Remote Access, I-Connect and Outlook

Updated April 20, 2020
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)

   ![Available for iPhone & iPad, Available for Android]

   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)

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tr>
<td>4.</td>
<td><strong>Click I Understand</strong> indicating you will allow push notifications, camera, and location for set up.</td>
</tr>
<tr>
<td>5.</td>
<td><strong>Click Allow</strong> Notifications <strong>message varies by device</strong></td>
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<tr>
<td>6.</td>
<td><strong>Click Allow</strong> for camera access <em>if requested</em> <strong>message varies by device</strong></td>
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<tr>
<td>7.</td>
<td><strong>App Install Complete</strong>! Proceed to step 8 from your desktop/laptop to finish registration.</td>
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*Important: To securely authenticate with PingID, you will need to approve the following prompts: push notifications, camera, and location. If you do not allow you will be required to enter the **15 character pairing key** later.*
PingID Installation and Registration Steps (continued)

8. Use your Novant Corp ID (ABC123) and Password to login using the link below:

PingID Registration
(Ctrl + Click to follow link)

Once your browser opens, do not close before registration is complete (Step 14)

9. Click: “I already installed the PingID app”

10. Scan QR Code on your screen using your phone

Finish Pairing PingID
To complete the pairing process, simply open the PingID app on your mobile device and scan the following QR code. You will also manually pair your device using the pairing key below.

If your camera is not enabled or will not scan the QR code, enter the 15 character pairing key
PingID Installation and Registration Steps (continued)

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

   
   ![Location will only be used to reduce authentication frequency]

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

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

13. On your phone swipe up when prompted

   ![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.]

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

   ![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 (My Portal)
Logging in via Citrix

- In your browser address bar, type `novanthealth.org`
- Select **for Employees** at the top right
- Under the Remote Access section, select **I-Connect/Outlook (MyPortal)**

Remote access

- Remote access instructions
- I-Connect/Outlook (MyPortal)
- Self service (PeopleSoft)
- API time & staffing
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.
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 will open in a separate tab.
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 you will be prompted to log in with your Novant Health credentials.
Outlook Through Citrix

Outlook will open in a separate tab.
Thanks!

Contact DPS Learning for more information