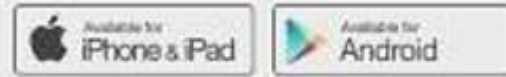

Remote Access, I-Connect and Outlook

June 16, 2023

PingID Installation and Registration Steps

Install App on phone

1. On your phone search PingID in App Store or Google Play store (it will be the first app available)

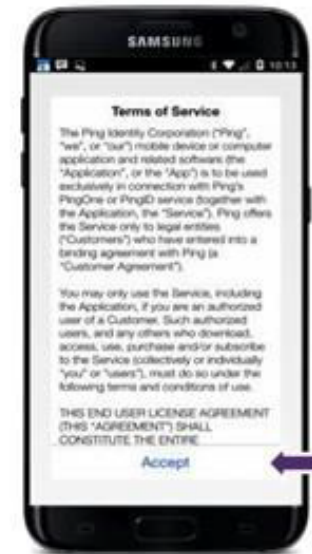


If you do not have an iOS or Android device call the DPS Service Desk at 866-9-NOVANT (1-866-966-8268) for assistance

2. Install & Open PingID App

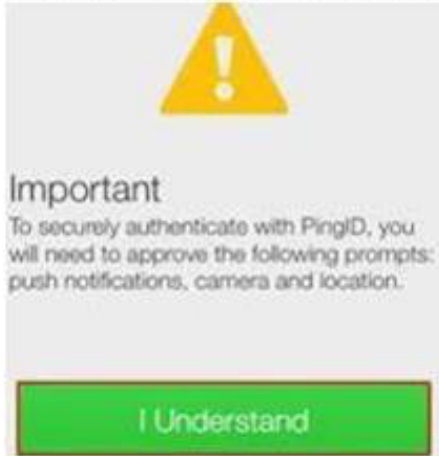


3. Read & click Accept for Terms of Service

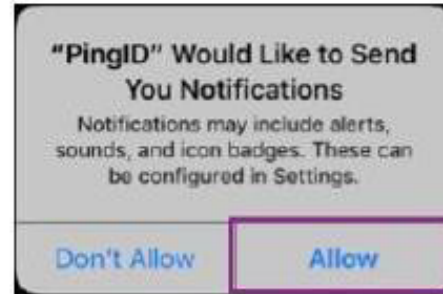


PingID Installation and Registration Steps (continued)

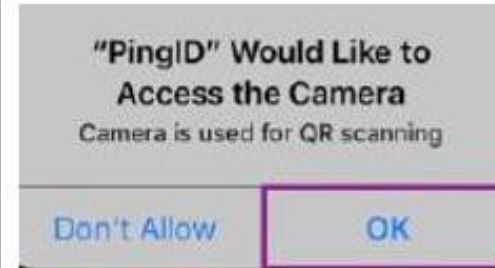
4. Click **I Understand** indicating you will allow push notifications, camera and location for set up



5. Click **Allow** Notifications
**message varies by device

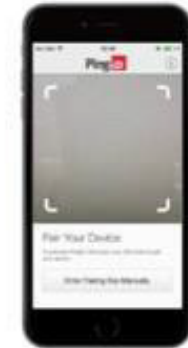


6. Click **Allow** for camera access *if requested*
**message varies by device



If you do not allow you will be required to enter the 15 character pairing key later

7. App Install Complete!



Proceed to step 8 from your desktop/laptop to finish registration

PingID Installation and Registration Steps (continued)

<p>Register from your Desktop/Laptop</p>  <p>You <u>CANNOT</u> register from your mobile device</p>	<p>8. Click the link below to access the PingID Registration page.</p> <p><u>PingID Registration Link</u></p> <p>(Ctrl + Click to follow link)</p> <p><i>Do not close the browser until registration is complete.</i></p>	<p>9. Sign in with your CorpID, click Sign On and then click Start.</p>  	<p>10. Scan QR Code on your screen using your phone</p>  <p><i>If your camera is not enabled or will not scan the QR code enter the <u>15 character pairing key</u></i></p>
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PingID Installation and Registration Steps (continued)

