Remote Access, I-Connect and Outlook

Updated April 16, 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)

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
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<tbody>
<tr>
<td>4.</td>
<td>Click <strong>I Understand</strong> indicating you will allow push notifications, camera and location for set up.</td>
</tr>
<tr>
<td>5.</td>
<td>Click <strong>Allow</strong> Notifications. <strong>Message varies by device.</strong></td>
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<tr>
<td>6.</td>
<td>Click <strong>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>App Install Complete! Proceed to step 8 from your desktop/laptop to finish registration.</td>
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</table>

*If you do not allow you will be required to enter the 15 character pairing key later.*
PingID Installation and Registration Steps (continued)

<table>
<thead>
<tr>
<th>Register from your Desktop/Laptop</th>
<th>8. Use your Novant Corp ID (ABC123) and Password to log in using the link below: PingID Registration (Ctrl + Click to follow link)</th>
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<tbody>
<tr>
<td></td>
<td>Once your browser opens, do not close before registration is complete  (Step 14)</td>
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<tr>
<td>9. Click: “I already installed the PingID app”</td>
<td></td>
</tr>
<tr>
<td>10. Scan QR Code on your screen using your phone</td>
<td>If your camera is not enabled or will not scan the QR code enter the 15 character pairing key</td>
</tr>
</tbody>
</table>
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

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

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

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

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

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)
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
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.
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.
Outlook Through Citrix

Outlook will open in a separate tab.
Thanks!

Contact DPS Learning for more information