



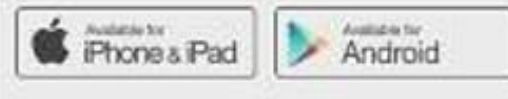
Remote Access, I-Connect and Outlook

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)

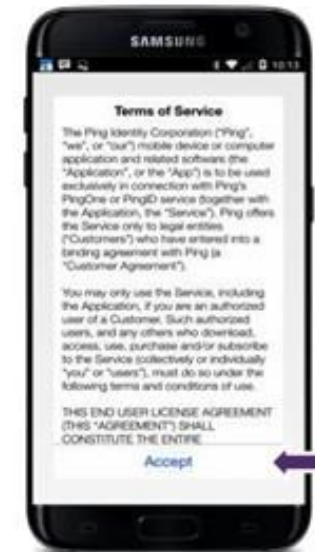


If you do not have an iOS or Android device call the DPS Service Desk at 866-9-NOVANT (1-866-966-8268) for assistance

2. Install & Open PingID App



3. Read & click Accept for Terms of Service

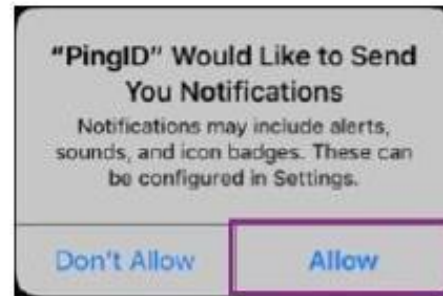


PingID Installation and Registration Steps (continued)

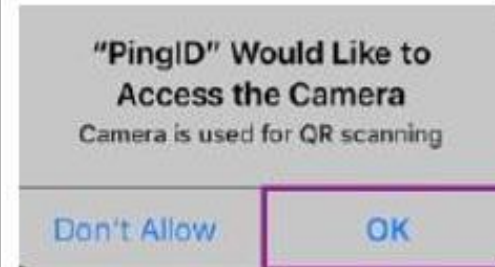
4. Click **I Understand** indicating you will allow push notifications, camera and location for set up



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)

Register from your Desktop/Laptop



You CANNOT register from
your mobile device

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



*If your camera is not
enabled or will not scan the
QR code enter the 15
character pairing key*

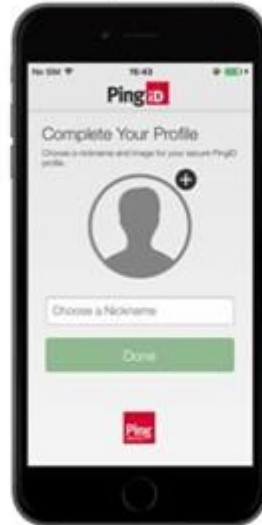
PingID Installation and Registration Steps (continued)

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



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.



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)**

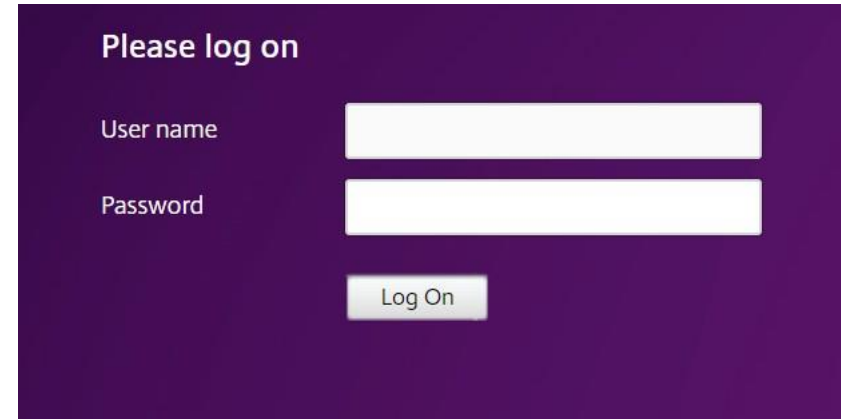


Remote access



Logging in via Citrix (continued)