11. Click **allow** for location
**message varies by device

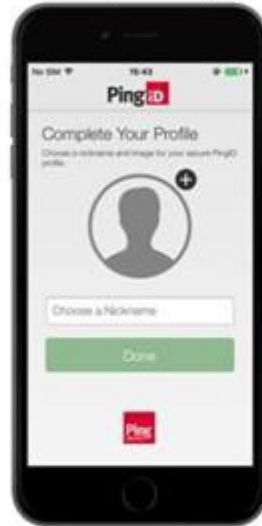
Allow "PingID" to access your location while you are using the app?
Location ensures maximum authentication security

Don't Allow

Allow

Location will only be used to reduce authentication frequency

12. **Enter** nickname (e.g. first name), click **Done** then wait for next prompt



13. On your phone **swipe up** when prompted



If you denied notifications enter the 6 digit code from your phone

14. You have successfully registered for PingID! Be on the lookout for go-live dates in future



communications!

If you denied notifications you will not see this on your phone but you are still registered if you see the success message on your PC.

PingID Registration Successful!

Look for email communications regarding the location that Microsoft Plans to use to PingID

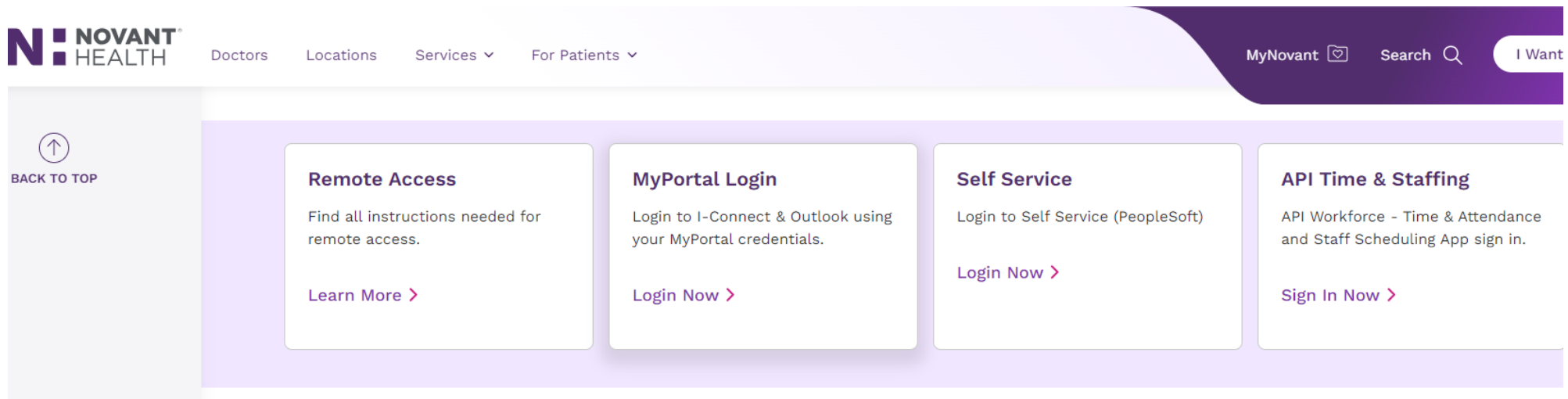
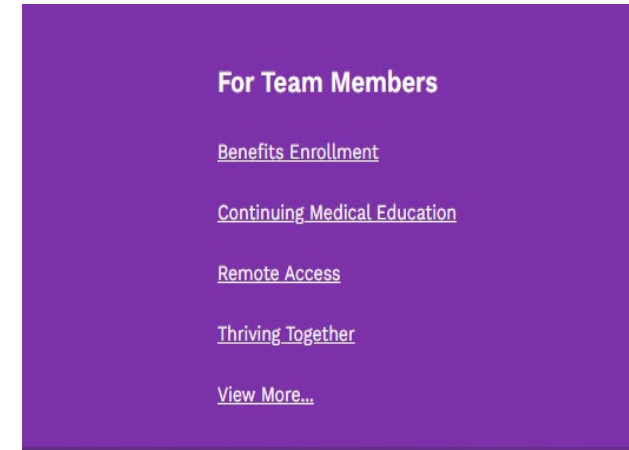
Close the PingID app and browser.

