



# Baptist Health South Florida

## Remote Access setup for New users

First step is to ensure you have Citrix installed on your computer. If you do not have it, follow the simple steps below.

### Citrix Workspace



For Windows computer simply open the Microsoft Store, search for Citrix Workspace, install the app and reboot the computer.



For Mac computers, Google search "Citrix Workspace for Mac", open the website, download file, install and reboot the computer

After installing Citrix, you must reboot your computer to continue.

## Multi-Factor Authentication

<https://aka.ms/mfasetup>

Next step would be to enroll to Microsoft Azure Multi Factor Authentication (Azure MFA). The process is completed in the following steps:



To watch a video of the steps, click here, [Microsoft Azure Enrollment Video](#)

For those without a mobile device, [please access these alternate instructions](#)

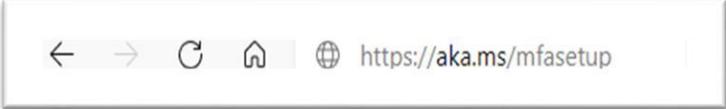
For assistance completing this process, contact the help desk at **833-894-2473**



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## Sign in

Follow these steps using a computer.

| Instructions   | Description  |
|--|--|
| 1. Open a browser and type <a href="https://aka.ms/mfasetup">https://aka.ms/mfasetup</a>   |    |
| 2. When prompted, sign in with your Baptist email. If you do not have a Baptist email or your email does not work, use your username in the form of <a href="mailto:username@baptisthealth.net">username@baptisthealth.net</a> . Then enter your AD/Cerner password. |   |
| 3. On this prompt, click <b>Next</b>   |  |

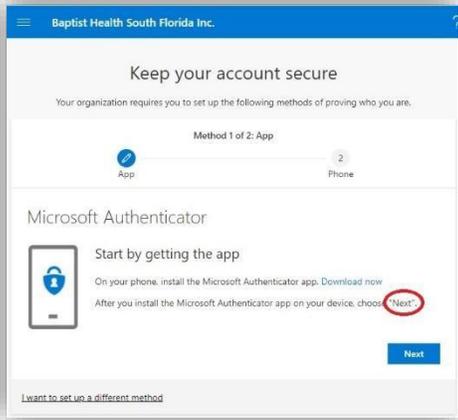


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## Setup Authenticator App

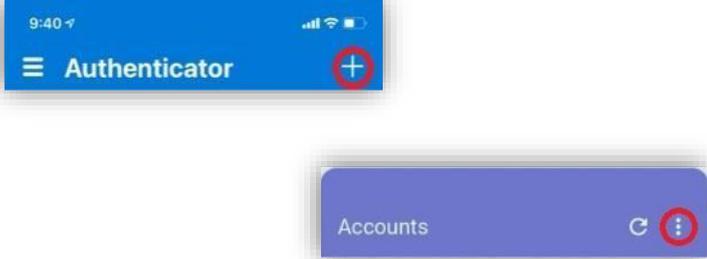
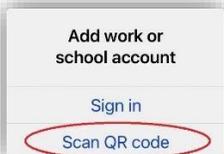
The first step is to download the Microsoft Authenticator application onto your mobile device.

**NOTE:** if you have the Microsoft Authenticator App on your mobile device, skip to step 5

| Instructions  | Description  |
|---|--|
| <p>4. On your mobile device, install the Microsoft Authenticator APP from the Apple App Store or the Google Store depending on your mobile device type.</p> |     |
| <p>5. After you install the Microsoft Authenticator App on your mobile device, Go back to the computer and from your computer click <b>Next</b></p>         |   |
| <p>6. On the Set up your account prompt, click <b>Next</b></p>  |  |



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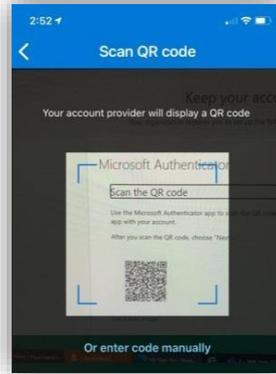
|   |  |
|---|--|
| <p>7. Keep this screen visible on your computer</p> <p>Complete the next step on your mobile device</p>   |    |
| <p>8. On your mobile device, open the Microsoft Authenticator App</p>   |     |
| <p>9. On your mobile device in the Microsoft Authenticator App, Click + (plus) sign in upper corner</p> <p><b>NOTE:</b> If you have an Android device, click the ellipsis (three vertical dots)</p> |   |
| <p>10. On your mobile device in the Microsoft Authenticator App, select <b>Work or School Account</b> then click <b>Scan QR Code</b></p>  |  |
| <p>11. If prompted, click <b>Scan QR Code</b></p> <p>(Do not click Sign in)</p>   |   |



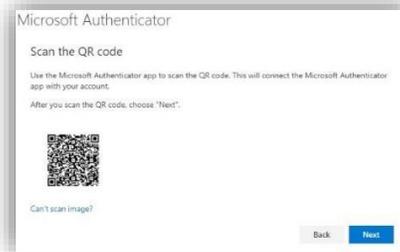
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12. Raise your mobile device so you see the QR code on your computer screen in the Microsoft Authenticator App blue frame

You will see a new entry in the Microsoft Authenticator App.