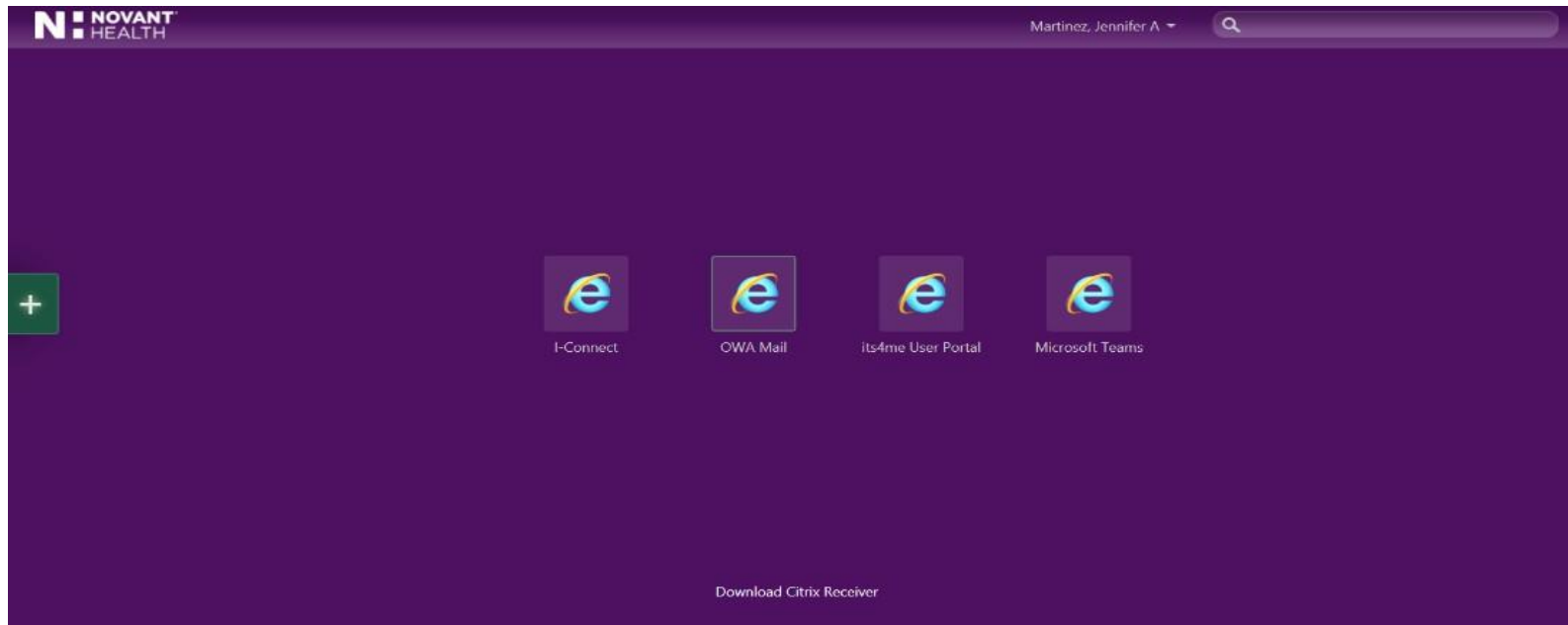
- Enter your **Corp ID** and **Password**, and click Log On.
- You will receive a PingID notification on your mobile device. Accept this notification.
- The Citrix window will open.



