Baptist Health

Introducing Pineapple Workspace Access (PWA):
Unlock a New and Dynamic Portal
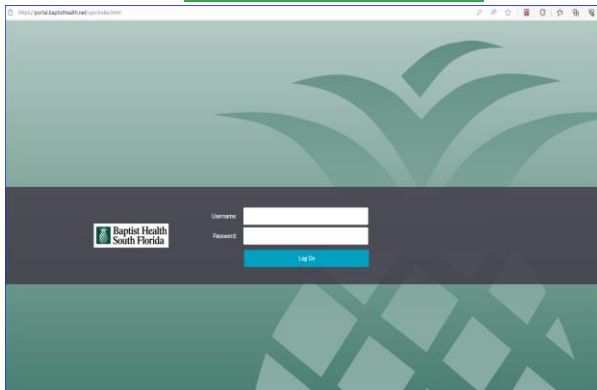# from Non-Baptist Health Hardware (External)

What's New?

The current remote access portal (portal.baptisthealth.net) is being phased out.

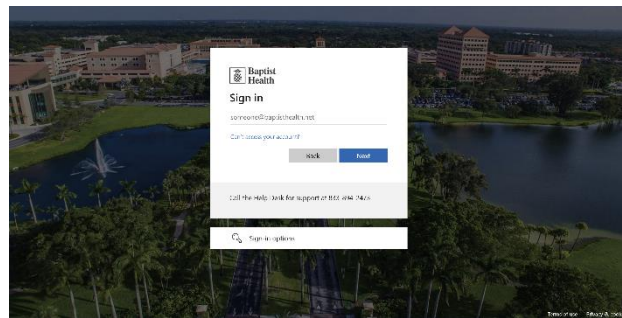**Experience an all-new portal at workspace.baptisthealth.net**

Be sure to save it to your favorites! This link will provide you with a new method to access Baptist Health remotely, presenting a desktop image that closely matches what you see in our facilities. Utilize your Baptist Health AD credentials to log in.

The new workspace offers heightened security while still providing access to essential applications.

Old: portal.baptisthealth.net

New: workspace.baptisthealth.net

How Do I Access?

To access the new portal, follow these steps:

1. **Install** the new app, VMWare Horizon Client – see **page 3** of this document for installation instructions. Please note, you will not have access to the new workspace unless the installation is successful.
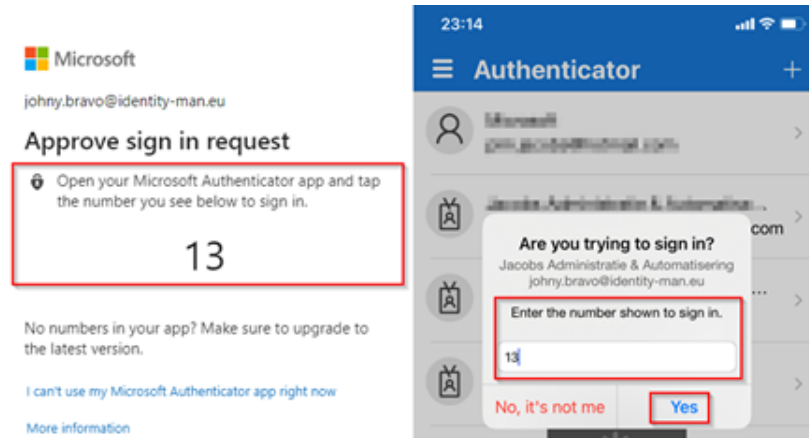
   Important to note: While VMWare Horizon Client software is required for Pineapple Workspace Access functionality, do not uninstall the Citrix application as it will continue to be required for access to a few applications.

2. After installation, **visit** workspace.baptisthealth.net.
3. You will be asked to **authenticate** and insert your Azure MFA (Multi-Factor Authentication) credentials.
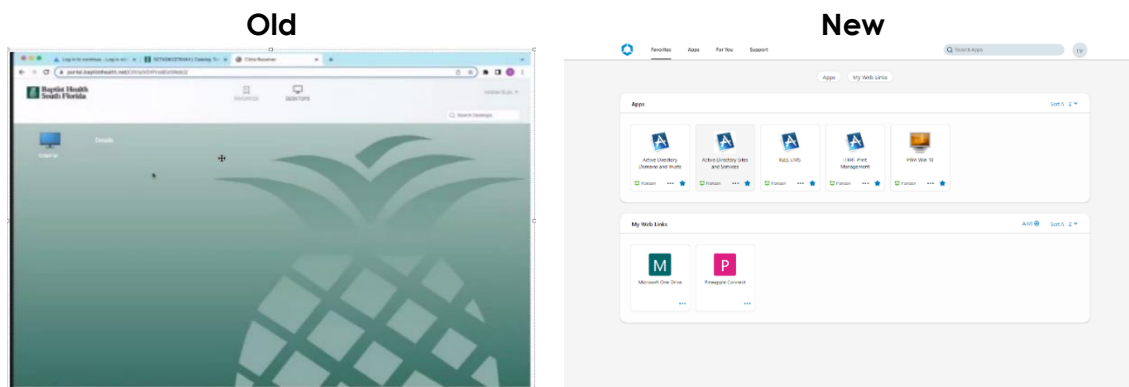
Follow the prompts to **authenticate** on your mobile device. For step-by-step instructions to enroll in Azure MFA Authenticator, see [Azure MFA and SSPR Enrollment Job Aid](#).

Tip: *If you use the Microsoft Authenticator App, enter the number on your screen into the Authenticator App on your phone.*

If you authenticate via phone call, press # when you receive the call.