If you have any issues registering, please call the service desk at **1-866-966-8268**

Network Access via Citrix (MyPortal)

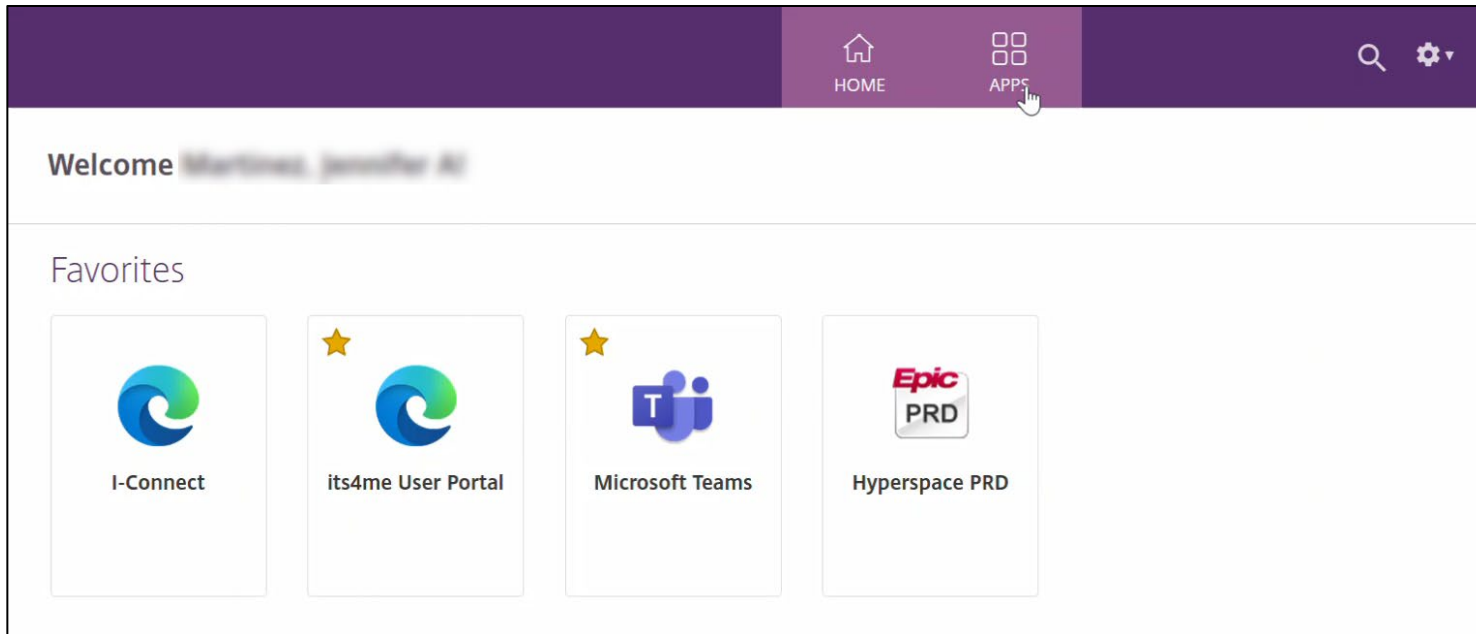
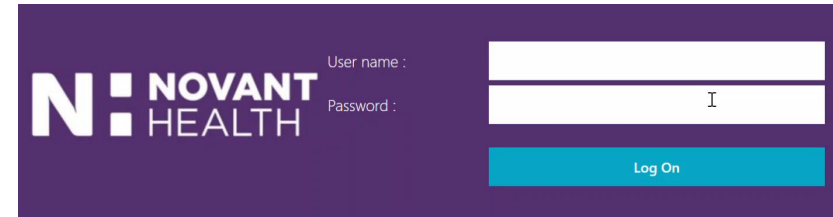
Logging in via Citrix

- In your browser address bar, type **novanthealth.org**
- Scroll to the bottom of the page, and select the **For Team Members** heading. You can also select the **View More...** link at the bottom.
- Scroll to find the **MyPortal Login** box and click to open.