Please log on

User name

Password

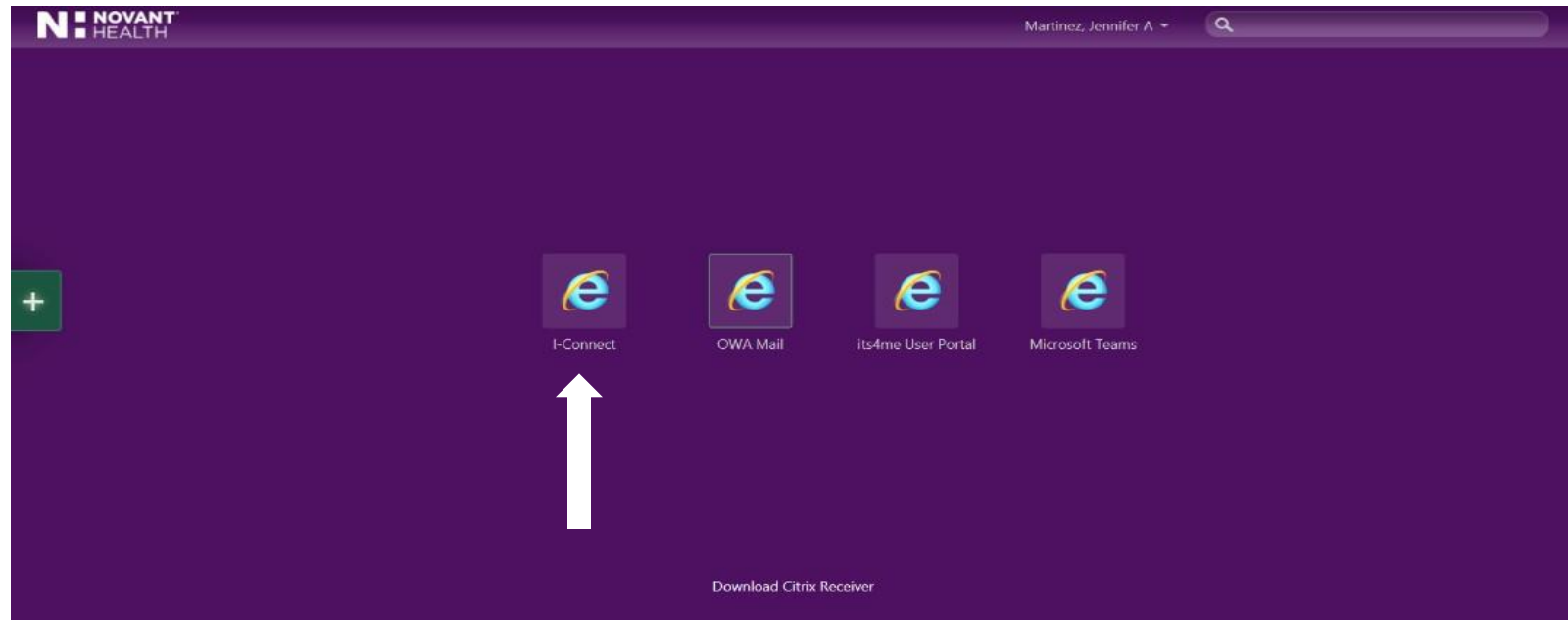


Citrix Dashboard