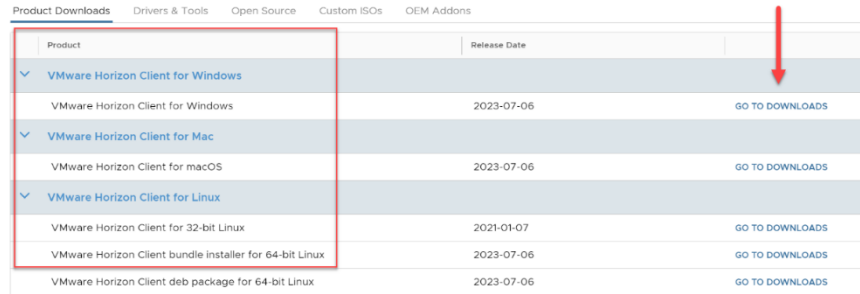4. You will be **granted access** to an External desktop icon as seen below:

Old	New

Where can I get assistance?

Practitioners: Please call the **24/7 Practitioner Support Line** at **833-764-2156**.
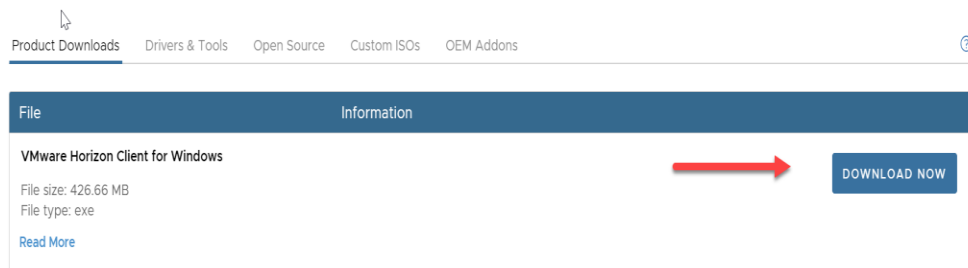**Employees:** Please call the **Help Desk** at **833-894-2473**.

Installing the VMWare Horizon Client

To install the VMWare Horizon Client, click here and follow these steps:
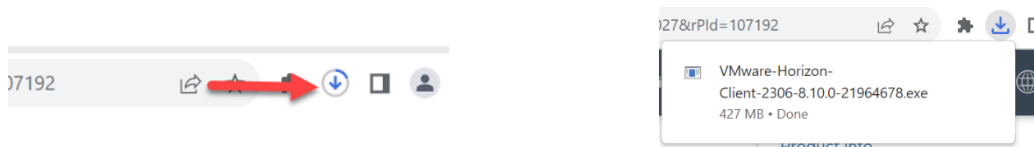
1. You will be redirected to the VMware Horizon Client downloads page and given the option to select an installation file. Select the appropriate installation file based on your current device and Operating System (OS). Then, click on the text that reads, "GO TO DOWNLOADS".
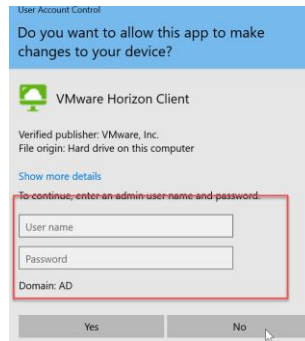

2. Select the blue "Download Now" button on the right-hand side of your screen.

3. Once the download of the installation file is complete, a pop-up message may appear in the right-hand corner of your Internet browser's address bar as pictured below:
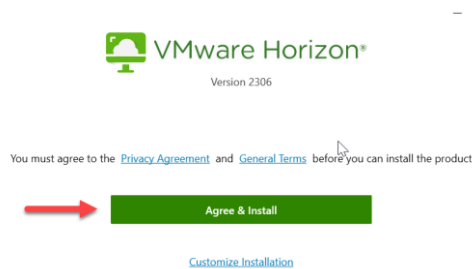

4. Select the pop-up message to open the installation file after download is complete.

5. Once opened, a pop-up window will appear on your screen as pictured below:
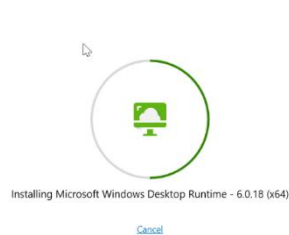
Fill in your device's username and password as prompted, then select the gray "Yes" button located on the lower left-hand side of the menu.
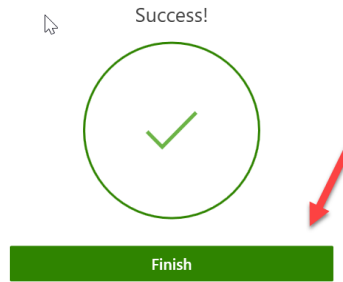
6. Another pop-up menu will appear, stating that you must agree to the Privacy Agreement and General Terms before you can install the product. Select the green "Agree and Install" button.
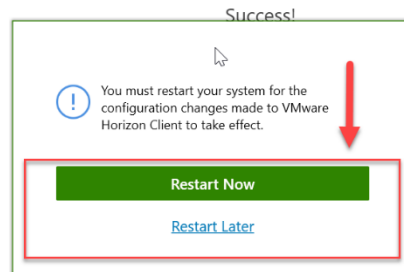

After selecting the green "Agree and Install" button, a circular graphic with the text "Installing Microsoft Windows Desktop Runtime" will populate.

7. Once installed, the text "Success!" will populate above the circular graphic. Click the green "Finish" button below the graphic.

Success!

Finish

8. Another pop-up window will appear, stating that you must restart your system to properly run the application after initial installation. Select the green "Restart Now" button.

Success!

You must restart your system for the configuration changes made to VMware Horizon Client to take effect.

Restart Now

Restart Later

Your computer will then restart, completing the installation.