Logging in via Citrix (continued)

- Enter your **Corp ID** and **Password**, and click Log On.
- You will receive a PingID notification on your mobile device. Accept this notification.
- The Citrix window will open.
- **Note:** Depending on the device used, the Citrix window may have some visual differences.

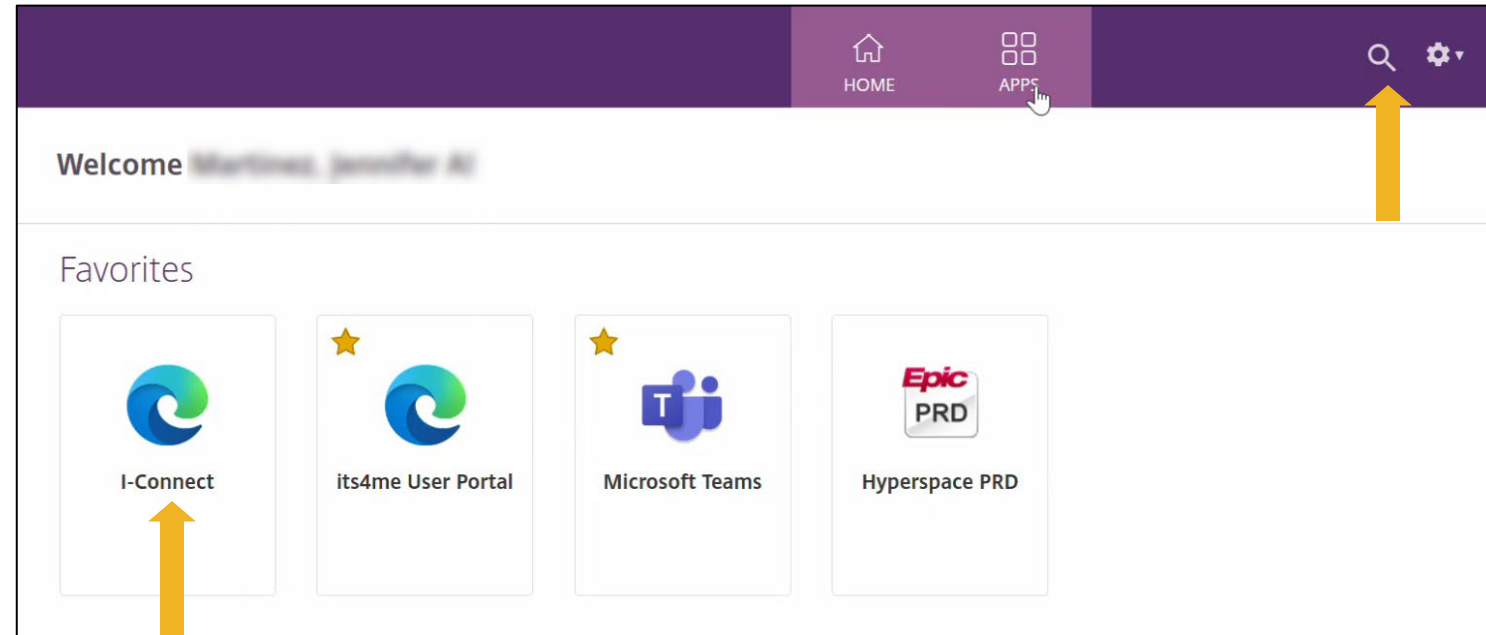


Citrix Dashboard

Citrix Dashboard: I-Connect

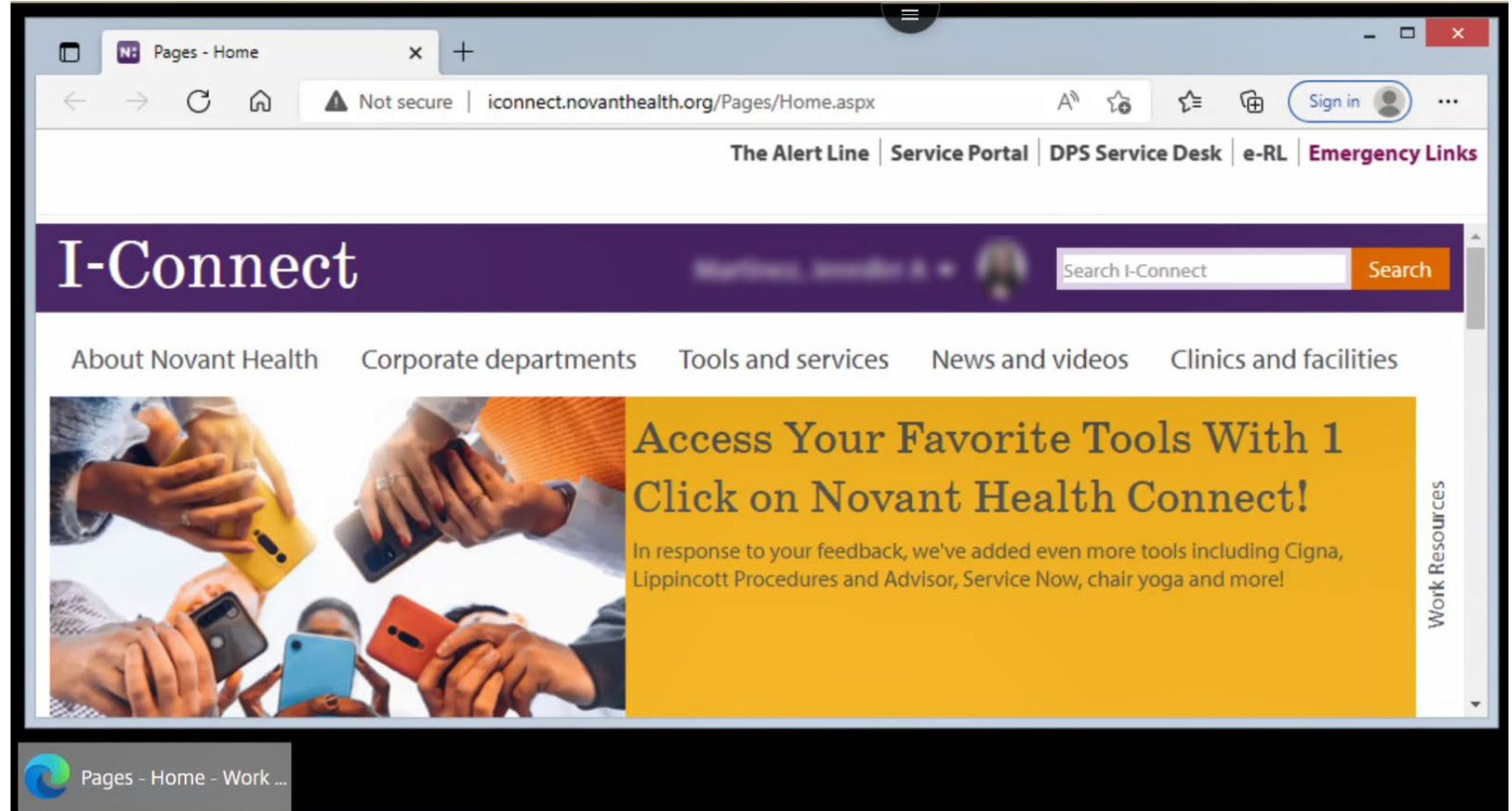
When Citrix opens, you will see this dashboard.

Click I-Connect or search for it using the search function in the top right corner.