Citrix Dashboard: I-Connect

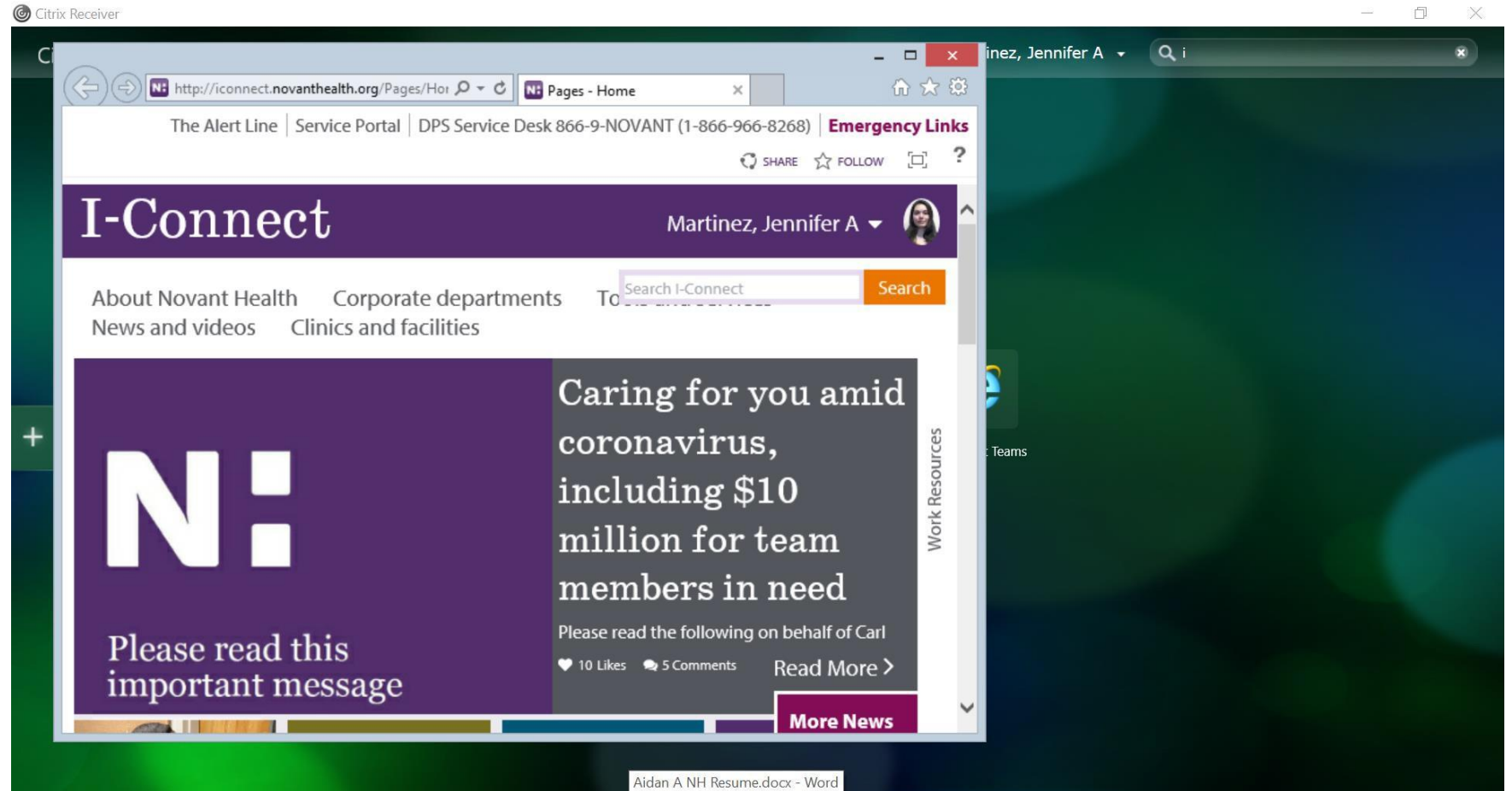
When Citrix opens, you will see this dashboard.

