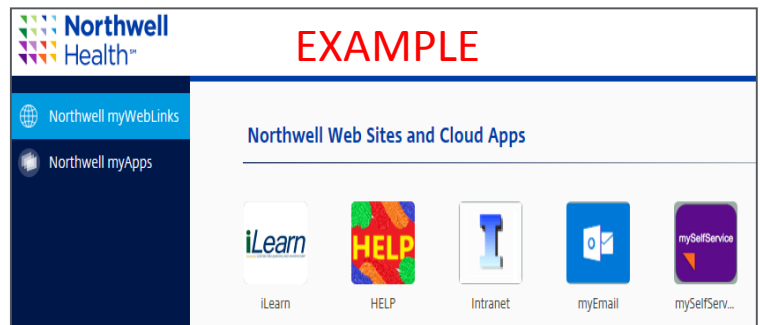


myRemoteAccess

Accessing Files/Applications

Northwell myWebLinks

Under **Northwell myWebLinks**, you can access popular internal Northwell websites (e.g., iLearn, Help, Intranet, myEmail, mySelfService, etc.)

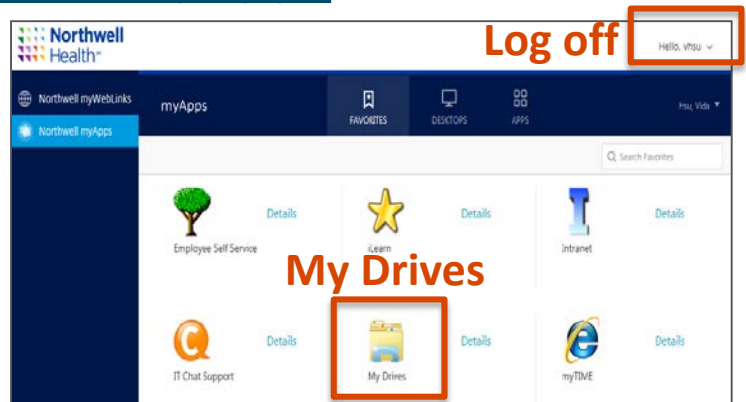


Northwell myApps

Under **Northwell myApps**, you can access any application you are provisioned to use. Click any application to launch.

To access your network drives, click the "My Drives" icon.

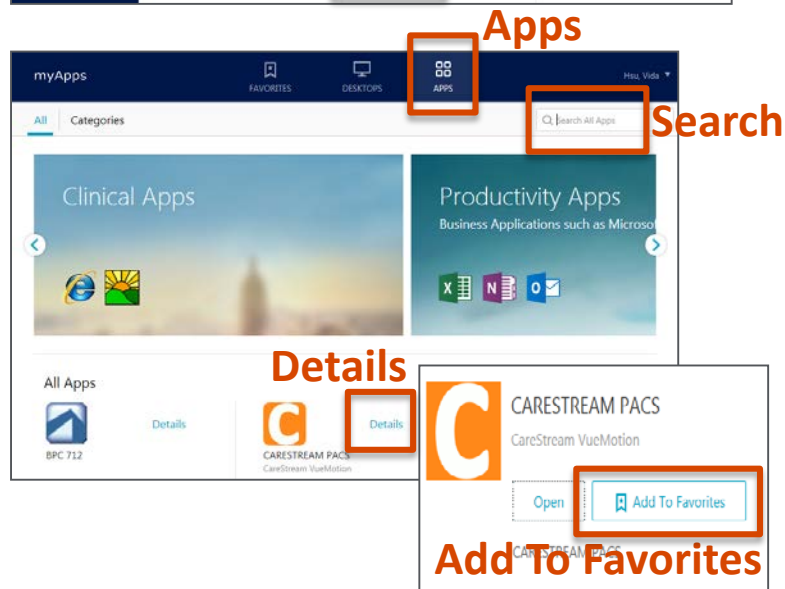
NOTE: Remember to log off upon completion of your session.



To add an application to your Favorites, click:

1. Apps
2. Details
3. Add To Favorites

If the desired application is not shown, type the name in the "Search All Apps" box to locate.





myRemoteAccess

Frequently Asked Questions

WHAT ARE THE MINIMUM REQUIREMENTS TO ACCESS MYREMOTEACCESS?

Windows PC

- **Operating System:** Windows 7 or higher
- **Web Browser:** IE 10 or higher, newest version of Chrome or Firefox
- **Citrix Receiver:** Version 4.5, available via this link: <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows/receiver-for-windows-45.html>

Macintosh

- **Operating System:** OSX El Capitan or higher
- **Web Browser:** Newest version of Safari, Chrome, or Firefox
- **Citrix Receiver:** Version 12.6, available via this link: <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-mac/receiver-for-mac-126.html>

iPad

- **Operating System:** iOS 9 or higher
- **Citrix Receiver:** Most current version from the App Store

Android Tablet

- **Operating System:** Android Marshmallow or higher
- **Citrix Receiver:** Most current version from Google Play

Mobile Devices

- **Citrix Receiver:** Most current version from the App Store or Google Play

NOTE:

Northwell-issued devices/laptops/desktops should already meet the minimum requirements.

CAN I STILL ACCESS THE REMOTE ACCESS PORTAL?

The Remote Access Portal (RAP) will be accessible for a limited amount of time so it is important that you are familiar with how to use the myRemoteAccess.

WHAT SHOULD I DO WITH MY REMOTE ACCESS PORTAL TOKEN(S)?

The RSA soft token application can be removed from your mobile device and the RSA hard token can be disposed of in the trash. However, it is highly recommended that you keep the tokens until RAP has been permanently disabled.

CAN I SAVE FILES TO MY LOCAL PC FROM WITHIN MYREMOTEACCESS?

Due to security concerns, you are not able to move files between your local PC and myRemoteAccess. If you need this feature, please obtain permission from your manager and contact the IS Service Desk for access.

For assistance with myRemoteAccess:

1) Chat

Live  support via <https://chat.northwell.edu/>

2) Call

Northwell Service Desk
(718, 516, 631) 470-7272