I-Connect Through Citrix

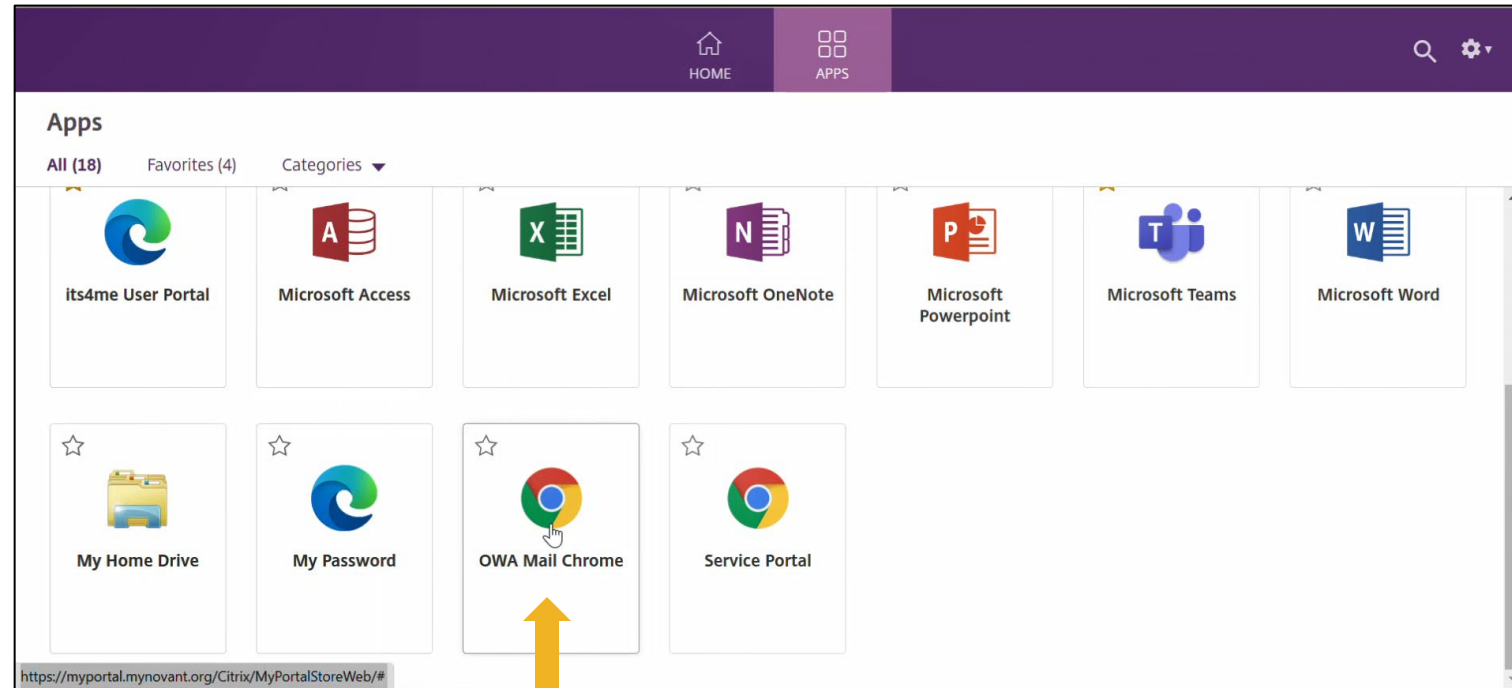
I-Connect will open in a separate tab.



Citrix Dashboard: Outlook Web Mail (OWA)

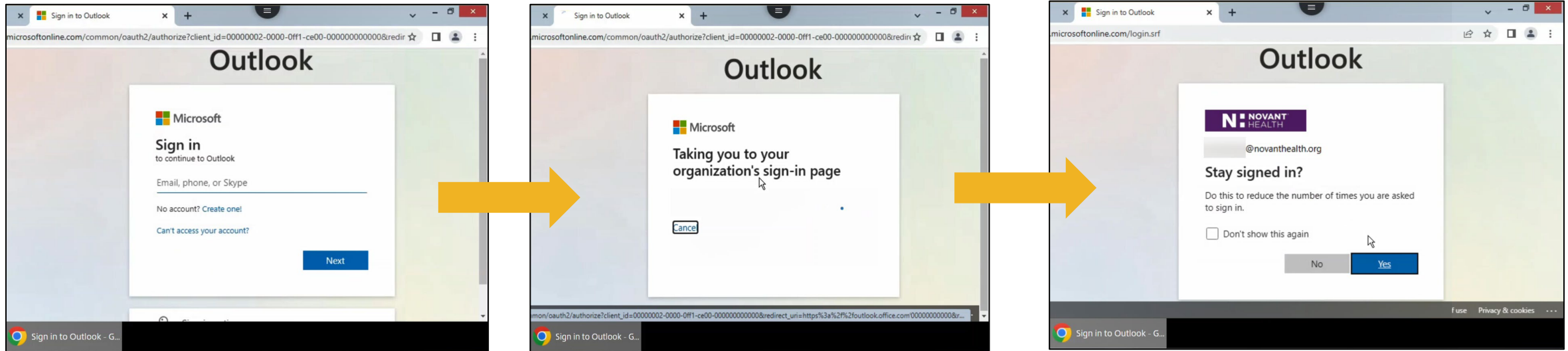
When Citrix opens, you will see this dashboard.