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



I-Connect Through Citrix

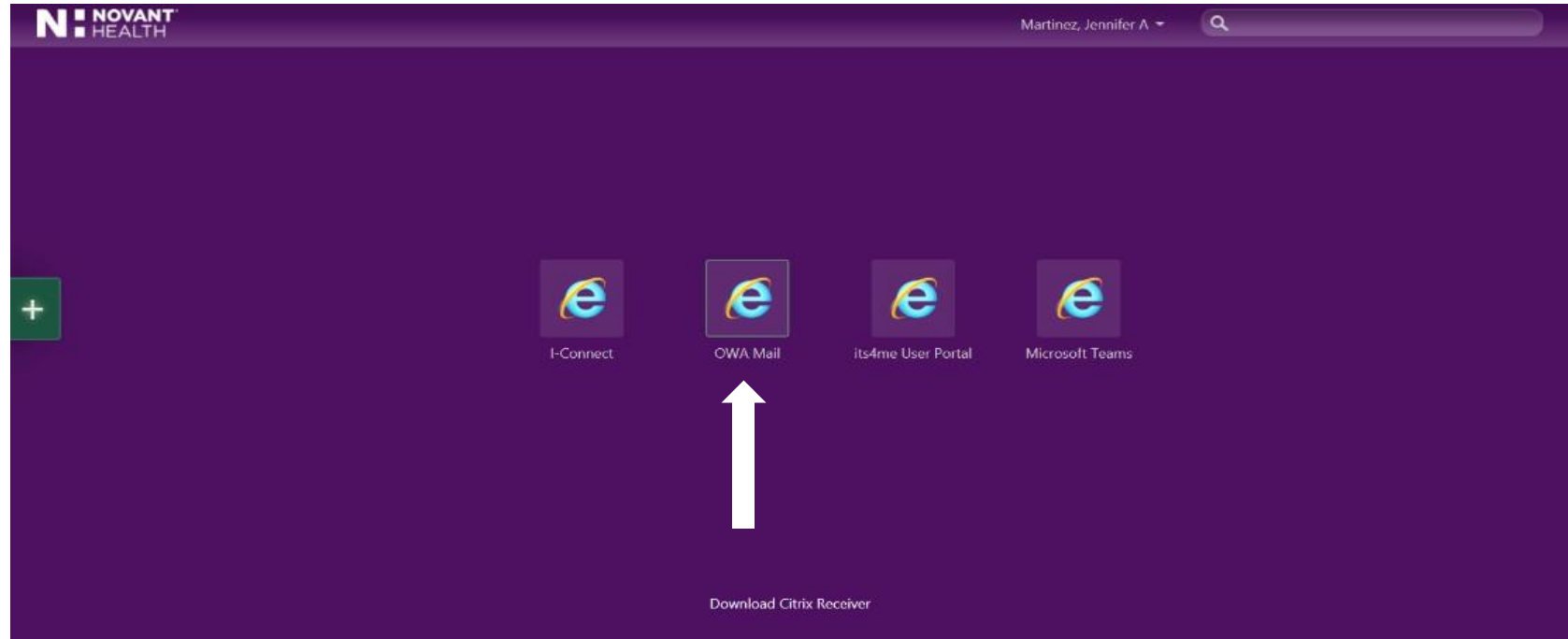
I-Connect will open in a separate tab.



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

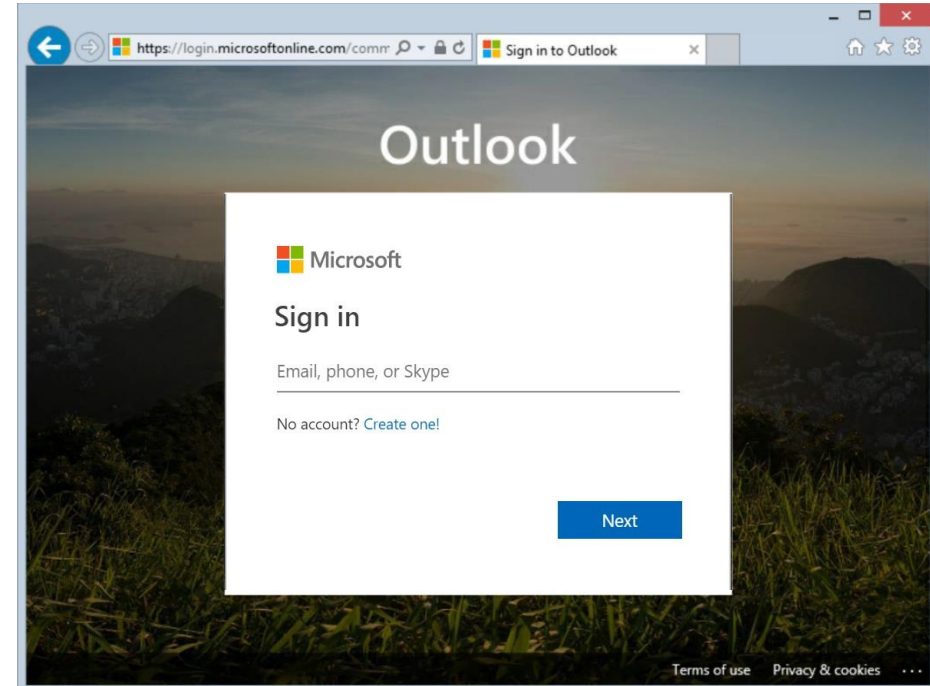
A separate tab will open and you will be prompted to log in with your Novant Health credentials