13. On your computer click **Next**



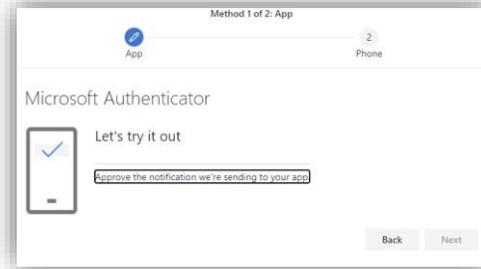


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14. The computer will send a test message to the Microsoft Authenticator App on your mobile device

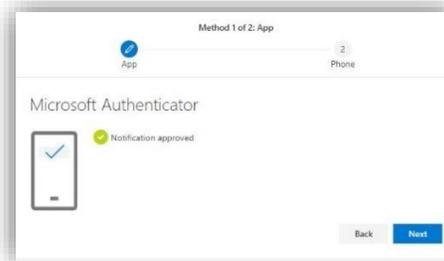
click **Approve** on your mobile device in the Microsoft Authenticator App

You may see a confirmation:



15. On your computer, the Notification Approved message confirms you have setup the Microsoft Authenticator App

Click **Next**

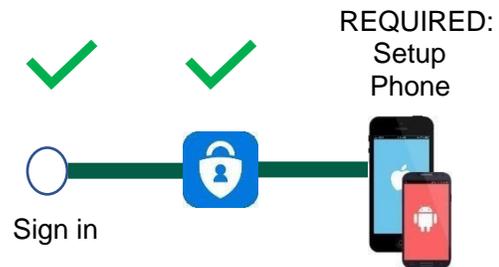




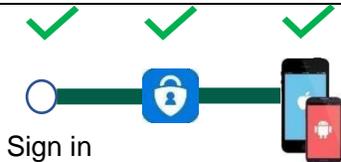
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## Setup Phone Call

You are almost complete! Now to setup the phone call.



|  |   |
|--|---|
| <p>16. Enter your phone number (only numbers needed)</p> <p>17. Click <b>Next</b></p> <p><b>NOTE:</b> The phone number must be a direct number without an extension.</p> |   |
| <p>20. On your mobile device, press #</p>  | <p>When your phone rings, listen to the instructions and <b>press the pound key</b></p> |
| <p>21. The Success screen confirms you setup the phone authentication method</p> <p>Click <b>Next</b></p>  |   |



Congratulations! You are fully enrolled.



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## Signing into the Baptist Portal

Now that you have completed your authenticator setup, click here to sign on to the portal <https://portal.baptisthealth.net>

Enter the same username / password you currently use.

\*\*Don't forget to complete the authenticator process on your phone. \*\*

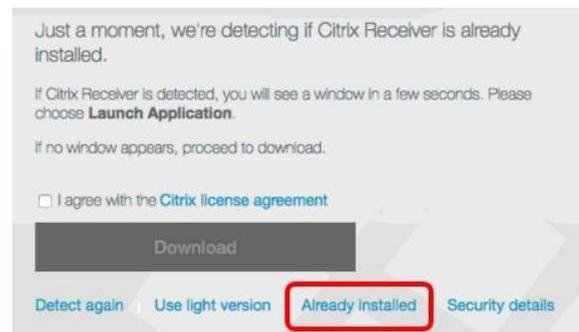
Username : Your username

Password : Your password

Log On

If you get a pop-up window asking you to update Citrix, simply do the following:

- Click on “Detect Receiver”
- Click on “Already Installed” on the next pop-up window.





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This is the new page displaying all the apps.

\*Helpful Hint: Add your frequently used apps to your favorites for easy access\*

- Search for the app
- Click on Details
- Click on “Add to favorites”

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FAVORITES APPS Jennifer Arrindell

All Categories  Useful tool

Microsoft Office Cerner

All Apps

AccessHIM P574 Details

Accounts Receivable P574 CRP Details

ApotheCare MTM P574 CRP Details

Details Details Details

Powerchart P574 BHS\_FL

Other

Open Add To Favorites



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After you add all your frequent apps to your “favorites”, your screen will be much easier to navigate.



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For any questions or assistance please reach out to the EHR Sustainment Team at 1-833-764-2156, or email, [DGTEHRSustainment@baptisthealth.net](mailto:DGTEHRSustainment@baptisthealth.net)

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