Click OWA Mail or search for it using the search function in the top right corner.



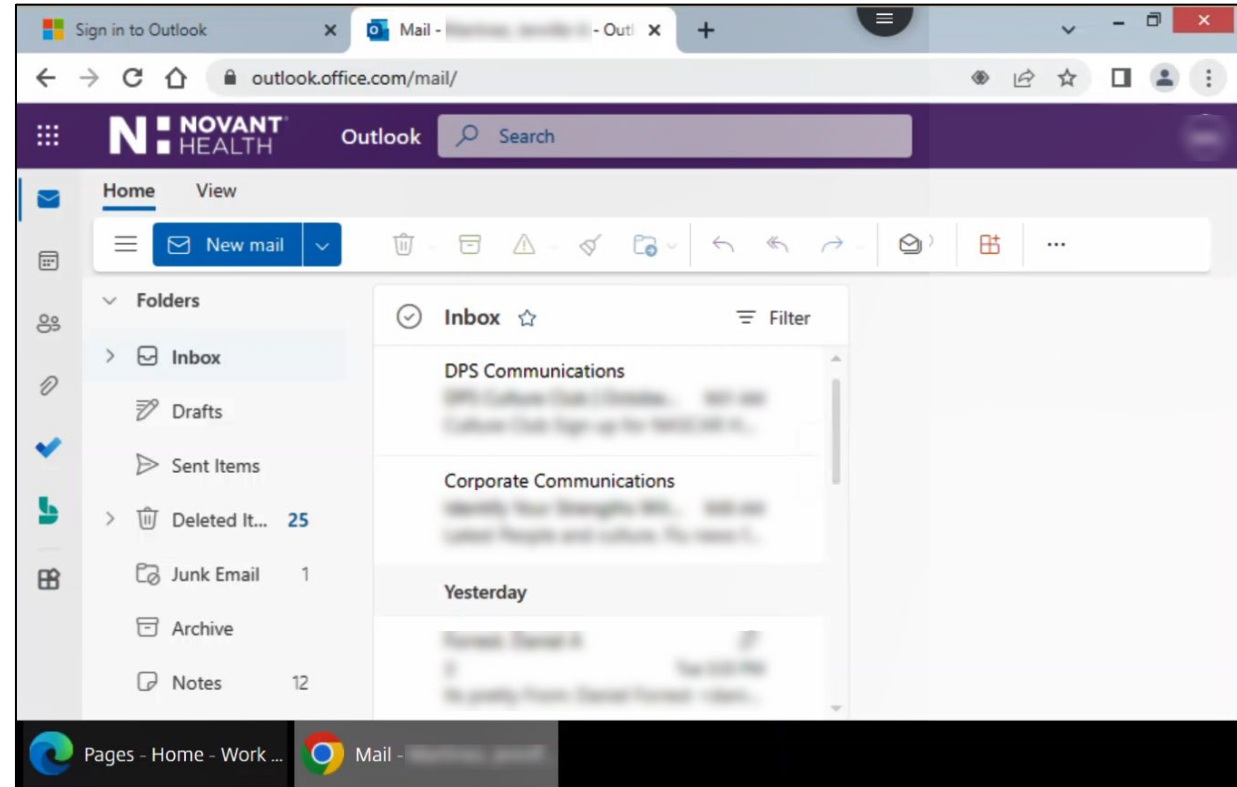
Outlook Through Citrix

A separate tab will open and prompt to log in with your Novant Health email address.



Outlook Through Citrix

Outlook will open in a separate tab.



Contact the Support Desk for
assistance.

866-966-8268