Novant Health, Inc

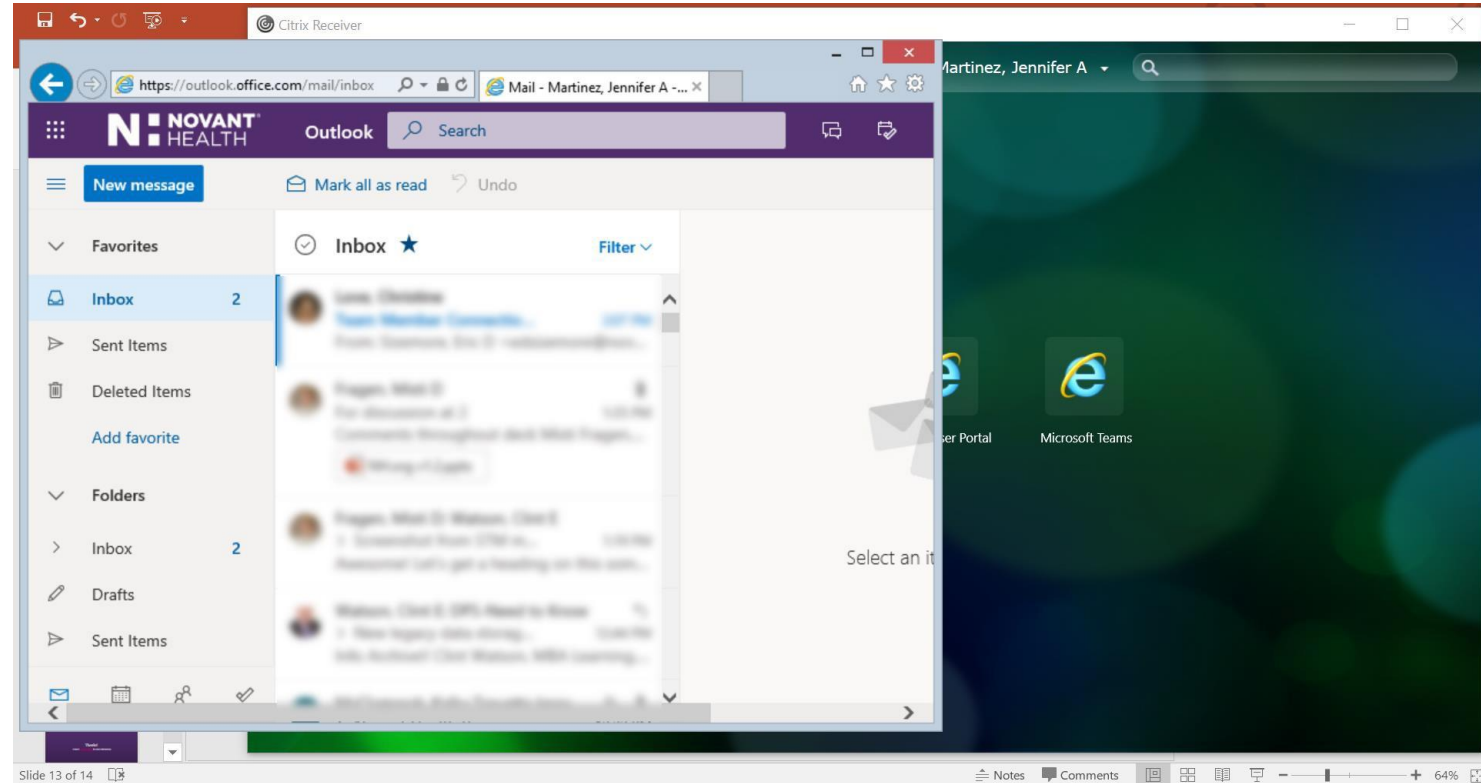
Sign in with your organizational account

Sign in



Outlook Through Citrix

Outlook will open in a separate tab.



Thanks!

Contact [DPS Learning](#) for more information